

Complaint resolution procedure

We value your support as a client and we place strong emphasis on maintaining a long-term relationship with you that is open, honest and transparent. In view of this, we encourage you to provide us with feedback and have established a formalised complaint resolution procedure to address your concerns and ensure that they are timeously resolved.

If you do wish to raise an issue, concern or complaint the procedure is as follows:

1. Download the Investec Asset Management Complaint Form from www.investecfunds.co.za or contact the Investec Query Management Team on 0860 500 100 and a complaint form will be faxed to you.
2. Complete the form and submit it via fax or e-mail to the Query Management Team on:
Fax 0861 500 100
E-mail iamclientservicesquerymanagement@investecmail.com

All complaints must be submitted in writing to ensure that we have the correct details and that the procedure is managed efficiently and effectively.

If a complaint is not resolved to your satisfaction, you are entitled to contact the relevant Ombud depending on the industry and product that you are invested in. The details of the relevant offices are listed below for your convenience:

The Ombudsman for Banking Services

Address PO Box 5728
Johannesburg
2000
Telephone 0860 800 900
Fax (011) 838 0043
E-mail info@obessa.co.za

The Pension Funds Adjudicator Head office - Johannesburg

Address PO Box 651826
Benmore
2010
Telephone (011) 884 8454
Fax (011) 884 1144
E-mail enquiries-jhb@pfa.org.za

Cape Town

Address PO Box 23005
Claremont
7735
Telephone (021) 674 0209
Fax (021) 674 0185
E-mail enquiries@pfa.org.za

The Ombudsman for Financial Services Providers

Address PO Box 74571
Lynwood Ridge
0040
Telephone (012) 470 9080
Fax (012) 348 3447
E-mail info@faisombud.co.za

The Ombudsman for Long-term Insurance

Address Private Bag X45
Claremont
7735
Telephone (021) 657 5000
Fax (021) 674 0951
E-mail info@ombud.co.za