



Complaints Policy

Approved and adopted October 2023

1. Introduction

REdimension Capital is committed to rendering financial services honestly, fairly, with due skill, care, and diligence, and in the interests of clients and the integrity of the financial services industry. One of the ways to help us achieve this is having a clear and transparent complaints process in place to handle complaints promptly and fairly.

2. What is defined as a complaint?

REdimension Capital considers a complaint as an expression of dissatisfaction with the provision of a financial product or service by a financial service provider that the person alleges has caused them harm or inconvenience; is against an agreement, regulation or code of conduct; or has resulted in unfair treatment.

For the purposes of this document a "complaint" means a specific complaint relating to a financial service rendered by REdimension Capital or any of its representatives to the complainant.

The complainant must allege in the complaint that REdimension Capital or its representative:

- has contravened or failed to comply with a provision of applicable legislation and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage; or
- has wilfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
- has treated the complainant unfairly.

Complaints which do not satisfy the above definition, while always taken very seriously, will not necessarily follow the procedure outlined in this document.

3. How can I make a complaint?

You can make a complaint verbally, in writing or in person

The Compliance Officer

Tel: +27 (0) 83 441 6239 Fax: +27 (0) 21 446 4950

Email: debragill@mweb.co.za

Please include the following details with your complaint to help us fully investigate your matter:

- Your name, surname, and contact details;
- A complete description of your complaint;
- The name of the person who provided the service;
- The date on which the matter occurred; and
- All documentation relating to your complaint and investor account/reference numbers

4. What happens once you have received my complaint?

We will acknowledge your complaint within five days of receiving it and provide the name and title of the person that is handling your complaint.

We will investigate your complaint promptly and in a fair and consistent manner, determine whether it should be upheld, and where appropriate decide on any remedial action and/or redress. We may require additional information from you. We will then inform you of the outcome of our investigation.

We aim to resolve all complaints within five working days. Where this is not possible, we endeavour to resolve your complaint as soon as possible thereafter, but no more than six weeks.

If for any reason, we can't resolve your complaint within three weeks, we will inform you and explain why we are not in a position to make a final decision yet and when we might be expected to provide you with the final outcome.

5. Resolution of complaints

We will consider your complaint as closed once we have given you a final response, if you have indicated that you accept an earlier response that we have sent you or once the Ombud has informed us in writing that the complaint has been closed (where applicable).

If you are not satisfied with the outcome of your complaint, or in the event that we are unable to resolve your complaint within six weeks, you may direct your complaint as follows:

Either the Ombud for Financial Service Providers or the FSCA below:

Ombud for Financial Service Providers

PO Box 74571

Lynnwood Ridge 0040

Tel: 012 470 9080 / 012 762 5000

Fax: 012 348 3447 / 012 470 9097 / 086 764 1422

Email: info@faisombud.co.za

OR Financial Sector Conduct Authority

P.O. Box 35655

Menlo Park 0102

Tel: 0800 20 37 22 / 012 428 8000

Fax: 012 346 6941

<https://www.fsca.co.za/Pages/Contact-Us.aspx>