

▶ Wealth Management SA complaints process



Our commitment to you

Our products and services are created with the idea that you, our clients, are at the heart of our business. We strive to treat you fairly in all our business transactions. Naturally, there may be instances when you're not happy with our product or service, and if that is the case, we want to know about it so that we can resolve your issue as quickly and effectively as possible. We value your opinion, and your feedback is essential to help us enhance our products and services.

If you are unhappy with our products or services

- speak to your banker or relationship manager.
- email our dedicated Wealth Management Complaints Resolution Team at complaintswealthmanagement@nedbank.co.za; or
- call our round-the-clock Client Service Suite on **0860 111 263**.

What we will need from you

To investigate and resolve your complaint as quickly and efficiently as possible, we will need

- Your full name and the name of the account holder in the case of an entity
- The account (in question) and the product/ service
- A summary of your concern and previous communication relating to the complaint (if available)

How we will deal with your complaint

- Once we have received your complaint, we will acknowledge receipt of your complaint and give you the details of the complaints resolution officer who will respond to you within 24 hours.
- We will keep you updated on the progress every 2 business days. Depending on the complexity of your complaint and in the case of fraud related complaints, we will let you know if we need more time to complete our investigation.
- If you do require additional assistance or guidance you may contact your Complaints resolution officer and we will provide you with these details.

Wealth Management SA includes the following entities:
Nedbank Ltd Reg No 1951/000009/06 (NCRCP16) (FSP9363)
Nedgroup Private Wealth (Pty) Ltd Reg No 1997/009637/01 (FSP828)
Nedgroup Private Wealth Stockbrokers (Pty) Ltd Reg No 1996/015589/07 (NCRCP59) (FSP50399), a member of JSE Ltd.
Nedgroup Administrators (Pty) Ltd Reg No 1882/000026/07 (FSP48771)



We are committed to providing a world-class service. We will investigate your complaint and provide the appropriate resolution as quickly as possible, while always keeping you in the loop.

If you are dissatisfied with the outcome

If you are dissatisfied with our handling of a complaint or the outcome, we will provide you with the contact details of the appropriate Ombudsman (Ombud) should you wish to lodge a dispute:

- **FAIS Ombud**

If the complaint relates to advice or intermediary services, the complaint may be referred to the office of the FAIS Ombud:

Physical address: 125 Dallas Avenue, Menlyn Central, Waterkloof Glen, Pretoria, 0010. Office hours Monday-Thursday between 08:00 and 16:30 and Fridays between 08:00 and 15:30.
Postal address: PO Box 41, Penlyn Park, 0063
Tel: +27 (0)12 470 9080 / +27 (0)12 470 9099
Fax: +27 (0)12 348 3447 / +27 (0)12 470 9090
Client Care Centre: +27 (0) 762 5000 or Sharecall 0860 0666 3274.
Web: www.faisombud.co.za
Email: info@faisombud.co.za

- **Banking Ombud**

If the complaint relates to banking products or services, the Banking Ombud offers a free service to help individuals and small businesses resolve disputes with financial institutions:

Ombudsman for Banking Services
Tel: **0860 OMBUDS (662 837)**
Web: www.obssa.co.za

- **Information Regulator**

If the complaint relates to your personal information in terms of the Protection of Personal Information Act:

Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Web: [Complaints - Information Regulator \(info regulator.org.za\)](http://Complaints - Information Regulator (info regulator.org.za))
Email: POPIAComplaints@info regulator.org.za

- **JSE**

If the complaint relates to Stockbroking products and services:

Johannesburg Stock Exchange Market Regulation Division
Address: 1 Exchange Square, Gwen Lane, Sandown, 2196
Tel: +27 (0)11 520 7000
Email: surveillance@jse.co.za

Please note:

- We will provide you with the above details when we respond to your complaint in writing.
- Each Ombud has different jurisdiction (depending on your service or product), and a specific format timeframe within which the complaint must be submitted. It is also important to remember that the role of the Ombud is to facilitate resolution between you (as the client) and Nedbank (as the financial institution).