

Complaints process for Capstone Wealth Managers Pty Ltd

1. Our commitment

Capstone Wealth Managers considers client complaints and feedback vitally important as it enables us to continuously improve our value proposition available to Customers.

We are committed to ensuring that all complaints received are resolved promptly and in a fair and equitable manner.

2. Lodging your complaint

Please lodge your complaint in writing to **Wayne@cstone.co.za**

The complaint should contain sufficient details including:

- client details and the policy, account or member number that relates to the complaint;
- specific details about the nature of the complaint e.g. facts, dates and supporting documentation (i.e. letters, quotations, previous correspondence etc.) to enable us to deal with the complaint quickly and fairly;
- proof of any losses sustained;
- the solution / remedial action you believe is required to resolve the complaint.

3. Complaint process

We will endeavour to acknowledge receipt of the complaint within 24 hours. If the complaint can be resolved immediately, we will do so and advise you accordingly. If the complaint cannot be resolved immediately we will send you a written summary of the steps to be taken to resolve the matter and the expected date of resolution.

Where any complaint received pertains to something out of our control, e.g. product information or investment performance, we will forward the complaint to the product provider concerned and, where possible, facilitate the resolution process.

4. FAIS Ombud Complaints

Any complaints **not exceeding R800 000.00** which cannot be resolved by Capstone Wealth Managers, or the relevant Service Provider will need to be sent to the FAIS Ombud who will then decide on the appropriate remedy. The onus of submitting a complaint to the FAIS Ombud rests with the complainant (Client). All relevant documentation along with the FAIS Ombud Complaints form which can be found at www.faisombud.co/za can be sent to the below addresses:

Physical Address:

Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010

Electronic Communication

Phone: (012) 762 5000 / (012) 470 9080
Email: info@faisombud.co.za