

COMPLAINTS PROCEDURE

Our internal complaint resolution and procedure ensure that complaints are handled efficiently and fairly in accordance with the processes established and The General Code of Conduct for Authorised FSPs and Representatives (GCOC)

 Submit Your Complaint	Please submit your complaint in writing to our internal Compliance Manager, Aneen Bewick, who can be contacted at aneen@levantine-co.com
 Provide the Necessary Information	To assist us in addressing your complaint effectively, please include the following details: • Full Name and Contact Details • Complete Description of the Complaint • Details of the Transaction/Event • Name of the Financial Advisor or Service/Product Provider • Date of the Incident • Relevant Supporting Documentation • Desired Outcome • Preferred Method of Communication
 Complaint Acknowledgment	You will receive written confirmation of receipt of your complaint in writing and recorded in our complaints register within two (2) working days of receiving it.
 Initial Investigation	We will conduct an initial review of your complaint, and if the issue can be resolved immediately, we will provide you with our preliminary findings. These findings will be discussed with all relevant internal parties, and a proposed solution or outcome will be communicated to you.
 Further Investigation	If additional time is needed to investigate your complaint, we will inform you in writing and may request any relevant supporting documentation to facilitate the resolution process. You will also be provided with an estimated resolution timeline, typically within twenty-one (21) working days from the date we receive your complaint.
 Final Response	Upon completing of our investigation, we will issue a written final response outlining our findings and the reasons behind them. This will be provided within six (6) weeks of receiving your complaint.

 Follow-Up Inquiry	If you do not receive a response within the specified timeframe, please reach out to us for an update on the status of your complaint.
 Escalation to Managing Director	If you are not satisfied with the outcome of your complaint or if the decision is not in your favour, you have the option to escalate the matter by reaching out to the Key Individual, Laurent Joly, to review the decision and discuss the final resolution. Laurent Joly: laurent@levantine-co.com or 084 299 2584
 External Referral	If we are unable to resolve your complaint within 6 weeks, or if you remain dissatisfied with our response, you may escalate the matter to the FAIS Ombud or another relevant Ombudsman. Alternatively, you may seek other legal remedies.  https://www.faisombud.co.za/how-to-complain/  012 762 5000  info@faisombud.co.za
 Important	Complaints must be referred to the FAIS Ombud within 6 months of us notifying you that we cannot resolve your complaint. The FAIS Ombud can only handle claims up to R3,500,000. If your claim exceeds this amount, two conditions must be met: 1. You must forgo any amount exceeding R3,500,000 to bring the claim within the Ombud's jurisdictional limit. 2. The person you're complaining about must agree to the Ombud handling the case. The FAIS Ombud will not investigate if you have already taken the matter to court or if more than 3 years have passed since you became aware of the issue.