



accelprime

# COMPLAINTS POLICY

## Complaints Policy

### 1. Purpose

At AccelPrime, we are committed to providing exceptional service to our clients. We recognize that issues may occasionally arise, and we value client feedback as an opportunity to improve. This Complaints Policy outlines the process for addressing and resolving client complaints promptly, fairly, and efficiently, in compliance with the Financial Sector Conduct Authority (FSCA) regulations.

We aim to:

- Ensure all complaints are handled with fairness, impartiality, and confidentiality.
- Provide clear communication and updates throughout the complaints process.
- Identify and address the root causes of complaints to prevent recurrence.

### 2. Scope

This policy applies to all clients, prospective clients, and stakeholders interacting with AccelPrime. It encompasses complaints regarding our services, products, marketing practices, or the conduct of our employees or representatives. The policy ensures alignment with FSCA requirements and other applicable regulatory frameworks.

### 3. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction, whether oral or written, regarding the services, products, or conduct of AccelPrime, its employees, or representatives. For the purposes of regulatory compliance, a complaint must also:

- Relate to a financial service rendered by AccelPrime.
- Indicate that the complainant has suffered, or may suffer, financial prejudice or harm as a result of the issue raised.

### 4. Submitting a Complaint

Clients can lodge complaints through the following channels:

- Email: [compliance@accelprime.com](mailto:compliance@accelprime.com)

Required Information:

To facilitate a smooth resolution process, complaints should include the following details:

- Full name, contact details, and, where applicable, the company name.
- Account number or reference, if applicable.

- A detailed description of the issue, including relevant dates and context.
- Supporting documentation, such as correspondence, contracts, proof of transactions, or other related evidence.
- Desired outcome or resolution sought by the complainant.

## 5. Acknowledgment of Complaints

Upon receipt of a complaint, AccelPrime will:

1. Acknowledge receipt of the complaint in writing within 24 hours.
2. Assign a unique reference number for tracking purposes.
3. Outline the steps and timelines for the resolution process.

## 6. Complaint Resolution Process

### 1. Assessment:

- The Compliance Officer or an appointed representative will conduct a preliminary review to determine the validity and nature of the complaint.
- If additional information is required, the complainant will be contacted promptly.

### 2. Investigation:

- Relevant personnel will gather facts, interview involved parties, and review supporting documents.
- The investigation will adhere to principles of fairness and impartiality.

### 3. Resolution:

- A proposed resolution will be communicated to the complainant within 15 business days from acknowledgment of the complaint.
- If the matter is complex or requires extended investigation, the complainant will be notified and provided with regular updates on the progress.

### 4. Feedback:

- Once resolved, the outcome will be communicated to the complainant, along with information on any further actions or remedies, if applicable.

## 7. Escalation of Complaints

If a complaint is not resolved to the client's satisfaction, escalation options are available as



follows:

#### Internal Escalation:

- The matter will be reviewed by senior management, who will reassess the complaint and the proposed resolution.

#### External Escalation:

If the complainant remains dissatisfied after exhausting internal processes, they may escalate the complaint to the Ombud for Financial Services Providers (FAIS Ombud):

- Website: [www.faisombud.co.za](http://www.faisombud.co.za)
- Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)
- Phone: +27 (12) 762 5000 / +27 (12) 470 9080

Note: Complaints must be referred to the FAIS Ombud within six months of receiving a final decision from AccelPrime. AccelPrime will cooperate fully with any external investigations or processes.

### 8. Confidentiality

AccelPrime is committed to maintaining the confidentiality of all complaints. Personal and sensitive information provided during the complaints process will be protected in accordance with the Protection of Personal Information Act (POPIA) and other applicable privacy regulations. Access to complaint-related information will be restricted to authorized personnel only.

### 9. Monitoring and Review

AccelPrime views complaints as a valuable tool for improving client satisfaction and operational processes. As part of our commitment to continuous improvement:

- Complaints data will be regularly analyzed to identify trends, systemic issues, and opportunities for enhancement.
- Feedback from complaints will improve employee training and policy development.
- This policy will be reviewed annually to ensure alignment with South African legal requirements, FSCA regulations, and global best practices.

For any further inquiries or clarification regarding this policy, please contact our Compliance Officer at [compliance@accelprime.com](mailto:compliance@accelprime.com).