

<GLOBAL TRADER>

WELCOME TO THE NEW WORLD

**GLOBAL TRADER
COMPLAINTS PROCEDURE**

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2. Introduction

FAIS is aimed at protecting consumers by ensuring that the rendering of intermediary services and/or the giving of advice in relation to a financial product is done in a competent and transparent manner. Consumers of financial products have the right to complain about any inappropriate advice or services rendered.

Global Trader is committed to maintaining these standards of competency and transparency when dealing with prospective and existing customers.

3. Our Complaints Procedure

Who may lodge the complaint?

The complaint may be lodged by you as a client, a nominated beneficiary or a lawful successor.

What constitutes a complaint?

A complaint may be lodged by you against Global Trader (Pty) Ltd or any of its representatives if you have:

- Been treated unfairly, suffered prejudice or damages as a result of Global Trader (Pty) Ltd or its representative failing to comply with the provisions of FAIS.
- Suffered prejudice or damages as a result of the wilful or negligent financial service rendered by Global Trader (Pty) Ltd or its representative.

How to complain – the first step:

3.1 It is advisable to complain to Global Trader (Pty) Ltd or its representative first.

- i. Phone our client relations team on: 011 214 8106
- ii. Email: info@gt247.com

3.2 Ask us to look at the complaint. You will need to fill in our complaint form with the details. Our client relations team can help you fill the form in. Alternatively, our client relations team can send the form to you.

3.3 Our complaint form:

- i. Complainant needs to sign the complaint form and return to us.

3.4 Complaint forms will be directed to the relevant departmental Manager.

3.5 Complaints regarding unusual or suspicious transactions and fraud will be forwarded to Global Trader (Pty) Ltd's Compliance Officer.

Receipt of the complaint:

Once you have lodged your complaint we will:

- acknowledge receipt of the complaint in writing
- investigate the complaint in a timely and fair manner
- Your complaint will be dealt with confidence.
- Respond to you with the outcome of our investigation

4. Other Ombudsman and Regulatory Contact Details

If you are not satisfied with the level of service from us, you are then entitled to approach the FAIS Ombudsman, within six (6) months, on the detail:



Financial Services Board

Postal Address:
FAIS Ombudsman
PO Box 74571
Lynwood Ridge,
Pretoria,
0040

Telephone: 0860 3234 766
Website: www.faisombud.co.za