

Dispute Handling

Sandton Capital Markets aims to provide the most professional experience to our clients' and account holders, we have set policies throughout the different departments and staff to adopt a wholly client-centric work ethic and model.

Understanding our clients' needs and to provide a superior customer service is the highest priority and importance to Sandton Capital Markets. In the event that you as a client is dissatisfied with any aspect of our service; please let us know immediately and give us the opportunity to investigate and to find a remedy if needed.

If a client and or an account holder have a query in relation to the agreement or any aspect of their account or services provided by the Company, please raise this with your personal Account Manager or our support team immediately.

Complaints

Sandton Capital Markets has established as its core corporate value and mission to provide clients with support and assistance through all accessible channels. Clients Complaints Procedure is of high priority and all its employees: our dedicated account managers and support staff department is available to speak to all clients five days a week (Monday to Friday) during normal working hours.

Most clients concern, or questions can be resolved by their dedicated account managers and our support staff. If our client account managers and support department are unable to do so the complaint will be passed to a specialist team for further and thorough investigation.

To help us investigate all clients' complaint as quickly and efficiently as possible, please provide us with:

- Client's full name
- Account number
- Daytime telephone number & convenient time to contact

If a client wishes to contact us in writing by email, please include client/account holder full name and account details. It is highly important to provide a clear description of the issues and the nature of the complaint, and what you would like us to do to resolve it. Emails: support@sandtoncm.com or alternatively complaints@sandtoncm.com

We will acknowledge receipt of clients' complaint within two business days (Barring public holidays) and we will endeavor to resolve all clients' complaint in an expeditious manner (High priority). However, from time to time, it may be necessary to carry out a further thorough investigation to ensure we fully resolve all issues related to the clients' concerns. If this occurs, we may require a maximum of twenty-one business days from the date of receipt of client's complaint before we can fully respond. We will keep all clients fully updated on the progress of the complaint in an expeditious manner.

FAIS OMBUD physical Address:

Sussex Office Park
Ground Floor, Block B
473 Lynwood Road, Pretoria 0081

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