Complaints Procedure

Introduction

The purpose of this document is to provide you with the information on how to lodge a complaint about any aspect of IFM's service offering.

This document has been formulated in accordance with the provisions of the Financial Advisory and Intermediary Services Act, 37 of 2002 ("FAIS"), the relevant provisions contained in the Collective Investment Schemes Control Act, 45 of 2002 ("CISCA"), , as well as the principles embodied in the "Treating Clients Fairly" ("TCF") initiative published by the Financial Sector Conduct Authority.

What is a complaint?

A complaint means an expression of dissatisfaction by a person to IFM, or to the knowledge of IFM, to IFM's service provider relating to an investment or service provided or offered by IFM which indicates or alleges, regardless of whether such an expression of dissatisfaction is submitted together with or in relation to an Investor query, that:

- IFM or its service provider has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct which is binding on IFM or to which it subscribes;
- IFM or its service provider's maladministration or wilful or negligent action or failure to act, has caused the person harm, prejudice, distress or substantial inconvenience; or
- IFM or its service provider has treated the person unfairly.

It is different from a query which will typically be a request for product information, or for information regarding administrative arrangements.

How do I complain to IFM?

IFM will accept your complaint via any access channel, including by telephone. However, to ensure we have a complete understanding of your complaint which will help us deal with it as quickly as possible, we urge you to submit your complaint to us in writing.

Please address your complaint to the Manager, using one of the following delivery mechanisms. (Our preference is that you email us for immediate action).

Email: admin@itransactfm.co.za
Physical Address: 28 Peter Place| Lyme Park | Sandton| South Africa| 2060
Postal Address: PO Box 4769 | Randburg | South Africa | 2125
Facsimile: +27 (0)11 561 6812

Please include the following information:

1. Your full names,
2. your investment number,
3. details of your complaint, and
4. any supporting documents which are relevant.

What will IFM do on receiving your complaint?

We will:

- write back to you to confirm that we have received your complaint within one business day and will also give you the contact details of the person who will assist to resolve your complaint.
- promptly investigate your complaint and revert to you with preliminary findings and request supporting documents and/or additional information where necessary, **within seven working days**.
- revert to you with a proposed solution, with the option of escalating the matter to the Managing Director of IFM, **within fourteen working days** of receipt of your complaint.
- keep a detailed record of your complaint and all subsequent correspondence for as long as we are required to do so by any law.

IFM is committed towards a transparent and accessible complaints resolution process that is fair to all parties involved.

What further steps are available if you are not happy with our response?

Should you be dissatisfied with our response, or we reject your complaint, you have the following further steps available:

Contact Details for the Financial Sector Conduct Authority ("FSCA")

PO Box 35655 | Menlo Park | 0102

T +27 12 428 8000 | **T** + 27 12 347 0221 | **E** CIS.complaints@fsca.co.za | **W** www.fsca.co.za

Complaints to the FAIS Ombudsman

If you believe that your complaint has not been dealt with in a satisfactory manner by IFM, then the FAIS Ombudsman can be approached within 6 weeks from the date of receipt of the response from IFM. In consideration of a complaint, the FAIS Ombudsman acts independently and objectively.

Contact Details for the FAIS Ombudsman

PO Box 74571 | Lynnwood Ridge | 0040

T +27 12 470 9080 | **F** + 27 12 348 3447 | **E** info@faisombud.co.za | **W** www.faisombud.co.za