

## **Complaints Management Framework and Policy**

Should you wish to pursue a complaint against a key individual or representative of PFS Wealth Management, you should address the complaint in writing to us at [gideon@pfswealth.co.za](mailto:gideon@pfswealth.co.za). You can also request a copy of the FSP's Complaints Management Policy from said e-mail address.

If you cannot settle your complaint with us, you are entitled to refer it to the Office of the FAIS Ombud, at [info@faisombud.co.za](mailto:info@faisombud.co.za) or Share Call number 0860 663 274. The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice that you feel may have been given to you by a financial adviser.