

Complaints Procedure

Introduction

At Personix, we are committed to providing exceptional service to our clients. We value feedback and take all complaints seriously as part of our dedication to transparency, accountability, and continuous improvement. This Complaints Procedure outlines how clients can lodge a complaint and how such complaints will be handled.

Scope

This procedure applies to all clients, prospective clients, and stakeholders who wish to raise concerns regarding the services provided by Personix. It ensures complaints are dealt with fairly, promptly, and in compliance with applicable regulations.

Definition of a Complaint

A complaint is defined as any expression of dissatisfaction by a client regarding the services, advice, or conduct of Personix, its employees, or representatives, where the client expects a resolution or response.

How to Lodge a Complaint

Complaints can be submitted in writing via email, post, or delivered in person. To ensure proper handling, complaints should include:

- Full name and contact details of the complainant.
- A clear description of the issue or concern.
- Relevant dates, supporting documents, or evidence.
- The outcome or resolution the complainant seeks.

Acknowledgement of Complaints

Upon receipt of a complaint, Personix will:

- Acknowledge the complaint in writing within 5 business days.
- Provide the name and contact details of the staff member assigned to handle the matter.

Response Timeline

OFFICE +27 21 699-0800
EMAIL info@personix.co.za
www.personix.co.za



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INSURANCE WEALTH MANAGEMENT PROPERTY ACCOUNTING & ADVISORY

5 Kromboom Road,
Rondebosch Cape Town
7700, South Africa

- A formal written response will be provided within 21 business days of acknowledging the complaint.
- If more time is required due to complexity, the complainant will be informed of the delay and given an updated timeline.

Resolution

If the complaint is upheld, appropriate corrective action will be taken. This may include offering an explanation, an apology, corrective steps, or other forms of redress. If the complaint is not upheld, reasons will be clearly communicated.

Escalation

If a complainant is dissatisfied with the outcome, they may escalate the matter to the relevant regulatory authority, such as the Financial Sector Conduct Authority (FSCA) or the Ombud for Financial Services Providers (FAIS Ombud).

Record Keeping

All complaints will be recorded and stored securely in compliance with POPIA. Records will be used for monitoring, reporting, and improving our services.

FAIS Ombud

Should a complaint not be resolved to your satisfaction, you may forward such complaints to the Office of the Ombud for Financial Services Providers

Name: Ms Noluntu Bam Address: P.O Box 74571, Lynnwoodridge, 0040
Tel no: 012 762 5000 Fax no: 012 470 9097 Email: info@faisombud.co.za
Website: www.faisombud.co.za

Contact Us To lodge a complaint or for more information on this procedure, please contact:

Personix Location:

5 Kromboom Road, Rondebosch, 7700
Email: info@personix.co.za
Phone: 021 699 0800
Hours: Mon–Thurs 08:30 – 17:00
Fri 08:30–16:30