



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

The Terraces, 14th Floor, Office 01401, Cnr Bree and Waterkant Street, Cape Town, 8001

- 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 query 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

Postal address

Private Bag X45, Claremont, Cape Town, 7735

Pension Fund Adjudicator

Tel: 012 748 4000 , 012 3461738

Email: enquiries@pfa.org.za

Website: www.pfa.org.za

Physical Address

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

