

COMPLAINTS MANAGEMENT PROCEDURE

Application

This Complaints Management Procedure is in respect of any aggrieved client/s of;

Everest Protect (Pty) Ltd. Company Reg. No. 2022/840317/07 an authorised Financial Services Provider (FSP 52980, CAT I) in terms of the Financial Advisory and Intermediary Services Act, 37 of 2002 (FAIS Act).

Purpose

This procedure document is to establish a complaints management and resolution procedure to inform you of the steps to follow in order to submit a formal complaint to Everest Protect.

What Constitutes a Complaint


In terms of the FAIS Act, a complaint is defined as a specific expression of dissatisfaction from a client regarding a financial service rendered by a financial services provider or its representative, where it's alleged that the provider or representative has: (a) contravened the FAIS Act, causing or likely to cause financial prejudice or damage to the client or a prospective client; (b) negligently or wilfully rendered a financial service that caused or is likely to cause prejudice or damage to the client; or (c) treated the client or prospective client unfairly. Essentially, it's an allegation of wrongdoing by the financial services provider or its representative that has resulted in, or is likely to result in, financial loss or unfair treatment for any client or prospective client.

Internal Complaints Procedure

The first and most important step for any client or prospective client who feels aggrieved is to lodge the complaint directly with Everest Protect. We are committed to treating every concern seriously, and we welcome the opportunity to resolve matters quickly, fairly, and with the care our clients deserve.

In order Everest Protect to successfully address and provide for an effective resolution of your complaint, the following steps must be taken:

- Your complaint and any other supporting documents must be sent to us **in writing**. Your complaint and any supporting documents must be submitted to us in writing. This helps us ensure proper tracking, follow-up, and timely responses.



Please note that verbal communication cannot be regarded as a complaint and must be communicated in writing.

- Your complaint should include all relevant contact details, the full name and surname of the complainant, and, where available, a policy or account number. Please also provide the name of your financial services representative, along with a clear and detailed description of the complaint to help us understand and address the matter effectively.

On receipt of your complaint, the Complaints Facilitator will acknowledge your complaint, in writing, no later than **three (3) days** after receiving your complaint. The complaint will be categorised, recorded in our official complaints register, and retained for a minimum of five (5) years following the termination of the relevant business relationship. These records are maintained for compliance and statistical purposes.

Your complaint will immediately be brought to the attention of the Senior Manager and Compliance Officer of Everest Protect who will attempt to resolve your complaint within **six (6) weeks** from the date of receipt of your initial complaint. The process may involve engaging with various relevant parties to ensure all aspects are fairly considered. Once a resolution is reached, it will be communicated to you in writing within the prescribed timeframe.

Should you wish to lodge a complaint, please contact us using the details below:

Everest Protect (Pty) Ltd

Telephone: 087 654 8705

E-mail Address: complaints@everestprotect.co.za

External Complaints Procedure

In instances where Everest Protect have not been able to arrive at a resolution within **six (6) weeks** after having received your complaint, you may refer the matter to the Ombud for Financial Services Providers. You must ensure that you do so within **six (6) months** from the date we notify you that we are unable to satisfactorily resolve your complaint.

The Ombud for Financial Services Providers may be contacted as follows:

Telephone: +27 12 762 5000 / +27 86 066 3274

P O Box 41, Menlyn Park, 0063

E-mail Address: info@faisombud.co.za

Website: www.faisombud.co.za