



# COMPLAINTS PROCEDURE

## INVEST BAMBOO (PTY) LIMITED (“BAMBOO”)

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## COMPLAINTS PROCEDURE

### 1. INTRODUCTION

Complaints management is an integral part of Treating Customers Fairly (TCF) and the Financial Advisory and Intermediary services Act 37 of 2002 requires us, in our capacity as an authorised financial services provider, to establish, maintain, and operate, an adequate, and effective, complaints management framework, to ensure the effective resolution of complaints, and the fair treatment of complainants.

TCF Outcome 6 requires that clients should not face unreasonable post-sale barriers imposed by the Company, to change financial products, switch product suppliers, switch financial services providers, submit a claim, or make a complaint. In line with the TCF principle aims, we strive to raise standards in the way we operate, by introducing changes that will benefit our customers and increase their confidence in our brand.

This document serves as a guideline to achieve the following throughout the complaint management process:

- To understand what constitutes a complaint (regulatory definition) so that there is a consistent understanding across the FSP. This is especially important when capturing complaints onto the system
- To set consistent standards and requirements for us to implement internal complaints management processes, including record keeping, monitoring and analysis
- To thoroughly investigate the complaint
- To identify possible service breakdowns
- To ensure fair treatment of customers in line with the TCF principles
- To make informed decisions
- To ensure timely resolution
- To conduct root cause analysis
- To put forward and manage possible solutions through corrective action improvements
- To ensure that our complaints process is fair, transparent, accessible and visible to our customer
- To ensure that adequate communication is provided to the customer about how to complain, where to complain and to whom they can complain to and that this is performed in clear and understandable language.

### 2. WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction, by you, to us, or to one of our service providers, about a financial product, or financial service, provided, or offered, by us, which indicates, or alleges, regardless of whether the expression of dissatisfaction is submitted together with, or in relation to, a query by you, expressing that:

- (1) we, or one of our service providers, has contravened, or failed to comply with, an agreement, a law, a rule, or a code of conduct, which is binding on us, or to which we subscribe;
- (2) our, or one of our service provider's, mal-administration, or wilful, or negligent, action, or failure to act, has caused you harm, prejudice, distress, or substantial inconvenience; and/or
- (3) we, or one of our service providers, has treated you unfairly.

### 3. HOW TO MAKE A COMPLAINT?

If you are unhappy with our service or financial products, please tell us by contacting us at [support@investbamboo.com](mailto:support@investbamboo.com). We appreciate your feedback, and take your complaints seriously.

We are also committed to attending to your complaints as quickly as possible. The quickest way for us to resolve your complaint is by contacting us on any of the above channels.

#### 4. GUIDANCE ON MAKING A COMPLAINT

To assist us to address your complaint as quickly as possible, please include all the relevant information.

The information we request varies in accordance with the specific complaint raised, but we typically collect basic information such as:

- Your full name;
- Your address/phone number;
- Details of your complaint and any additional information surrounding your complaint.

#### 5. HOW BAMBOO CAN ASSIST YOU

- We will attend to your complaint as quickly, and as fairly, as possible.
- If we find that it is not a simple issue, we will keep you updated while we work on it.
- Within two business days of receiving your complaint, we will acknowledge receipt.
- If we cannot resolve your complaint immediately, we will do our best to resolve it within 5 business days, and provide you with written feedback.
- Some complaints may be complex, and involve many issues. In these cases, we will not be able to resolve the matter within 5 business days, but we will endeavour to resolve it within a maximum of two weeks of the receipt of the complaint, however there may be rare instances where our resolution timeline may be extended. Where this is the case, we will communicate this to you and explain why there may be a prolonged resolution time. We will keep you updated regularly, and we will let you know exactly who is taking ownership of your complaint, and who will follow it through to completion.
- After we do everything we can, to properly investigate your complaint, and fairly assess the issue, we will send you a final reply on the matter.

#### 6. WHAT TO DO WHEN YOU ARE NOT SATISFIED WITH HOW A COMPLAINT WAS HANDLED

If you feel we have been unreasonable, or unfair, in any way, you may escalate your concern. You may escalate your complaint to [support@investbamboo.co.za](mailto:support@investbamboo.co.za) before you decide to take the matter up with the relevant ombud (or adjudicator or the Financial Sector Conduct Authority, as the case may be). In cases of escalated concerns, we will aim to resolve your issue within a maximum of six weeks, however there may be rare instances where our resolution timeline may be extended. Where this is the case, we will communicate this to you and explain why there may be a prolonged resolution time. however there may be rare instances where our resolution timeline may be extended. Where this is the case, we will communicate this to you and explain why there may be a prolonged resolution time.

After escalation, if you are still unhappy with the way your complaint has been handled, despite our best efforts, you may take the matter up with the relevant ombud, which are independent bodies that have been set up to sort out complaints between clients and financial institutions that have not been able to resolve complaints effectively between themselves.

**For complaints about financial advice and/or financial products, you should contact the financial services providers ombud:**

Tel: +27 (0) 12 470 9080

Fax: +27 (0) 12 348 3447

Postal address: P. O. Box 74571, Lynnwood Ridge, 0040

Physical address: Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road, Cnr Lynnwood Road & Sussex Avenue, Lynnwood, 0081

Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za)