



Complaint form

1 Personal details

Full name:

Identity number:

Home address: Code:

Postal address: Code:

Home telephone:

Work telephone:

Cellphone number:

Facsimile number:

Email address (if available)

2 Key information relevant to complaint

Branch details: (please tick relevant branch)

Sandton	<input type="checkbox"/>	Pretoria	<input type="checkbox"/>	Durban	<input type="checkbox"/>	Cape Town	<input type="checkbox"/>
Port Elizabeth	<input type="checkbox"/>	East London	<input type="checkbox"/>	Windhoek	<input type="checkbox"/>		
Stellenbosch	<input type="checkbox"/>	Knysna	<input type="checkbox"/>	Pietermaritzburg	<input type="checkbox"/>		

Details of divisions: (please tick relevant division)

Private Banking	<input type="checkbox"/>	Investec Securities	<input type="checkbox"/>	Treasury and Specialised Finance	<input type="checkbox"/>	Investec Listed Property Investments	<input type="checkbox"/>
Asset Management	<input type="checkbox"/>	IPG	<input type="checkbox"/>	Other (please list)	<input type="text"/>		

Complaint form

Account details: (incl. Product detail)

Client number/account number:

All details are mandatory

3 Complaint details

Please provide details of complaint:

If space is not adequate, please provide details on a separate sheet of paper. Any supporting documents should also be attached and listed. Please list all attached documents for record purposes:

1.

2.

3.

4.

I have read and understand the Investec complaints policy.

Signature _____

Date

Time

Place

In order for complaints to be processed timeously, please complete this form in its entirety and ensure that all the required information has been provided and received by the nominated Compliance officer.

For internal use only and to be completed on complaints register

Date of letter:

Date of receipt of letter:

Reference number:

Compliance officer:

Complaint form

Responsible person:

Consultant/representative:

Please send completed form to the relevant compliance officers:

Please confirm the faxed or emailed documents telephonically to the relevant Compliance officers.

Division	Complaints officer	Tel	Fax	Email address
Private Banking	Gordon Malcolm	(011) 286 7254	(011) 291 1719	privatebankcomplaints@investec.co.za
Investec Securities	Bernadette Ghenne	(011) 286 4860	(011) 286 9565	ISL_compliance@investec.co.za
Investec Securities	Paul Vismer	(011) 286 6158	(011) 286 9565	ISL_compliance@investec.co.za
Investec Securities	Katherine Brough	(011) 286 7769	(011) 286 9565	ISL_compliance@investec.co.za
Investec Capital Markets	Poendree Reddy	(011) 291 3183	(011) 291 6674	PReddy@investec.co.za
Investec Asset Management	Odette Kriel	(021) 416 1912	(021) 416 2912	Odette.Kriel@investecmail.com
Investec Fund Management	Odette Kriel	(021) 416 1912	(021) 416 2912	Odette.Kriel@investecmail.com
Investec Listed Property Investments	Pam Abrams	(011) 286 9670	(011) 291 3611	Pam.Abrams@investec.co.za
Investec Assurance Limited	Odette Kriel	(021) 416 1912	(021) 416 2912	Odette.Kriel@investecmail.com
Investec Investment Management Services	Odette Kriel	(021) 416 1912	(021) 416 2912	Odette.Kriel@investecmail.com
Reichmans	Eudeshi Naidu	(011) 286 8498	(011) 286 7880	Eudeshi.Naidu@investec.co.za
Other	Group Compliance	(011) 286 7501	(011) 291 1276	

All the information contained herein is to the best of my knowledge factually correct and given of my own free will.

I also consent to any information herein being shared with other entities/subsidiaries within Investec Group to the extent that it is necessary for the resolution of the complaint. (We need to be aware of the Consumer Protection Bill and information privacy requirements).

Authorised Financial Services and Credit Provider