



Complaints Procedure

The Financial Coach strives to provide professional service to our clients at all times. Our advice is tailored to the specific needs of each client, with the information supplied to us by the client.

Should a client be dissatisfied with any aspect of the service provided by The Financial Coach or its representatives, we request that the complaint and all supporting documentation be lodged in writing at our offices:

12 Schoenstatt Avenue

Constantia

7806

Or addressed to

The Complaints Officer

The Financial Coach cc

#171 Postnet Constantia

Private Bag X16

Constantia

7848

We will respond to complaints within two business days of receipt and provide the client with the time frame within which a resolution can be expected.

Should the client be dissatisfied with their complaint resolution, they can direct the complaint in writing to the FAIS Ombudsman Tel: 012 762 5000. Sharecall: 086 066 3274. Email: info@faisombud.co.za. Website: www.faisombud.co.za

A copy of our Complaints Handling process and Policy is available on request at our Offices