

Investec Wealth & Investment International 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

Title and name(s)

Title

First name

Surname

Contact numbers

Mobile

Work/Home

Email address

## 2. Key information relevant to complaint

Account number

Name of your investment manager

## 3. Branch details

Please select relevant Investec Wealth & Investment branch

<input type="checkbox"/> Johannesburg	<input type="checkbox"/> Gqeberha	<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

Type of complaint

<input type="checkbox"/> Advertising	<input type="checkbox"/> Advice	<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			

## 4. Type of complaint (Continued)

If other, please specify

## 5. Complaint details

Investment type or product detail type

Date invested

Please provide details of complaint

If you are claiming financial loss and requesting compensation, please detail the compensation sought and the basis on which it is claimed. If space is not adequate, please provide details on a separate sheet of paper.

Amount claimed

R

All attached supporting documents must be listed:

1.

2.

3.

4.

5.

6.

I have read and understand the Investec's Complaints Management Policy and Investec Wealth & Investment International Pty Ltd ("W&I") Complaints Procedure. 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: (011) 286-9595 or [ISL\\_Compliance@investec.co.za](mailto:ISL_Compliance@investec.co.za)