

- **Complaint Handling Procedure**



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1. Introduction

IFX Brokers™ (referred to as “IFX Brokers™”, “IFX Brokers™ Holdings (Pty) Ltd, the “Company”, “us”, “we”, “our”, “ours”, “ourselves” as appropriate) is a trading name of IFX Brokers™ Holdings (Pty) Ltd (Registration No. 2017/027249/07 Our distribution and market conduct is regulated by the Financial Sector Conduct Authority (Authorized Financial Services Provider number 48021). The issuance of CFD’s is regulated by The Financial Markets Act, 2012. Our registered address is 79 Da Gama Street, Jeffreys bay, 6630.

2. Scope of procedure

IFX Brokers™ Holdings (Pty) Ltd. (referred to as “IFX Brokers™, the “Company”, “us”, “we” and “our”) provides you with this **Complaint Handling Procedure** to set out the process adapted when dealing with complaints received by clients. IFX Brokers™ reserves the right to modify this procedure as deemed fit at any time. The latest Complaint Handling Procedure will always be available on our Website.

3. Definition

- 3.1. Complaint means a specific complaint relating to a financial service rendered to the client on or after the date of commencement of FAIS, alleging that we:
 - 3.1.1. Contravened or failed to comply with a provision of FAIS and that, as a result, the client has suffered or is likely to suffer financial prejudice or damage.
 - 3.1.2. Wilfully or negligently rendered a financial service to the client which has caused prejudice or damage to the client or which is likely to result in such prejudice or damage; or
 - 3.1.3. Treated the client unfairly.

4. Internal Complaints Procedure

We deal with a complaint as follows:

- 4.1. Log the date and contents of the complaint in the Complaints Register.
- 4.2. If a complaint is not in writing, request the client to lodge to complaint in writing.
- 4.3. Acknowledge receipt of the complaint in writing within 5 days of receipt, and provide the client the name(s), and contact details of the staff responsible for the resolution of the complaint.
- 4.4. Investigate the complaint to ascertain whether the complaint can be resolved immediately.
- 4.5. If the complaint can be resolved immediately, take the necessary action, and advise the client accordingly.
- 4.6. If the complaint cannot be resolved immediately, send the client a written summary of the steps to be taken to resolve the matter and the expected date of resolution.
- 4.7. If unable to resolve the complaint within 4 weeks of logging the complaint in the Complaints Register, notify the client accordingly and advise the client of his/her right to:
 - 4.7.1. Proceed in terms of Rule (6)a and (6)b of the Rules on Proceedings of the Office of the Ombud for Financial Services Providers [Annexure A]
 - 4.7.2. Seek legal redress in another forum.
- 4.8. Update the register with all developments/activities.

5. Procedure to submit a complaint

- 5.1. All complaints must be in writing and shall be addressed, in the first instance, to Complaints Department – Email: complaints@ifxbrokers.com
- 5.2. Any complaint shall be submitted within five days of occurring.
- 5.3. Complaints shall be made in English in a legible and comprehensive manner.
- 5.4. To ensure we adequately assess your complaint, please ensure that your Complaint Form includes as a minimum:
 - 5.4.1. Full name and surname



- 5.4.2. Contact detail
- 5.4.3. Your IFX and MT4 account number
- 5.4.4. The affected transaction number(s)
- 5.4.5. The date and time the issue arose
- 5.4.6. Clear description of the complaint with supporting evidence
- 5.4.7. Your expected outcome.

6. Principles of the Process

- 6.1.1. All complaints shall be treated confidentially.
- 6.1.2. For authentication purposes all complaints must be sent from the same Client's email address as the one in our records.
- 6.1.3. IXB Brokers shall handle Client complaints in a timely and fair manner.
- 6.1.4. The Company shall take all reasonable steps to investigate and respond promptly to any complaints.
- 6.1.5. The Company shall use best practices to provide the best service to its Clients.

7. Record Keeping

- 7.1. IFX Brokers shall establish, maintain and/or update the Complaints Register with comprehensive details of all the complaints received per month. Records shall be kept for a period of five (5) years.

8. Company Contacts

Complaints Department: complaints@ifxbrokers.com

Customer Support: support@ifxbrokers.com



Annexure A Know your rights

Rule 6(a) and 6(b) of the Rules on Proceedings of the Office of the Ombud for Financial Services Providers.

- 6(a) Where a complaint cannot in a reasonable time be addressed by the responding party [provider], the responding party must as soon as reasonably possibly send to the complainant a written acknowledgement of the complaint with contact references of the responding party.
- 6(b) If within four weeks of receipt of a complaint the responding party has been unable to resolve the complaint to the satisfaction of the client, the responding party must inform the complainant:
- (i) the complaint may be referred to the Office [of the Ombud for Financial Services Providers] if the complainant wished to pursue the matter; and
 - (ii) the complainant should do so within six months of receipt of such notification

9. Ombud for Financial Services Providers

Address:	Sussex Office Park, Ground Floor, Block B, 473 Lynwood Road & Sussex Avenue, Lynwood, 0081, South Africa
Toll Free Tel No	0860324766
Telephone No	+27 1 470 9080
Facsimile	+27 12 348 3447
Email address:	info@faisombud.co.za
Website:	http://www.faisombud.co.za



Annexure B COMPLAINTS PROCESS FLOW



Annexure C COMPLAINTS FORM

IFX BROKERS™ HOLDINGS (PTY) LTD COMPLAINT FORM

Submit to: complaints@ifxbrokers.com

PERSONAL DETAILS

Surname		Title	
First Names			
Occupation			
Identity Number			
Email Address to which we may send your response			
Telephone		Cell	
Fax		E-mail	

DETAIL OF THE PERSON AGAINST WHOM YOU ARE COMPLAINING

Name of person or Company			
Their Address			
Phone Number		Cell	
IFX Client No	CU		
MT4 Account No(s)			
Transaction No(s)			
Date & Time that the issue arose		<i>Date</i>	<i>Time</i>

CLEAR DESCRIPTION OF THE COMPLAINT WITH SUPPORTING EVIDENCE TO SUPPORT THE COMPLAINT IF APPLICABLE.

HOW WOULD YOU LIKE YOUR COMPLAINT TO BE RESOLVED? (EXPECTED OUTCOME)

