

# Complaints Process

The Financial Advisory and Intermediary Services Act (FAIS Act) requires that a financial service provider (i.e. our brokerage) must maintain an internal complaints resolution system and procedure in the event that a customer complains about a financial service rendered by the financial services provider.

**Mannix Financial Services** aims to:

- Provide you with independent financial planning advice, within the constraints of our comprehensive licensed categories;
- Act with good faith;
- Uphold the ethical standards of the FAIS Act and the FPI;
- Treat customers fairly with appropriate solutions for your financial needs

If you are not satisfied with our level of service or advice

Please [contact us](#) immediately. Management and staff are trained to resolve your problem. We strive to maintain happy clients and will improve our services where necessary, to your satisfaction if we know about an issue.

Should you wish to lodge a formal complaint

Please address a formal complaint in writing to:

The Operations Manager  
Mannix Financial Services  
19 Kokaboom Close  
Limber Lost Estate  
Langeberg Road  
Durbanville  
7550



Or via email – [linda@mannixfs.co.za](mailto:linda@mannixfs.co.za) and cc [pa.linda@mannix.co.za](mailto:pa.linda@mannix.co.za)

We will acknowledge your complaint and make every effort to resolve your problem.

If you are remain dissatisfied with our response:

You may lodge a formal complaint with the FAIS Ombud - note important contact details below:

## FAIS Ombud

Postal Address	FAIS Ombud P.O. Box 74571 Lynwood Ridge 0040
Telephone	012 7625000 / 012 4709080
Facsimile	0867641422 / 012 3483447
E-mail	<a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>
Website	<a href="http://www.faisombud.co.za">www.faisombud.co.za</a>

## Long Term Insurance Ombudsman

Postal Address	The Ombudsman for Long Term Insurance Private Bag X 45 Claremont 7735
Telephone	021 6575000 / 0860103236
Facsimile	021 6740951
E-mail	<a href="mailto:info@ombud.co.za">info@ombud.co.za</a>
Website	<a href="http://www.ombud.co.za">www.ombud.co.za</a>

## Short Term Insurance Ombudsman

Postal Address	The Ombudsman for Short Term Insurance P.O. Box 32334 Braamfontein 2017
Telephone	011 7268900
Facsimile	011 7265501
E-mail	<a href="mailto:info@osti.co.za">info@osti.co.za</a>
Website	<a href="http://www.osti.co.za">www.osti.co.za</a>

## Pension Fund Adjudicator (PFA)

Postal Address	Pension Fund Adjudicator P.O. Box 580 Menlyn 0063
Telephone	012 3461738 / 012 7484000
Facsimile	0866937472
E-mail	<a href="mailto:enquiries@pfa.org.za">enquiries@pfa.org.za</a>
Website	<a href="http://www.pfa.org.za">www.pfa.org.za</a>