

**1**

Your complaint must be submitted in writing to [info@steercapital.co.za](mailto:info@steercapital.co.za)

**2**

Information that must be provided to enable us to assist you:

- ✓ Your name, surname and contact details;
- ✓ A complete description of the complaint;
- ✓ Details of transaction / event;
- ✓ Account number;
- ✓ Date of the event;
- ✓ Relevant documentation;
- ✓ Desired outcome; and
- ✓ Preferred communication method.

**3**

Receipt of your complaint will be acknowledged in writing and will be added to our complaints register

**within 2 business days of receipt**

**4**

Your complaint will be allocated to our Complaints Officer, Elzabé Volschenk for initial investigation.

**5**

If we require further time to investigate the complaint, this will be communicated to you in writing.

**within 21 business days of receipt / after receipt of additional information**

**6**

Your complaint and all information relating thereto will be submitted to the Managing Director/Key Individual, for final consideration and assessment

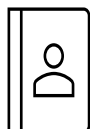
7



Once the investigation is complete, we will provide you with our final assessment in writing giving full reasons for our finding.

Within 6 weeks  
from date of  
receipt

8



If we do not respond within the specified time, please contact Elzabé Volschenk at [elzabe@zaconsult.co.za](mailto:elzabe@zaconsult.co.za) or for an explanation

9



If you are not satisfied with the outcome of the complaint, the complaint may be escalated to the Managing Director, Dennis Du Plessis on [dennis@steercapital.co.za](mailto:dennis@steercapital.co.za)

10



If we cannot resolve the complaint within 6 weeks or you are unsatisfied with our response, you may refer the complaint to the FAIS Ombudsman or other relevant Ombudsman. Alternatively, you may seek other legal remedies.

Submit to  
Ombud within a  
6 month period

## FAIS Ombud

Complaint must relate to financial services rendered by a financial services provider or the representative of the provider.

t: 012 762 5000/  
012 470 9080  
e: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
[www.faisombud.co.za](http://www.faisombud.co.za)

## FAIS Ombud rules

Should your complaint be referred to the Ombud, the following will apply:

The FAIS Ombud will not adjudicate in matters where the claim is in excess of R3 500 000.

If you have already instituted action in a court of law in respect of this complaint the Ombud will not consider the complaint.

If the complaint was not resolved through conciliated settlement, the Ombud may make a determination which has the same legal status as a civil court judgement.

An award of cost may be made against the person complained against.

An award of costs may be made against a complainant if the conduct of the complainant was improper or unreasonable, or if the complainant caused an unreasonable delay in the finalisation of the investigation.