

Complaint Procedure for Volker Consulting (Pty) Ltd

FSP Number 45002

Our goal at Volker Consulting is to assist with your financial planning by offering professional investment and financial advice.

We strive to

- provide a high level of professional advice and services
- We will always treat you as an individual and with respect
- Always act with integrity
- Upskill our knowledge regularly to be able to provide you with the reassurance that we are fully trained and skilled in the advice we offer
- Uphold ethical standards as set out in SAICA and FPI

1. **If you are ever dissatisfied with the service we have provided, we encourage you to communicate with us directly telephonically or via our email address info@volkerconsulting.co.za**

We are committed to investigating any complaints received and rectifying and reporting back on any errors we might have made. We believe in our customers and want you to believe that we will do the right thing by correcting such errors that have caused the valid complaint.

2. **If you should wish to pursue the complaint more formally, address it in writing to: The Complaint Dispute Facilitator**
Volker Consulting
4th Floor, Sunclare Building
21 Dreyer Street
Claremont
7708

We welcome your feedback. Until we know what aspect of our financial planning did not work for you, we cannot fix the problem!

3. **If you remain dissatisfied with our response, you have the right to take your complaint to the Financial Advisory and Intermediary Services Act (FAIS) Ombud.**

The contact details of the FAIS ombudsman are provided below:

Customer Contact Division
The FAIS Ombud
PO Box 74571
Lynwood Ridge 0040
Telephone: +27 0860 324 766
Email: info@faisombud.co.za
Website: FAIS Ombud

Should you require a copy of our Complaints Management Policy, kindly request such by emailing info@volkerconsulting.co.za