



INFINOX CAPITAL LIMITED SA (PTY) LTD

2018/616118/07

COMPLAINTS MANAGEMENT POLICY

An authorised Financial Services Provider FSP NO: 50506

FEBRUARY 2021

1. Process

Should you feel that any representative of INFINOX CAPITAL SA (PTY) LTD has contravened or failed to comply with a provision of this Act, and that as a result thereof you have suffered or are likely to suffer financial prejudice or damage; or if any representative of INFINOX CAPITAL SA (PTY) LTD has willfully or negligently rendered a financial service to you which has, or is likely to cause prejudice or damage to you; or where you believe you have been treated unfairly, you have the right to complain.

1.1 First Step in Process

- a. Your complaint must be lodged in writing first with the Compliance Officer of INFINOX CAPITAL LIMITED SA (PTY) LIMITED, Ms Catia Merola (catia.merola@infinox.com). You can also lodge your complaint with the Statutory Compliance Officer, Ms Thandiwe Maseko (thandiwe@oraclecompliance.com)
- b. The Compliance Officer must acknowledge receipt of your complaint in writing to you.
- c. The Complaint must be recorded into a “complaints register” at INFINOX CAPITAL LIMITED SA (PTY) LTD (all relevant facts and supporting documentation must be kept on record too).
- d. The complaint must be resolved within six (6) weeks of receipt.

1.2 Second Step in Process

Should you not be entirely satisfied with the resolution of the complaint you may now complain to the **Ombud for Financial Services Providers**. The Office of the Ombud will not investigate a complaint unless it has been lodged with the Compliance Officer of the Financial Services Provider first.

Ombud Contact Details

Toll free no:	0860FAISOM (0860324766)
Telephone:	+27 12 470 9080
Facsimile:	+ 27 12 348 3447
E-mail address:	info@faisombud.co.za
Website:	www.faisombud.co.za
Postal Address:	P.O.Box 74571, Lynnwood Ridge, 0040

2.0 Complaints Regarding Principal Relationship

Should you have a in relation to the services provided to you in relation to your principal relationship with INFINOX CAPITAL (IX Capital Group Limited), your complaint should be lodged to the compliance office of INFINOX CAPITAL in writing by email (compliance@infinox.com).

A complaint lodged to INFINOX CAPITAL SA (PTY) LTD may be forwarded to the compliance department of INFINOX CAPITAL (IX Capital Group Limited), whose compliance policy can be found on the website https://www.infinox.com/documents/legal-documents/SCB/Complaint-Procedure-Policy_v5-SCB.pdf