



UBUNTU WEALTH – CLIENT COMPLAINT PROCESS

The purpose of this document is to provide clients with information on how to lodge a complaint against Ubuntu Wealth.

Definition of a complaint

A complaint means a dissatisfaction relating to a financial service rendered by Ubuntu Wealth or any of its representatives.

How to submit a complaint?

All complaints must be submitted in writing to Ubuntu Wealth. It can be submitted either by hand, post, fax or email to the Ubuntu Wealth contact details below.

Client Advice Centre

Our business hours are Monday to Friday, from 08:00 to 17:00
Email: invest@ubuntuw.com
Tel: 012 003 2914
Fax: 086 439 3218

Physical address & Postal address

210 Amarand Avenue
1 Pegasus Building Menlyn Maine,
Pretoria 0181

What information must be included in the complaint?

- The full names, ID/registration number and contact details of the complainant
- The full names, ID/registration number and contact details of the client (if different from the complainant);
- Full details of the investment or investment number, where applicable
- Specific details about the nature of the complaint, which would include sufficient facts, dates and supporting documentation to enable Ubuntu Wealth to deal with the complaint quickly and fairly.
- The full name and surname of the relevant Ubuntu Wealth representative, where applicable

What will happen once a complaint is received?

- We will promptly acknowledge receipt of the complaint in writing to the complainant as soon as possible.
- We undertake to inform the client of the outcome of the investigation relating to the complaint within six weeks of receipt of the initial written complaint.
- In event that the complaint cannot be resolved, we will advise the complainant in writing of the reasons why the complaint could not be resolved and what further steps are available to the complainant.
- We will keep a record of the complaint and maintain such record for 5 years as required by legislation.



What if I am still unhappy?

You may refer your complaint to the Office of the Ombud for Financial Services Providers. Standard procedure at the offices of the Ombud requires you to provide evidence of your attempt to resolve the matter directly with Ubuntu Wealth.

Contact details for the FAIS Ombud:

Ombud for Financial Service Providers			
Name: Ms Noluntu Barn	Toll free: 0860 324 766	Fax: (012) 348 3447	Email: Info@faisombud.co.za
Address: PO Box 74571, Lynnwood Ridge, 0040			

