

# Our complaints process

## Our commitment to you:

Our clients are at the centre of our business and our products and services are designed with this in mind. We aim to treat our clients fairly and with integrity. Occasionally, there may be times when you are not satisfied with our products or service, and should this happen, we want to hear from you. We have therefore appointed a Complaints Resolution Officer who is best placed to receive your complaint and deal with it as quickly and effectively as possible. Your feedback is important to us and is key to improving the products and services we offer.

## How to complain:

We require you to put your complaint in writing and address it to the Complaints Resolution Officer. You can share it with us by telephone or email.

**Tel:** 0800 123 263 (RSA only) or +27 21 412 2003 (outside RSA)

**Email:** [complaints@nedgroupinvestments.co.za](mailto:complaints@nedgroupinvestments.co.za)

**Physical address:** 2nd floor, Nedbank Clocktower, V&A Waterfront, Cape Town

**Postal address:** PO Box 1510, Cape Town, 8000, South Africa.

## What you will need to provide:

To help us investigate and resolve your complaint as quickly as possible, please provide the following information:

- Your name and surname
- Your investor number if applicable
- A daytime contact number and the times you would prefer us to contact you
- Details of your complaint, including references and copies of any supporting documents and previous communication

## How we will deal with your complaint:

- The complaint will be handled by our skilled Complaints Resolution Officer
- We will acknowledge receipt of your complaint within two business days and our Complaints Resolution Officer will provide information on next steps
- Where possible, we intend to resolve your complaint within five business days depending on the nature of the complaint
- If we need more time to complete our investigations, we will keep you regularly updated with our progress and communicate a revised timeline

## What happens if you are unsatisfied with our response to your complaint?

Should you feel that our response to your complaint still does not fully address your concerns, please refer your complaint to the Complaints Manager for further consideration. Once we have evaluated all aspects of your complaint, we will send you our final response.

## And if you are still unsatisfied with how we dealt with your complaint?

If we do not resolve your complaint to your satisfaction, you may ask the relevant Ombud or Adjudicator to review your complaint. The Ombud provides a dispute resolution mechanism that avoids lengthy and costly court proceedings. Please note that there are different Ombuds available depending on the product or service type associated with your complaint.

### For complaints relating to Intermediary services, please contact the FAIS Ombud:

**Tel:** 012 762 5000

**Share call:** 0860 663 274

**Email:** [info@faisombud.co.za](mailto:info@faisombud.co.za)

**Website:** [www.faisombud.co.za](http://www.faisombud.co.za)

### For complaints relating to Nedgroup Investments Living Annuity and Endowment products, please contact the National Financial Ombud Scheme:

**Tel:** 0860 800 900 / +27 (0) 66 473 0157

**Email:** [info@nfosa.co.za](mailto:info@nfosa.co.za)

**Website:** <https://nfosa.co.za/>

**For complaints relating to Nedgroup Investments Retirement Annuity, Provident and Pensions Preservation funds, please contact the Retirement Funds Ombud:**

**Tel:** 012 346 1738 / 012 748 4000

**Email:** [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)

**Website:** [www.pfa.org.za](http://www.pfa.org.za)

## Contact details

Nedbank Clocktower Clocktower Precinct V&A Waterfront Cape Town 8001 PO Box 1510 Cape Town 8000 South Africa

Nedgroup Investments Proprietary Limited (Company registration number 1996/017075/07)

Nedgroup Collective Investments (RF) Proprietary Limited (Company registration number 1997/001569/07)

Nedgroup Investment Advisors Proprietary Limited (Company registration number 1998/017581/07) an authorised Financial Services Provider (FSP licence number 1652)

Directors: I Ruggiero, NA Andrew, RC Williams

[www.nedgroupinvestments.com](http://www.nedgroupinvestments.com)

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