

* Please note that this process applies to Allan Gray (Botswana) Proprietary Limited ("Allan Gray").

1. What can I complain about to Allan Gray?

Any dissatisfaction with a service provided by Allan Gray.

2. How should I go about complaining to Allan Gray?

2.1 Please lodge a complaint in writing to Allan Gray, addressed to the Allan Gray Client Servicing Team, using any one of the following addresses:

Physical address	Postal address	Email and website address
2 nd Floor Building 2 Central Square New CBD Gaborone	P O Box 760AAH Masa Square CBD Gaborone	allangraybotswana@allangray.co.bw www.allangray.co.bw

2.2 The complaint must contain the following:

- a) client details
- b) details of the complaint
- c) any documentary proof, where applicable.

2.3 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.

2.4 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.

2.5 We will discuss the outcome of our investigation with you, and confirm the outcome in writing once the complaint has been finalised.

2.6 Should you not be satisfied with the handling of your complaint or the response provided, you may escalate the complaint to the Managing Director of Allan Gray.

2.7 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.

3. What happens next if you are still unhappy?

Allan Gray should always be given the opportunity to resolve the complaint. However, if you are not satisfied with our response or the outcome of your complaint, you can refer the complaint to the Non-Bank Financial Institutions Regulatory Authority (NBFIRA) at:

Postal address	Telephone number	Email address
Capital Markets Division Non-Bank Financial Institutions Regulatory Authority Private Bag 00314 Gaborone	+267 310 2595	capitalmarkets@nbfira.org.bw

If the complaint is still not resolved to your satisfaction, you may also take action through the courts.