



INFINOX CAPITAL LIMITED SA (PTY) LTD

2018/616118/07

COMPLAINTS PROCEDURE POLICY

An authorised Financial Services Provider FSP No: 50506

JULY 2022

Prior to offering our services to you, we require you to read this Complaints Procedure Policy.

Table of Contents

1 Summary of Complaints Procedure..... 3

2 Introduction..... 4

3 Interpretation of Terms 4

4 Scope of the Complaints Handling Procedure..... 4

5 Definition of a Complaint 4

6 Procedure..... 5

7 FAQs 5

8 Document Metadata 6

1 Summary of Complaints Procedure

- 1.1 Your complaint must be lodged in writing with the compliance officer of INFINOX CAPITAL LIMITED SA (Pty) LTD (herein referred to as the “FSP”) or product supplier (INFINOX Limited) and follow the internal complaints and escalation processes. The governing body of the FSP is responsible for the formulation, adoption, and implementation of the internal complaints processes. Complaints are handled by a suitably qualified person.
- 1.2 We will acknowledge your complaint within 48 hours of receipt and will advise which senior person will be dealing with your complaint. We will investigate your complaint and endeavor to send a final response to you within fourteen (14) business days of receipt of your complaint.
- 1.3 If the matter is not resolved within fourteen (14) business days of receipt of your complaint, a response will be communicated to you within twenty-one (21) business days of receipt of the complaint and a full written explanation with reasons should the outcome not be favourable to you.
- 1.4 If more than twenty-one (21) business days from the date of your complaint has past and you did not receive a final response, or you are dissatisfied with the final response received from us, you are entitled to refer your complaint in writing to the Statutory Compliance Officer and ultimately the FAIS Ombudsman. The Complaint must be resolved within 6 weeks, from the date that the complaint was lodged with the FSP.
- 1.5 Below are the details of the Statutory Compliance Officer at Oracle Compliance – Ms. Thandiwe Maseko on the following contact details: thandiwe@oraclecompliance.com or on 011 100 2551. The complaint must contain all relevant information relating to the case and all attachments thereto.
- 1.6 Should you not be entirely satisfied with the resolution of the complaint you may complain to the Ombud for Financial Services Providers within 6 months from receipt of the final response whose particulars are provided below. 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. The complaint must contain all relevant information relating to the case and all attachments thereto.

Electronically – You may send an email of your complaint to the FSP at compliance.sa@infinox.com

Ombud Contact Details

Sharecall:	0860324766
Telephone:	+27 12 762 5000
E-mail address:	info@faisombud.co.za
Website:	www.faisombud.co.za
Postal Address:	P.O.Box 74571, Lynnwood Ridge, 004
Physical Address:	125 Dallas Avenue, Menlyn Cnetral. Waterkloof Glen, Pretoria 0010

2 Introduction

- 2.1 INFINOX Capital Limited SA (PTY) LTD (“FSP”) is a company registered under the laws of South Africa and regulated by the Financials Sector Conduct Authority (FSCA) as financial services provider FSP Number 50506. We are a CFD Broker authorized to provide an intermediary service to INFINOX Limited an investment dealer authorised and regulated by the Financial Services Commission (FSC) of Mauritius under License Number GB20025832 using a straight through process.

3 Interpretation of Terms

- 3.1 Unless indicated to the contrary, the terms included in this Policy shall have a specific meaning and may be used in the singular or plural as appropriate.
- 3.2 Complainant included the ‘client’ as defined in the ‘Client Agreement’ available online at INFINOX Limited or;

A person whose dissatisfaction relates to the approach, solicitation marketing or advertising material or an advertisement in respect of a financial product, financial service or related service of the provider.

4 Scope of the Complaints Handling Procedure

The Complaints Handling Procedure (‘the Procedure’) sets out the processes employed when dealing with complaints received by clients.

5 Definition of a Complaint

A complaint is an expression of dissatisfaction by

- a person to a provider or,
- the provider’s service supplier relating to a financial product or
- the provider’s services or financial product service or
- product knowledge of the provider,

which indicates or alleges, regardless of whether such an expression of dissatisfaction is submitted together with or relates to a client query that—

- a. the provider 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 provider or to which it subscribes;
- b. the provider or its service supplier’s maladministration or wilful or negligent action or failure to act, has caused the person harm, prejudice, distress or substantial inconvenience; or
- c. the provider or its service supplier’s has treated the person unfairly;

5.1 A complaint shall include:

- the client's name and surname;
- the client's trading account number
- the affected transaction numbers, if applicable; the date and time that the issue arose; and
- a description of the issue.

5.2 A complaint must not include offensive language directed either to INFINOX or an INFINOX employee.

6 Procedure

All complaints must be in writing and shall be addressed, in the first instance, to the Customer Support Department. If the Client receives a response from Customer Support but deems that the complaint needs to be raised further, the Client may either ask Customer Support to escalate it to the Compliance Department or directly contact Compliance (compliance.sa@infinox.com), who will independently and impartially investigate it.

Both the Customer Support Department and the Compliance Department shall thoroughly examine any complaints as required (taking into account any information contained within the books and records of the Firm, including but not limited to the client's trading account journal) to reach a fair outcome. The complainant will be kept informed during the process of the complaint.

In all circumstances the Customer Support Department or the Compliance Department shall:

- send an initial acknowledgment to the client within 48 hours;
- resolve complaints as soon as reasonably practicable; and
- exercise reasonable care and skill to ensure that the complaint is resolved amicably and fairly
- inform the client accordingly.

All complaints shall be treated confidentially.

7 FAQs

7.1 Questions regarding this Procedure should be addressed, in the first instance, to the Customer Service Department.

8 Document Metadata

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