



AUTUS
FUND MANAGERS

COMPLAINTS RESOLUTION PROCEDURE

GUIDELINE FOR HANDLING A COMPLAINT

Autus Fund Managers ("AUTUS") must:

- Request that any client who has a complaint against Autus Fund Managers lodges such a complaint in writing;
- Maintain a record of such a complaint for a period of five years;
- Handle complaints from clients in a timely and fair manner;
- Take steps to investigate and respond promptly to any such complaints; and
- In the event complaint was not resolved to the client's satisfaction, advise the client of any further steps which may be available to the client in terms of the FAIS Act or any related laws.

PROCEDURE TO BE FOLLOWED BY CLIENT

Should a client feel that any representative of Autus Fund Managers provided them with financial advisory or intermediary services of a discretionary nature that does not comply with the FAIS Act, or should they feel that they have suffered financial losses directly because of negligence or an intentional error(s) committed by such a representative, the client is entitled to lodge a complaint. Any such complaint must be submitted in writing to admin@autus.co.za stating the following information:

- Client name, surname and contact details;
- A complete description of the complaint;
- The name(s) of the key individual(s) or representative(s) that the client dealt with;
- The date(s) on which the event occurred;
- All supporting documentation relating to the client's complaint.

AUTUS' PROCEDURE FOR RECEIVING A COMPLAINT

As soon as Autus Fund Managers receives the complaint, we will acknowledge receipt thereof in writing. We will investigate the complaint with the intention to resolve it within 30 business days from having received the complaint, failing which the client will have the right to refer the complaint to the office of the **FAIS Ombud** appointed specifically for this purpose.

The FAIS Ombud can be contacted at:

PO Box 74571, Lynwood Ridge, 0040

Telephone: 012 470 9080 / 99, Fax: 012 348 3447

Email: info@faisombud.co.za

TYPE OF COMPLAINT JUSTIFIABLE BY OMBUD

A. For a client complaint to be submitted to the Office—

- the complaint must fall within the ambit of FAIS and the rules of the Ombud as listed hereunder;
- the person against whom the complaint is made must be subject to the provisions of FAIS (hereafter referred to as "the respondent");
- the act or omission complained of must have occurred at a time when these rules were in force; and
- The respondent must have failed to address the complaint satisfactorily within six weeks of its receipt.

B. A client may seek any relief relating to the subject matter of the complaint, but a complaint constituting a claim for a monetary award, must relate to the redress of financial prejudice or damage suffered or likely to be suffered by the client.

- C. The complaint must not constitute a monetary claim in excess of R800 000.00 for a particular kind of financial prejudice or damage, unless the respondent has agreed in writing to this limitation being exceeded, or the client has abandoned the amount in excess of R800 000.00.
- D. The Ombud may also entertain a complaint relating to a financial service rendered by a person not authorised as a financial services provider or by a person acting on behalf of such person.
- E. When the Ombud receives a referral from the registrar, the Ombud must in writing notify the client concerned thereof and require the client to inform the Ombud whether the client wishes to pursue the complaint in accordance with the provisions of Part I of Chapter VI of the Act.
- F. The complaint must **not relate to the investment performance** of a financial product which is the subject of the complaint, unless such performance was guaranteed expressly or implicitly or such performance appears to the Ombud to be so deficient as to raise a *prima facie* presumption of misrepresentation, negligence or maladministration on the part of the person against whom the complaint is brought, or that person's representative.

RIGHTS OF CLIENT IN CONNECTION WITH COMPLAINTS

- A. The client must qualify as such in terms of the Act and these Rules.
- B. Before submitting a complaint to the Office, the client must endeavour to resolve the complaint with the respondent.
- C. The client has six months after receipt of the final response of the respondent, or after such response was due, to submit a complaint to the Office.
- D. On submitting a complaint to the Office, the client must satisfy the Ombud of having endeavoured to resolve the complaint with the respondent, and must produce the final response (if any) of the respondent as well as the client's reasons for disagreeing with the final response.
- E. A complaint must be submitted to the Office in writing or, in circumstances deemed appropriate, the Ombud may receive a complaint in any other manner which conveys the complaint in comprehensible form.
- F. A complaint must, where necessary, be accompanied by available documentation in the client's possession.
- G. The client must be advised by the Ombud of the response of the respondent to the extent necessary to react to such response and to decide whether the complaint should be proceeded with, and must thereafter within two weeks advise the Ombud of such reaction and decision.
- H. Subsequent to lodging a complaint with the Ombud, the client is entitled to submit further facts, information or documentation in connection with the complaint and must do so, to the extent possible, if requested by the Ombud.

ADMINISTRATIVE AND PROCEDURAL MATTERS

- A. The Ombud may decline to investigate a complaint, or may suspend the investigation, when to the knowledge of the Ombud the client intends proceeding to or has already embarked on litigation.
- B. Information provided to the Ombud is confidential and may only be disclosed by the Ombud to the registrar or to another party to the complaint to the extent necessary to resolve the complaint, or where required under the Act or any other law.
- C. The Ombud is not liable to be subpoenaed to give evidence on the subject of a complaint in any proceedings;
- D. The Ombud may take such steps as deemed expedient to advise the public on the existence of the Office, the procedure for submitting a complaint to the Office, or on any other aspect concerning the Office in order to facilitate the submission or disposal of complaints.

APPEAL

- A. A party against whom the Ombud has made a determination may apply to the Ombud for leave to appeal against the determination.
- B. Such application must be in writing, must be submitted to the Ombud within one month of the date of the determination, and must set out the grounds on which the application is made.
- C. In weighing the application the Ombud must consider the factors set out in section 28 (5) (b) of the Act, and may request and consider submissions by any other party to the complaint concerning the merits of the application.
- D. If the Ombud refuses leave to appeal, the applicant must be advised in writing and given reasons for such refusal.
- E. The applicant may within one month of such refusal apply to the chairperson of the board of appeal for leave to appeal against the determination, and advise the Ombud in writing accordingly.
- F. The application referred to in paragraph (E) must be submitted to the secretary of the board of appeal and must thereafter be dealt with as directed by the chairperson of that board.
- G. On receipt of the written advice referred to in paragraph (E), the Ombud must transmit to the secretary of the board of appeal all the records concerning the complaint together with a copy of the determination and the Ombud's reasons therefor, and the Ombud's reasons for refusing leave to appeal.
- H. If the Ombud grants leave to appeal, the applicant must be advised accordingly and the provisions of paragraph (G) apply with the necessary amendments, in which case the Ombud must also transmit the reasons for granting leave to appeal (if any).
- I. When granting or refusing leave to appeal, the Ombud must advise the other party to the proceedings of the outcome of the application for leave to appeal.
- J. If the board of appeal becomes seized with the appeal, the appeal must be dealt with in terms of the rules applicable to that board, with the necessary amendments, and, unless requested by the board of appeal, the Ombud shall not take part in the appeal proceedings and the appeal will continue between the parties to the complaint.
- K. On receipt of the final decision of the board of appeal, the Ombud must forward the decision to the clerk or registrar of the court as contemplated in section 28 (4) of the Act.