

## CLIENT COMPLAINT LODGING PROCEDURE IF DISPUTE RESOLVED FOR 5 BUSINESS DAYS (ODP)

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### How to lodge a formal complaint if your dispute has not been resolved after 5 business days?

Please tell us immediately by submitting a ticket here: <https://help.gt247.com/support/tickets/new>

We take your complaints seriously and commit to attend to them as quickly as possible.

### What to include in your complaint?

To assist us to address your complaint as quickly as possible, please include all the relevant information. Please include:

- Your full name, identity number, and contact details
- Your GT account number
- Details about your complaint which include specifying the amounts involved in the dispute, the time for which a dispute remains outstanding and all other relevant details
- Who you have dealt with, and when you dealt with them
- Any losses you have suffered, due to this issue
- What you would like us to do, to make things right for you
- Your permission for us to use all the information you have given us, to resolve your complaint

### What we will do to assist you

- We will attend to your complaint as quickly, and as fairly, as possible.
- If we find that it is not a simple issue, we will keep you updated while we work on it.
- Within 1 business day of receiving your complaint, we will acknowledge receipt
- If we cannot resolve your complaint immediately, we will do our best to resolve it within 5 business days, and provide you with written feedback.
- Some complaints may be complex, and involve many issues. In these cases, we will not be able to resolve the matter within 5 business days, but we will resolve it within six weeks of the receipt of the complaint. We will keep you updated regularly, and we will let you know exactly who is taking ownership of your complaint, and who will follow it through to completion.
- After we do whatever we can, to properly investigate your complaint, and fairly assess the issue, we will send you a final report on the matter.

### What to do if you are unhappy with the way we dealt with your complaint

If you feel we have been unreasonable, or unfair, in any way, you may escalate your concern.

You may escalate your complaint to [complaints@purplegroup.co.za](mailto:complaints@purplegroup.co.za), before you decide to take the matter up with the Financial Sector Conduct Authority (“**Authority**”). Our compliance function will only respond to escalations that include a valid ticket number, and your account number.

You may ask the person who was handling your complaint to get a board member to review your complaint, before you decide to take the matter up with the Authority.

#### Physical Address

16th Floor, 25 Owl Street  
Braamfontein Werf  
Johannesburg, 2029

#### Postal Address

PostNet Suite 247  
Private Bag X1  
Melrose Arch, 2076

#### Contacts

(T) 010 141 2207  
(W) [www.gt247.com](http://www.gt247.com)

After escalation, if you are still unhappy with the way your complaint has been handled, despite our best efforts, you may take the matter up with the Authority.

Tel: +27 (0) 12 428 8017

Postal address: P. O. Box 35655, Menlo Park, 0102

Physical address: Riverwalk Office Park, Block B, 41 Matroosberg Rd, Ashlea Gardens Ext 6, Menlo Park, Pretoria, 0081

Email: [complaints@fsca.co.za](mailto:complaints@fsca.co.za)

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