

Complaints Process

1. Your right to complain.

STANLIB recognise that every customer has the right to complain. Our complaints handling ensures that our clients/customers are at the heart of everything and are assured fair treatment. If in doubt that the applicable Business units or employee is being fair or not, as a complainant you can follow the escalation and review process.

2. STANLIB Internal Complaints Process:

Receive complaint	Acknowledgement	Investigation	Outcome and Response	Objection / Closure
<p>Complaints can be received by e-mail, logged on the website, call, and/or walk-ins.</p> <p>Complaints e-mail box: Complaints@stanlib.com</p> <p>Call Centre: 0860 123 003</p> <p>17 Melrose Boulevard, Melrose Arch, Johannesburg, 2196</p>	<p>Acknowledgement letter/e-mail will be sent to you with a case number within 24 hours of receipt.</p> <p>The case number must be used when making follow-ups with the complaints team.</p>	<p>Provide updates and case status.</p> <p>If a delay is anticipated, we will notify you and keep you updated.</p> <p>We will make an effort to resolve your case within 6 weeks of receipt.</p>	<p>We will provide you with a detailed investigation outcome in a formal response.</p>	<p>If you are not satisfied with the outcome provided, please refer your matter to the relevant ombudsman office.</p>

3. For complaints, queries, and compliments, please complete the Feedback Form including the following information:

- your full names;
- client name/account number;
- details of your complaint; and
- any relevant supporting documents.

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4. If you are still not satisfied with how your case was resolved, you can escalate your complaint to the relevant Ombud/External Dispute Resolution (EDR) office:

If your complaint or dispute relates to the advice that was given to you by a financial advisor or you are not happy with the service provided by a financial institute:

The FAIS Ombudsman:

Toll-free: 0860 324 766

Tel: +27 12 470 9080 / +27 12 762 5000

Fax: +27 12 648 3447

Email: info@faisombud.co.za

Website: www.faisombud.co.za

Postal address: PO Box 74574, Lynnwood Ridge, 0040.

Physical address: Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010

If your complaint or dispute is about your retirement fund (Preservation funds/Retirement Annuity):

The Pension Funds Adjudicator:

Tel: +27 12 346 1738 / +27 12 748 4000

Fax: +27 86 693 7472

Email: enquiries@pfa.org.za

Website: www.pfa.co.za

Postal address: PO Box 58, Menlyn, 0063.

Physical address: Riverwalk Office Park, Block A, 4th Floor, 41 Matroosberg Road, Ashlea Gardens, Pretoria, 0181.

If your complaint or dispute is about your contract administration on a policy or about a policy/contractual matters

The National Financial Ombud Scheme South Africa (NFO)

Lead Ombud

Tel: 0860 800 900

WhatsApp: +27 (0) 66 473 0157

Email: info@nfosa.co.za

Website: www.nfosa.co.za

Postal address: 110 Oxford Road, Houghton Estate, Illovo, Johannesburg, 2198

Physical address: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7708

If your complaint or dispute is about reporting irregularities or how the industry is regulated:

The Financial Sector Conduct Authority

The Commissioner

Tel: 012 428 8000

Fax: 012 346 6941

Email: info@fsca.co.za

Website: www.fsca.co.za

Postal address: PO Box 35655 Menlo Park 0102

Physical address: 41 Matroosberg Rd, Ashlea Gardens, Pretoria, 0002