



COMPLAINTS RESOLUTION POLICY

INTRODUCTION

Foord Asset Management and Foord Unit Trusts offer investors a niche, personalised investment service. We believe there is no room for error with other people's money. If you are unsatisfied with the service or products received from Foord, please lodge a complaint in terms of this complaints resolution policy.

WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction relating to a financial service rendered, or a financial product provided, by Foord to an investor or client who alleges that:

- Foord has contravened or failed to comply with relevant legislation or an applicable code of conduct or the terms of a contract with the investor or client.
- Foord has wilfully or negligently rendered a financial service or failed to act which has caused or is likely to result in prejudice, damage, distress or substantial inconvenience to the investor or client.
- Foord has treated the investor or client unfairly.

Foord will deem a complaint to be minor if it relates to an administrative matter that can be resolved within 24 hours. Frequently repeated minor complaints and all other complaints are significant complaints and subject to this policy.

WHO MAY LODGE A COMPLAINT?

Foord will investigate complaints made by its investors and clients, including previous investors and clients, and persons acting on behalf of its investors under the authority of a mandate, power of attorney or similar appointment.

HOW TO LODGE A COMPLAINT?

Complaints may be lodged in writing or orally/telephonically. Complaints that are lodged in writing must be emailed to complaints@foord.co.za or any other Foord email address that an investor or client regularly uses to communicate with Foord including:

- info@foord.co.za
- PortfolioAdmin@foord.co.za
- unittrusts@foord.co.za

Complaints may also be lodged in hardcopy format and either delivered to Foord for the attention of the Directors, or posted to our business address: 8 Forest Mews, 96 Forest Drive, Pinelands, 7405, South Africa

Please provide comprehensive details of the complaint including supporting evidence to facilitate speedy resolution.



WHO WILL INVESTIGATE AND RESOLVE A COMPLAINT?

Foord has appointed the Compliance Officers to be Complaints Officers. If a Complaints Officer is unable to fully investigate and resolve a complaint speedily, the complaint will be escalated to a Foord director for further investigation and resolution.

HOW IS A COMPLAINT HANDLED?

Within two days of receiving a complaint, Foord will inform the investor in writing of the contact details of the Foord employee(s) involved in investigating and resolving the complaint.

Foord will investigate the complaint internally, based on the supporting documents provided, its internal documents and other documents requested from third party providers. You may be requested to provide additional information or supporting documents to facilitate investigation of the complaint.

Foord will keep you informed of the status of the investigation. Please allow Foord sufficient time to fully investigate the matter. For complex matters or those involving third parties, this may take longer in which case Foord will provide a status update within four weeks of receiving the complaint as well as an indication of when the investigation is expected to be concluded.

Once the matter has been investigated, Foord will inform you in writing of the conclusion and proposed resolution.

WHAT FURTHER ACTION CAN BE TAKEN?

AGAINST FINANCIAL SERVICES PROVIDERS

If an investor or client is not satisfied with the response from Foord or if an investor or client has a complaint about the advice given by a financial advisor, they have the right to address their complaint to the Ombud for Financial Services Providers (FAIS Ombud) at the address below.

The FAIS Ombud is legally empowered to investigate and adjudicate complaints in a procedurally fair, economical and expeditious manner. Before submitting a complaint to this Ombud, the complainant must endeavour to resolve the complaint with the responding party. The responding party has six (6) weeks in which to resolve the complaint with the complainant. After receipt of the final response of the responding party, the complainant has six (6) months within which to submit a complaint to the FAIS Ombud.

Website: www.faisombud.co.za | Address: Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010 | Tel: 012 762 5000 | Email: info@faisombud.co.za

AGAINST JSE MEMBERS

If the complaint relates to Foord's conduct as a member of the Johannesburg Stock Exchange, the investor or client also has the right to address their complaint to the Director of Market Regulation Division within four weeks of Foord's response or within six months of Foord's alleged conduct giving rise to the complaint.

JSE Limited, One Exchange Square, Gwen Lane, Sandown, 2196 | Tel: 011 520 7000 | Email: Marketregulation@jse.co.za



AGAINST RETIREMENT FUND BENEFIT ADMINISTRATION

If the complaint relates to Foord's service as benefit administrator of a retirement fund, the client has the right to address their complaint to the Pension Funds Adjudicator. Before you submit your complaint to the Adjudicator, address your complaint to the party against whom you are complaining in writing and wait for a response. If after 30 days you have not received a response or you have received a response you are not happy with, you can submit your complaint to the Adjudicator.

Website: www.pfa.org.za | Address: 4th Floor Riverwalk Office Park, Block A, 41 Matroosberg Road, Ashlea Gardens, Pretoria, 0181 | Tel: 080 074 444 | Email: enquiries@pfa.org.za

RECORD KEEPING AND REPORTING

Foord will keep a copy of the complaint, results of the investigation and details of the resolution for at least five years after the date of the complaint.

The Compliance Officers will at least annually report the number, nature, turn-around times, whether rejected or upheld and resolution outcomes of all complaints received to the Foord boards of directors, to assist in the management of conduct risks and effect improved outcomes and processes for Foord investors and clients, and to prevent recurrences of poor outcomes and errors.

The Compliance Officers will ensure compliance with any prescribed requirements for reporting complaints information to any relevant designated authority or to the public as may be required by the Authority.

GOVERNANCE AND ACCEPTANCE

The respective boards of directors of Foord Asset Management (Pty) Ltd and Foord Unit Trusts (RF) (Pty) Ltd oversee the effective implementation of Foord's complaints resolution programme.