

ANNEXURE A

CLIENT COMPLAINT SUBMISSION FORM

Client Name & Surname	
Client Contact number	
Client Email address	
Client ID number	
Product Supplier name if applicable	
Adviser (if applicable)	
Name of Complainant	
Date complaint submitted	
Complainant Contact number	
Preferred method of communication	

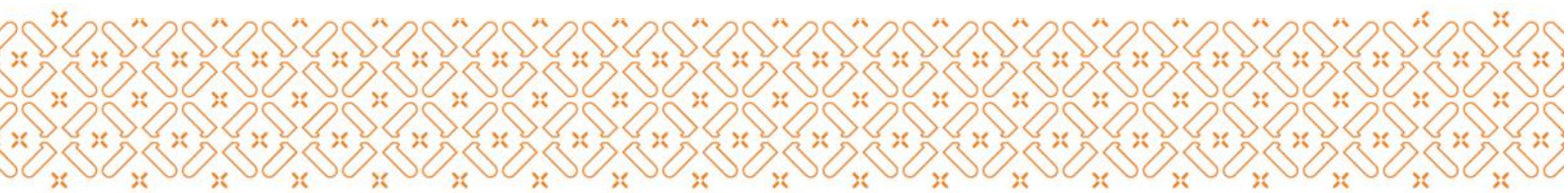
Indicate the party(ies) against which an expression of dissatisfaction is being made

- The FSP
- The FSP's service supplier
- Both the FSP and its service supplier
- The FSP's Juristic Representative (JR)

Indicate one or more of the following reasons for the dissatisfaction

If "None of the above" is applicable, the complainant may not have grounds for a valid complaint

- The FSP, its JR or its service supplier has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct which is binding on the FSP or supplier
- The FSP, its JR or its service supplier's maladministration or willful or negligent action or failure to act, has caused the person harm, prejudice, distress or substantial inconvenience
- The FSP, its JR or its service supplier has treated the person unfairly
- None of the above



MEETING YOUR FINANCIAL NEEDS

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