

## CLIENT COMPLAINT PROCESS

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\* Please note that this process applies to Allan Gray (Botswana) Proprietary Limited ("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 Allan Gray Client Servicing Team, using any one of the following addresses:

**Physical address:**

2nd Floor, Building 2  
Central Square  
New CBD  
Gaborone

**Postal address:**

Postnet Kgale  
P O Box 457 ADD  
Gaborone

**Email:**

info@allangray.co.bw  
www.allangray.co.bw

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.
5. We will discuss the outcome of our investigation with you, and confirm the outcome in writing once the complaint has been finalised.
6. 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, 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:

**Contact details for the NBFIRA:**

**Postal address:**

Capital Markets Division  
Non-Bank Financial Institutions Regulatory Authority  
Private Bag 00314  
Gaborone

You may also take action through the courts if you do not consider the complaint resolved to your satisfaction.