



# GLOBEX 360<sup>o</sup>

**GLOBEX 360 PROPRIETARY LIMITED**  
(the "Provider")

## COMPLAINTS RESOLUTION PROCEDURE

Last Update: 2020-07-23 11:20 AM

### Revision History

Revision	Date of Adoption
Version 1	[•]

## **GLOBEX 360- INTERNAL COMPLAINTS POLICY**

1. Globex 360 is committed to:
  - 1.1 the maintenance of a comprehensive complaints policy for the internal resolution of complaints;
  - 1.2 transparency and visibility of the resolution of clients' complaints;
  - 1.3 accessibility of the complaints procedures at Globex 360' offices through various access means; and
  - 1.4 fairness to clients, Globex 360 and all staff.
2. In view of the above, the objectives of the internal complaints resolution procedure are:
  - 2.1 to ensure compliance with the General Code of Conduct of the Financial Advisory and Intermediary Services Act, 2002 ("**FAIS**");
  - 2.2 to ensure that any complaints are dealt with by a member of staff with the necessary expertise, depending on the nature of the complaint;
  - 2.3 to deal with routine complaints promptly;
  - 2.4 to ensure a transparent internal complaints process;
  - 2.5 to facilitate easy access to the procedure and to the relevant Globex 360 officials;
  - 2.6 to ensure effective and prompt resolution of all complaints;
  - 2.7 to follow up on procedures to ensure avoidance of occurrences giving rise to complaints.
3. Complaints Resolution Procedure
  - 3.1 Clients that contact Globex360 staff with a complaint telephonically must be referred, at all times, to Mr. Paul Venter who shall advise the client on the procedure to follow.
  - 3.2 The client shall be requested to submit all complaints in writing to assist Globex 360 in ensuring proper record keeping in compliance with FAIS. In the event that the client has any supporting documentation relevant to the complaint, this should be attached to the written complaint and submitted to Globex 360 in the manner set out below.

- 3.3 In the event that a client addresses a written complaint to any Globex 360 staff, the person that receives the complaint shall forward such complaint to Mr. Paul Venter who shall be responsible for contacting the client.
- 3.4 Notwithstanding the fact that the client has been requested to submit complaints in writing, Mr. Paul Venter shall make a note of the complaint and record that advice has been given to the client to lodge the complaint in writing.
- 3.5 The client should be requested to submit complaints to Globex360:
- 3.5.1 in writing, addressed to the Director Mr. Paul Venter;
- 3.5.2 via email to [paul@globex360.co.za](mailto:paul@globex360.co.za);
- 3.5.3 via the Globex 360 website [www.globex360.co.za](http://www.globex360.co.za);
- 3.6 On receipt of any complaints from the client, Mr. Paul Venter will acknowledge receipt of the complaint to the client within 2 working days and will advise the client of the name and contact details of the person responsible for resolving the complaint.
- 3.7 Mr. Paul Venter shall notify the external compliance officer of the lodged complaint, the nature and the details of such a complaint and obtain advice, if any, from the compliance officer on how to proceed with the complaints.
- 3.8 A client can also lodge their complaint with Corporate Counsel:
- 3.8.1 in writing, addressed to the Compliance Officer Lethubuhle Ncube;
- 3.8.2 via email to [lethubuhle@corporatecounsel.co.za](mailto:lethubuhle@corporatecounsel.co.za)
- 3.9 Globex 360 will endeavor to resolve the complaint within 3 weeks from receipt thereof. The client will be notified of the outcome of the complaint in writing and where the decision is not favourable to the client, will provide reasons thereof.
- 3.10 If, after receipt of the written reasons for the decision, the client is still not satisfied and wishes to pursue the matter further and if the complaint:
- 3.10.1 relates to a financial service rendered by Globex360 or a representative of Globex360 and where it is alleged that Globex360 or the representative:
- 3.10.1.1 has contravened or failed to comply with the provision of the FAIS in that, as a result thereof, the complainant has suffered or is likely to suffer financial prejudice or damage;

- 3.10.1.2 has willfully or negligently rendered a financial service to the complainant which has or which is likely to cause prejudice or damage to the complainant; or
- 3.10.1.3 has treated the Complainant unfairly.
- 3.10.2 does not constitute a monetary claim in excess of R800 000 (unless Globex360 has agreed in writing to this limitation being exceeded or the complainant has abandoned the amount in excess of R 800 000)  
  
then;
- 3.11 the complainant may be referred to the Ombud for Financial Services Providers ("**FAIS Ombud**"); and
- 3.12 the complainant should lodge the complaint to the FAIS Ombud within 6 months of receipt of Globex 360' notification; and produce the final Globex 360' final decision (if any) of as well as the Complainant's reasons for disagreeing with the final response.

4. The contact details of the FAIS Ombud are as follows:

Customer Contact Division,

The FAIS Ombud,

Celtis House,

Eastwood Office Park,

Linwood,

Pretoria.

Postal Address: PO BOX 74571 Linwood Ridge, 0040

Telephone 012 470 9080

Telephone 0860 – FAISOM (0860 – 324766)

Fax 012 348 3447

Email [info@faisombud.co.za](mailto:info@faisombud.co.za)

5. Record keeping

Globex 360 will keep records relating to all complaints submitted to them for a minimum period of 5 years.