

Investec Securities Pty Ltd (“ISL”) and Investec Wealth & Investment, a division of Investec Securities Pty Ltd (“W&I”), is a fully owned subsidiary of Investec Limited.

Important information

We value the support of our clients and place strong emphasis on maintaining a long term relationship that is open, transparent and based on trust. In view of this, we encourage clients to provide us with feedback and have established procedures to ensure that clients remain satisfied with the services we offer. Clients wishing to raise an issue, concern or complaint are encouraged to follow the formalised complaints procedure and use the complaint form provided.

By completing the complaint form below, you enable us to improve our service and develop an understanding of your concerns. If you prefer, you may write your complaint in any format of your choice, including a letter or email, provided you include your contact details, all the facts, supporting correspondence and documentation relating to your complaint.

In order for complaints to be processed timeously, please complete this form in its entirety and ensure that all requested information has been provided.

1. Personal details

| | | | | |
|-----|-------------------|----------------------|----------------------|----------------------|
| 1.1 | Title and name(s) | Title | First name | Surname |
| | | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 1.2 | Contact numbers | Mobile | Home | |
| | | <input type="text"/> | <input type="text"/> | |
| | | Home | | |
| | | <input type="text"/> | | |
| 1.3 | Email address | <input type="text"/> | | |

2. Key information relevant to complaint

| | | |
|-----|---------------------------------|----------------------|
| 2.1 | Account number | <input type="text"/> |
| 2.2 | Name of your investment manager | <input type="text"/> |

3. Branch details

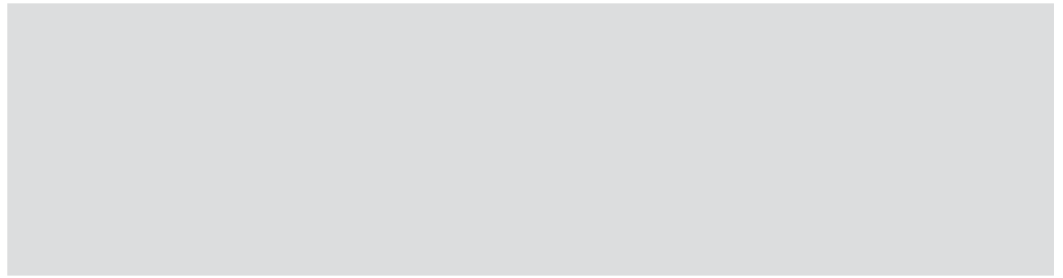
| | | | | | |
|-----|--|---------------------------------------|---|---|-----------------------------------|
| 3.1 | Please select relevant Investec Wealth & Investment branch | <input type="checkbox"/> Johannesburg | <input type="checkbox"/> Port Elizabeth | <input type="checkbox"/> Pietermaritzburg | <input type="checkbox"/> Durban |
| | | <input type="checkbox"/> Knysna | <input type="checkbox"/> Cape Town | <input type="checkbox"/> East London | <input type="checkbox"/> Pretoria |

4. Type of complaint

| | | | | | |
|-----|-------------------|--|---|--|---|
| 4.1 | Type of complaint | <input type="checkbox"/> Advertising | <input type="checkbox"/> IAdvice | <input type="checkbox"/> Client Service | <input type="checkbox"/> Client systems or platform performance |
| | | <input type="checkbox"/> Compliant handling | <input type="checkbox"/> Design of Product or Service | <input type="checkbox"/> Disclosures or Information provided | <input type="checkbox"/> Fraud disputes |
| | | <input type="checkbox"/> Product accessibility | <input type="checkbox"/> Product performance | <input type="checkbox"/> Third parties | |
| | | <input type="checkbox"/> Travel | <input type="checkbox"/> Other | | <input type="checkbox"/> initial |

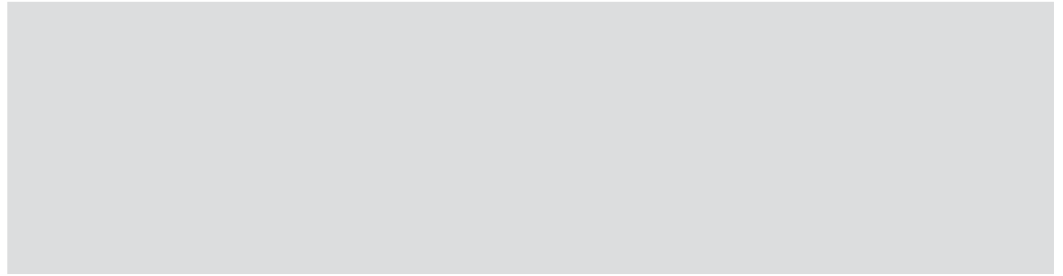
4. Type of complaint (Continued)

4.2 If other, please specify



5. Complaint details

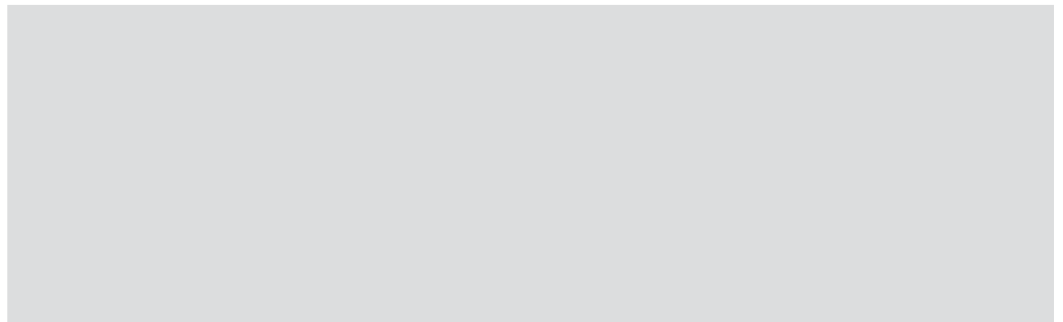
5.1 Investment type or product detail type



5.2 Date invested



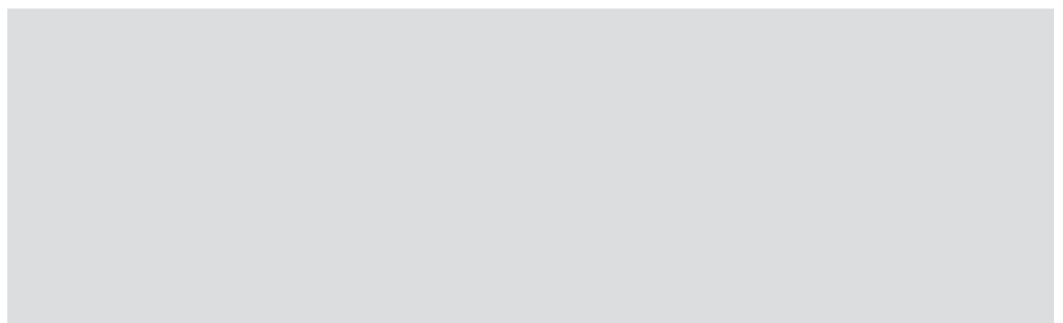
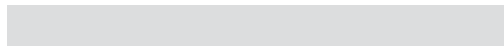
5.3 Please provide details of complaint



If you are claiming financial loss and requesting compensation, please detail below the compensation sought and the basis on which it is claimed

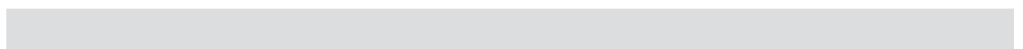
Amount claimed

R



If space is not adequate, please provide details on a separate sheet of paper. All attached supporting documents must be listed below:


1.



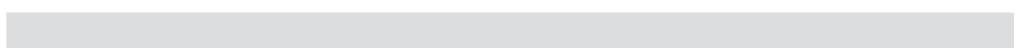
2.



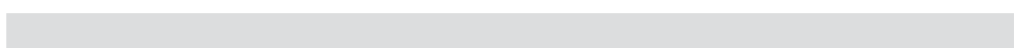
3.



4.



5.



5. Complaint details (Continued)

I have read and understand the Investec Securities Pty Ltd ("ISL") complaints policy. I also consent to any information herein being shared with other entities/subsidiaries within the Investec Group to the extent that is necessary for the resolution of this complaint.

I also understand and agree that all information relating to my complaint may be requested by and shared with any regulatory authority or Ombud.

Signed at

Date

Client signature

Full name of client

Please email this completed form together with all supporting correspondence and documentation to ISL's Compliance department, details as follows: **ISL_Compliance@investec.co.za**