

# COMPLAINTS RESOLUTION POLICY

## 1. Commitments to customer service

As an authorised FSP in terms of the Financial Advisory and Intermediary Services Act (Act 37 of 2002) we are committed to providing our clients with quality service and undertake to manage the affairs of our clients in such a way that it would not be necessary to have a complaint about our service, integrity and commitment. However should it happen that you have a complaint, below is our Complaints Resolution Procedure for your reference.

## 2. Complaints Resolution Procedure

**2.1** You are kindly requested to complete the complaints resolution form. Within 24 Hours Pinnacle Marketing will ensure that we send you a written acknowledgement of the complaint, which will include:

- (i) the name of the investigating person at Pinnacle Marketing and contact details;
- (ii) the date we received your complaint;
- (iii) a statement that a written letter/report will follow once the investigation is complete;
- (iiii) in case of an oral complaint only, a statement of Pinnacle Marketing's understanding of the nature of the complaint and a request for the complainant to confirm in writing if any details are incorrect

**2.2** The aim is for Pinnacle Marketing to resolve all complaints within 15 days of receipt of the complaint by Pinnacle Marketing with a full response and outcome. Whilst we endeavour to settle complaints within 30 days, there may be exceptions such as potential Adjudicator complaints or historical issues, in which case Pinnacle Marketing has 6 weeks in which to respond to the complaint. Where we are unable to resolve the complaint within 30 days we will inform the complainant and provide an update on progress.

If after receiving our final decision, you are dissatisfied with the outcome of our investigation and you wish to refer your complaint to the FAIS Ombudsman you must do so within 6 months after the receipt of the final response or after such response was due from Pinnacle Marketing.

## 2. Contact us

To effect facilitation for the resolution of your complaint you may complete our complaints form and send it to the email address below, or contact us on the following number:

Pinnacle Marketing (Pty) Ltd – FSP 15017

Telephone number: 086 112 2116

Fax number: 086 669 7756

E-mail address: [complaints@pinnaclemarketing.co.za](mailto:complaints@pinnaclemarketing.co.za)

