Complaints Policy and Procedure

POLICY

The purpose of our Complaints Policy is to provide a set of principles that 10X Investments (Pty) Ltd (“10X”) is committed to in managing client complaints. Our aim is to effectively manage and resolve complaints where possible, sometimes this may mean working with our clients and third parties to achieve mutually acceptable solutions. Therefore, if there has been an occasion when you feel that our service has fallen below the expected standard and you wish to make a complaint, please be assured that we will thoroughly investigate your concerns and aim to resolve matters quickly and fairly.

PROCEDURE

Please provide as much detail as possible about your complaint in writing by email:

complaints@10x.co.za

or post to:

Compliance Team

Suite 105 Sovereign Quay

34 Somerset Road

Green Point

8005

• We will send written acknowledgement of your complaint within 5 working days of receipt.

• We will gather all the relevant information, documents and comments from the team and investigate your complaint.
• If we are unable to resolve your complaint within 30 days, we will write to explain why additional time is required and when you can expect our response.

• When we have completed our investigation, we will provide you with a final written response.

**WHAT TO DO IF YOU ARE DISSATISFIED WITH OUR RESPONSE**

If you are not satisfied with our final response you may be able to ask the respective Ombudsman offices relating to your querie to review your complaint. Here are the contact details:

**Fais Ombudsman**

Tel: 012 762 5000

Sharecall: 086 066 3247

Email: info@faisombud.co.za

Website: www.faisombud.co.za

**Physical address**

Kasteel Park Office Park,

Orange Building, 2nd Floor,

546 Jochemus Street,

Erasmus Kloof,

Pretoria, 0048

**Postal address**

P.O Box 74571

Lynnwood Ridge

0040

**Ombud for Long-Term Insurance**

Tel: 021 657 5000 / 0860 103 236

Email: info@ombud.co.za
Website: [www.ombud.co.za](http://www.ombud.co.za)

Postal address
Private Bag X45,
Claremont,
Cape Town,
7735

**Pension Fund Adjudicator**

Tel: 012 748 4000, 012 346 1738

Email: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)

Website: [www.pfa.org.za](http://www.pfa.org.za)

Physical Address
4th Floor
Riverwalk Office Park
Block A, 41 Matroosberg Road
Ashlea Gardens
Pretoria
South Africa
0181