



Complaints Resolution Process

iSmart (Pty)Ltd

An authorized Financial Services Provider FSP No: 45337

Date: 2017/06/23

Process

Should you feel that any representative of the iSmart has contravened or failed to comply with a provision of this Act, and that as a result thereof you have suffered or are likely to suffer financial prejudice or damage; or if any representative of iSmart has willfully or negligently rendered a financial service to you which has, or is likely to cause prejudice or damage to you; or where you believe you have been treated unfairly, you have the right to complain.

First Step in Process

- a. Your complaint must be lodged in writing with the Compliance Officer of iSmart, Mr. Leonardo d'Onofrio. He can be contacted at leonardo@oraclecompliance.com or on 011 100 2551.
- a. The Compliance Officer must acknowledge receipt of your complaint in writing to you.
- b. The Complaint must be recorded into a "complaints register" at iSmart (all relevant facts and supporting documentation must be kept on record too).
- c. The complaint must be resolved within six (6) weeks of receipt.

Second Step in Process

Should you not be entirely satisfied with the resolution of the complaint you may now complain to the **Ombudsman for Financial Services Providers**. The Office of the Ombudsman will not investigate a complaint unless it has been lodged with the Compliance Officer of the Financial Services Provider first.

Ombudsman Contact Details

Toll free no:	0860FAISOM (0860324766)
Telephone:	+27 12 470 9080
Facsimile:	+ 27 12 348 3447
E-mail address:	info@faisombud.co.za
Website:	www.faisombud.co.za
Postal Address:	P. O. Box 74571, Lynnwood Ridge, 0040