

## CLIENT COMPLAINT PROCESS

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\* Please note that this process applies to Allan Gray Group Proprietary Limited and all its subsidiary companies, as well as the Allan Gray, Retirement Annuity, Umbrella Pension Fund, Umbrella Provident Fund, Pension and Provident Preservation funds ("Allan Gray").

### WHAT CAN I COMPLAIN ABOUT TO ALLAN GRAY?

Any dissatisfaction with a service provided by Allan Gray.

### HOW SHOULD I GO ABOUT COMPLAINING TO ALLAN GRAY?

1. Please lodge a complaint in writing to Allan Gray, addressed to the Head of Client Services (Retail or Institutional, depending on what type of investor you are), using any one of the following addresses:

**Physical address:**

1 Silo Square  
V & A Waterfront  
Cape Town  
8001

**Postal address**

PO Box 51605  
V & A Waterfront  
Cape Town  
8002

**Client contact division:**

Fax: + 27 21 415 2492  
Email: [info@allangray.co.za](mailto:info@allangray.co.za)  
[www.allangray.co.za](http://www.allangray.co.za)

2. The complaint must contain the following:
  - client details,
  - details of the complaint,
  - any documentary proof, where applicable.
3. Upon receipt by Allan Gray of the above mentioned information, your complaint will be acknowledged by the Allan Gray staff member that will assist in the resolution of your complaint.
4. Where possible, Allan Gray endeavours to resolve your complaint within five business days of receipt of your complaint, taking into account the nature of the complaint and the product type.
5. A full record of each complaint received and all subsequent correspondence will be kept on record by Allan Gray for such periods as prescribed by relevant legislation.

### WHAT HAPPENS NEXT IF YOU ARE STILL UNHAPPY?

Allan Gray should always be given the opportunity to resolve the complaint. However, should you be dissatisfied with the response from Allan Gray, you may refer your complaint to the Ombudsman or Adjudicator depending on the nature of the complaint, as set out below in more detail.

1. Complaints relating to intermediary services provided by Allan Gray  
Only complaints relating to intermediary services provided by Allan Gray, as an authorised financial services provider, may be directed to the Financial Advisory and Intermediary Services Ombud ("FAIS Ombud"). The FAIS Ombud acts independently and objectively. Please note that Allan Gray does not give advice and any complaints relating to advice will not apply to Allan Gray. In complaints before the FAIS Ombud the complainant and any other party to the complaint are expected to give their fullest co-operation so as to dispose of the complaint within a reasonable time. For these purposes a complainant includes the complainant's lawful successor in title or a person nominated as beneficiary in terms of the financial product that is the subject of the relevant complaint.

#### Contact details for the FAIS Ombud:

**Physical address:**

Ground Floor  
Block B  
Sussex Office Park  
473 Lynnwood Road  
Lynnwood  
Pretoria  
0081

**Postal address**

PO Box 74571  
Lynnwood Ridge  
00040

**Client contact division:**

Tel: +27 12 470 9080  
Fax: + 27 12 348 3447  
Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
[www.faisombud.co.za](http://www.faisombud.co.za)

2. Complaints relating to Allan Gray's Living Annuity, Endowment and other long-term insurance business  
The Ombudsman for Long-term Insurance can be approached for living annuity and endowment related complaints. The role of the Ombudsman is to ensure that the rights of the client are protected, and to mediate in a dispute if required.

**Contact details for the Ombudsman for Long-term Insurance:**

**Physical address:**

Third Floor  
Sunclare Building  
21 Dreyer Street  
Claremont  
Cape Town  
7700

**Postal address**

Private Bag X45  
Claremont  
Cape Town  
7735

**Client contact division:**

0860 103 236  
Tel: +27 21 657 5000  
Fax: +27 21 674 0951  
Email: [info@ombud.co.za](mailto:info@ombud.co.za)  
[www.ombud.co.za](http://www.ombud.co.za)

3. Complaints relating to Allan Gray's Retirement Annuity, Umbrella Pension Fund, Umbrella Provident Fund, Pension Preservation and Provident Preservation funds ('Retirement funds')  
The Pension Funds Adjudicator can be approached for complaints in respect of the retirement funds. The role of the Pension Funds Adjudicator is to ensure that the rights of members are protected, and to mediate in a dispute if required.

**Contact details for the Pension Funds Adjudicator:**

**Physical address:**

4th Floor  
Riverwalk Office Park  
Block A, 41 Matroosberg Road  
Ashlea Gardens  
Pretoria  
South Africa  
0081

**Postal address**

PO Box 580  
Menlyn  
0063

**Client contact division:**

0860 662 837  
Tel: 012 3461738, 012 748 4000  
Fax: 0866937472  
Email: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)  
Website: [www.pfa.org.za](http://www.pfa.org.za)