

Client Complaint Form

Please note: the fais complaints regulations become active as at 30 September 2004

To: STANLIB Wealth Management Limited / STANLIB Multi-Manager Limited /
STANLIB Collective Investments / STANLIB Asset Management Limited

The Head of Query Support:

P O Box 202
Melrose Arch
2076

FAX TO:

086 727 7501
for Unit Trust Accounts

086 727 7505
for Policies and Investment Plans

From: (Details of complainant. The complainant is a specific client who submits a specific complaint.)

**Name:

**ID number:

**Postal address:

Telephone number:

Facsimile number:

Email (if available):

*Client account number /
Investment reference number:

*this detail must be filled in – if you are unsure, please call the STANLIB contact centre on 0860 123 003.

**Compulsory fields

**I have read and understand the STANLIB Complaints Policy.



 **STANLIB**

the art and science of investing

1. Please indicate, by ticking the appropriate box, the type of complaint:

The complaint must relate specifically to a financial service (advice and or intermediary service) rendered by STANLIB or any of its representatives.

1.1 STANLIB or its representative has contravened or failed to comply with any provision of the Financial Advisory & Intermediary Service Act, 2002, and that as a result thereof, the complainant has suffered or is likely to suffer financial prejudice or damage	<input type="checkbox"/>
1.2 STANLIB or its representative has willfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage	<input type="checkbox"/>
1.3 STANLIB or its representative has treated the complainant unfairly	<input type="checkbox"/>

2. Summary of complaint:

Please provide all relevant information.

3. Please attach copies of all relevant documentation

No of pages attached:	<input type="checkbox"/>
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4. Other relevant information:

Signature of complainant (Client):

Date:

Query Support reference number*:

*will be system generated on receipt of form.. This will then be used on all correspondence concerning this matter.