



# Klips

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**Klips SA (PTY) Ltd – Complaints Procedure  
Version 1 – 9.5.2022**



KLIPS SA (Pty) Ltd (“**Klips SA**”) aims to provide a high level of service to all customers, at all times. Therefore, we value feedback from our clients and use it to enhance the quality of our products and services. We appreciate that from time to time there can be misunderstandings and we endeavor to deal with your queries and complaints sympathetically and in timely manner.

Complaints will be handled at no charge to the complainant, subject to statutory requirements.

## **Queries**

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If you have a query regarding your account or your dealings with Klips SA, you should initially notify our Customer Support Team as soon as reasonably practicable by:

- Contacting us through our "Contact Us" page on our website; or
- Sending us an email to: [Support@klips.com](mailto:Support@klips.com).

To help us investigate and resolve your query quickly and efficiently, we ask that you provide as much information as possible, including the following:

- Your name, trading account number and contact details;
- A clear description of your query; and
- Copies of relevant documents if applicable.

Most queries can be resolved within 72 hours. If your query requires further investigation, we will contact you within **5 business days** of the initial query to advise you of the progress and expected finalization of your query.

## **Complaints Procedure**

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Where the initial query is not resolved to your satisfaction or if you wish to make a complaint, you should notify our Compliance Team by contacting us through our "Contact Us" page on our website or sending an email to [complaints@klips.com](mailto:complaints@klips.com) and clarify that you wish to make a complaint.

1. We will acknowledge your complaint within 5 working days of receipt of your complaint.
2. We will investigate your complaint and endeavor to send a final response to you within 3 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time, we will send you an update.
3. We will endeavor to send a final response to you within 6 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

If you feel that your complaint has not been resolved to your satisfaction by our Compliance Department, you are able to refer your complaint to the FAIS Ombudsman.

Any reference to the FAIS Ombudsman must take place within six months of the Compliance Department's final response letter, and you should also note that the FAIS Ombudsman will not consider a complaint until we have had the opportunity to address the complaint.

The postal address of the FAIS Ombud is: P.O Box 74571, Lynnwood Ridge 0040

Tel : 012 762 500

E-mail Address: [info@faisombud.co.za](mailto:info@faisombud.co.za)

