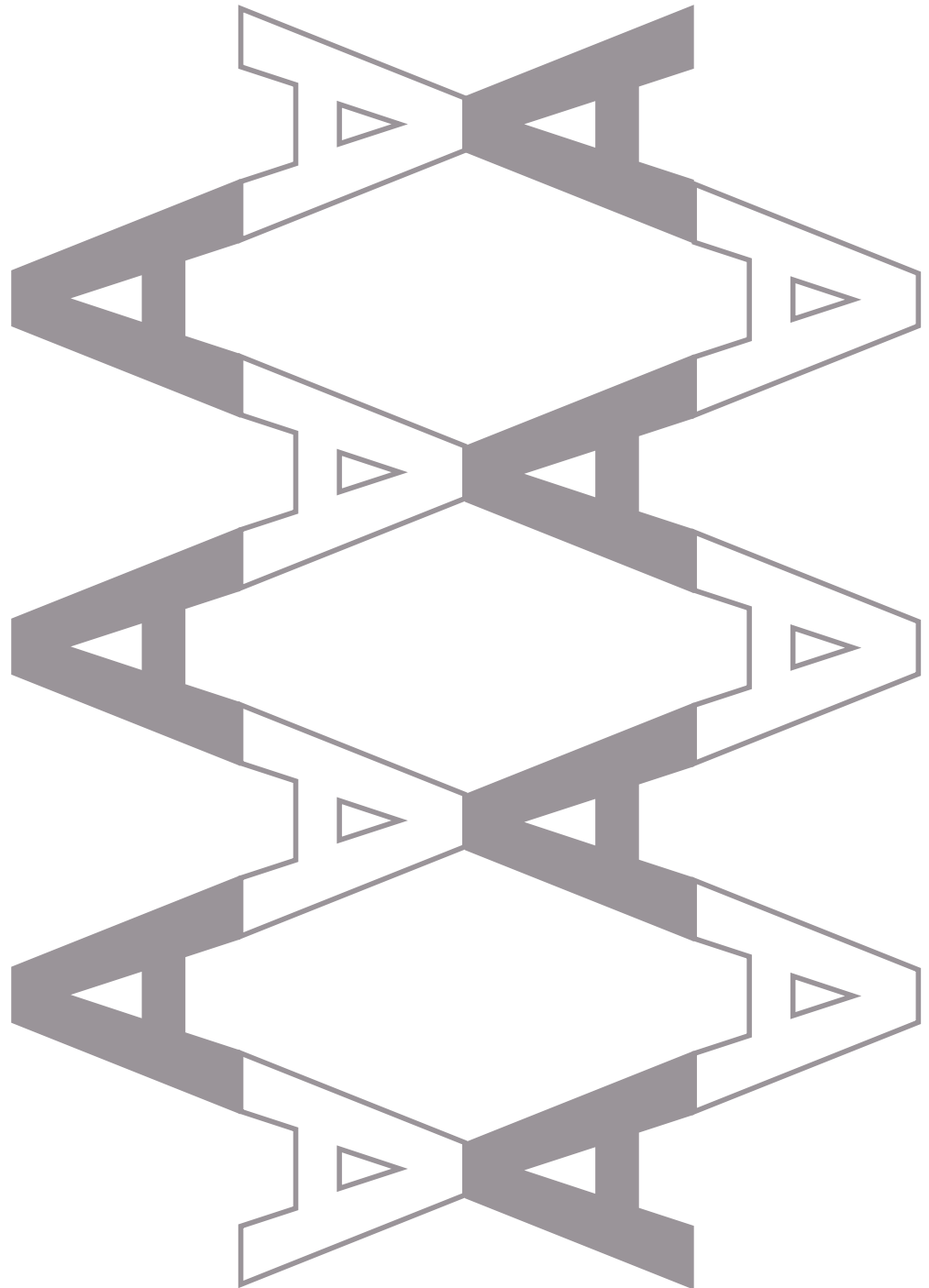


## COMPLAINTS RESOLUTION POLICY



## Introduction

Argon Asset Management (“Argon”) is an authorised Financial Services Provider licensed to render financial services under license no. 835. As an FSP we are committed to carry out our obligations in terms of Financial Advisory and Intermediary Services Act (“FAIS”) and all its subordinate legislation. In addition to FAIS, the Treating Customers Fairly (TCF) guidelines set out desired outcomes relating to complaints handling, specifically outcome #6. Argon is committed to attending to all matters pertaining to our client’s business and should our clients not be satisfied with any of our services we wish to assure you that we will as Argon grievance of our clients and to that end we wish to bring to your attention our complaints process as outlined in this document.

## Definition

“Complaint” refers to a specific complaint relating to a financial service rendered by a financial services provider or representative to the complainant and in which it is alleged that Argon –

- a) has contravened or failed to comply with a provision of the FAIS Act and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage;
- b) has willfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
- c) has treated the complainant unfairly.

## Categorisation of Complaints

Complaints are to be assigned to one or more of the following categories:

### General Categories

1. **Communication complaints** – occur when the clients complain that they have not been kept up to date with respect to their portfolio. This could include clients alleging that they have not received their monthly or quarterly reports, or daily data, or had no report back meetings etc.
2. **Operational Process Complaints** – describe a client’s unhappiness with any aspect of service that is provided. This would include not following a client instruction properly or timeously, doing something incorrectly, not following up on a request etc.

3. **Performance complaints** – may arise from a fund’s performance versus its targets, or failure to adhere to mandated restrictions, etc.

### **TCF Related Categories**

1. **Complaints relating to the design of a product or service** – includes complaints indicating that specific features of the product or service are unfair, inadequate, confusing or overly complex, or unsuitable.
2. **Complaints relating to information provided** – includes complaints that communications or documentation provided to clients (including marketing material) is inaccurate, unsuitable, misleading, incomplete, confusing, unclear, etc.
3. **Complaints relating to advice** – includes complaints that advice provided was inadequate, factually incorrect or misleading.
4. **Complaints relating to product performance** – complaints regarding perceived poor investment returns.
5. **Complaints relating to customer service** – dissatisfaction with the firm’s administration of requests and transactions
6. **Complaints relating to product accessibility, changes or switches** – relates to complaints in respect of barriers or limitations on access of funds or the ability to transfer products or services to another provider, or the ability to make changes.
7. **Other Complaints** – a catch-all category for any complaints not falling within the above categories

### **Complaints Process**

All complaints must be submitted in writing and e-mailed or mailed to the following addresses:

**Email:** [compliance@argonasset.co.za](mailto:compliance@argonasset.co.za)

**Postal Address:** PO Box 23254  
Claremont  
7735

Upon receipt of a written complaint Argon Asset Management will provide written acknowledgement of receipt of the complaint within twenty-four (24) hours. We will endeavour to resolve your complaint within seventy-two (72) hours from receipt of a written complaint. Should there be any delays in this, we will advise you timeously.

Should you not be satisfied with our final response with regard to your complaint, you may direct a written complaint to the Office of the Ombud for Financial Services Providers within 6 months from receipt of a final response from us.

The contact details for the Ombud of the Financial Services Provider are indicated as follows:

P.O. Box 74571, Lynwood Ridge, 0040

**Telephone no:** 012 – 470 9080

**Fax no:** 012 – 348 3447

**Website:** [www.faisombud.co.za](http://www.faisombud.co.za) or [www.fsca.co.za](http://www.fsca.co.za)

### **Maintenance of Records**

All records relating to the complaint are to be kept for a period of 5 years, together with an indication of whether the complaint was resolved.

Argon aspires to the highest standards of ethical behavior in its dealings with all stakeholders. We instill in our company a complete commitment to the principles of openness, honesty and fairness.



### Jeremy Jutzen

Client Relationship Manager

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### Disclaimer

Information contained herein is for information purposes only and is merely illustrative. It is not deemed as advice as defined in the Financial Advisory and Intermediary Services Act (FAIS Act). Argon Asset Management (Pty) Ltd and its employees shall not be held responsible for any losses sustained by any person acting based on the information. Past performance of any of our funds is not indicative of their future performance. Persons are advised to contact Argon directly should they wish for Argon to conduct an analysis with a view to facilitating investing in any of our funds. Argon Asset Management (Pty) Ltd is an independent investment management company registered in South Africa, company registration number 2002/016801/07 and an authorised financial services provider under the Financial Services Board (FSB) registration number 835 as well as the FSB's section 13B Pension Funds Act ; administrator registration number 24/434. The main business of Argon Asset Management is the provision of investment management services to institutional clients and retail investors. Argon Asset Management's domestic product range includes an equity fund, bond fund, absolute return fund, domestic balanced fund, flexible income fund and a money market fund. The offshore product set consists of a range of global equities, global fixed income and the global balanced/multi asset class funds.



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