TANDEM WEALTH

INVESTING SIDE BY SIDE

Complaints Management Policy

Tandem Wealth Solutions (Pty) Ltd

FSP 56103

Prepared in terms of the General Code of Conduct for Authorised Financial Services Providers and Representatives, issued under section 15 of the Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS)

Complaints Management Policy

1. Purpose

Tandem Wealth Solutions (Pty) Ltd (“Tandem Wealth”, “we”, “us”) is committed to providing a fair, transparent and effective process for clients to raise concerns or complaints about our advice, products or services. This policy sets out how we receive, record, investigate, respond to and learn from complaints, in line with our obligations under the Financial Advisory and Intermediary Services Act 37 of 2002 (“FAIS”), the General Code of Conduct for Authorised Financial Services Providers and Representatives (“the Code”), and the Financial Sector Conduct Authority's (“FSCA”) Treating Customers Fairly (“TCF”) framework.

This policy applies to Tandem Wealth's directors, Key Individual and all representatives, and covers complaints relating to any financial service rendered by Tandem Wealth, including the conduct of our representatives and our dealings with product suppliers and service providers on a client's behalf.

2. Regulatory Framework

This policy is designed to give effect to the following regulatory requirements:

- The FAIS Act and the General Code of Conduct, which require every authorised financial services provider to maintain an adequate and effective internal complaints management framework, proportionate to the nature, scale and complexity of its business.
- The FSCA's TCF framework, which requires that clients do not face unreasonable barriers to making a complaint, and that complaints are used as a source of insight to improve our products, advice and service (TCF Outcome 6, in particular).
- The rules and jurisdiction of the Office of the Ombud for Financial Services Providers (“the FAIS Ombud”), an independent statutory body that may consider complaints referred to it once our internal process has been exhausted, or where a complaint is not resolved within the stipulated timeframe.

3. What Is a Complaint?

For the purposes of this policy, a complaint is any expression of dissatisfaction by a client, or a person acting on a client's behalf, relating to a financial service that Tandem Wealth has provided or offered, where the client alleges that:

- Tandem Wealth or one of our representatives has contravened, or failed to comply with, an agreement, the FAIS Act, or any other applicable law;
- Tandem Wealth or one of our representatives has acted with negligence, or engaged in maladministration or any other wrongful conduct; or
- the client has suffered, or is likely to suffer, financial prejudice or damage as a result of the above,

and where the client has requested that the matter be remedied, or a response be given, regardless of how the concern is described or the channel through which it is received (for example, described as a “complaint”, “concern”, “grievance”, “dispute” or “dissatisfaction”).

This includes complaints relating to the suitability of advice given, including an alleged failure to have proper regard to a client's recorded financial needs, objectives, risk profile and personal circumstances, or a failure to adequately disclose the basis, assumptions or limitations of any advice provided. Where a complaint relates to advice, we will refer to the relevant Financial Needs Analysis, Record of Advice and other supporting documentation as part of our investigation. Dissatisfaction with the investment performance of a product that was recommended, where the advice given was suitable at the time and properly recorded, does not of itself constitute a valid complaint, though we will still consider and respond to any concern raised in this regard.

A general request for information, a query, or a request for a service that has not yet been actioned is not, of itself, a complaint, unless the client expresses dissatisfaction with how that request was handled.

4. How to Lodge a Complaint

A complaint may be lodged with Tandem Wealth through any of the following channels:

- In writing, by email to tania@tandemwealth.co.za;
- In writing, by post or in person, to 705 Touchstone House, 7 Bree Street, Cape Town; or
- Telephonically, on 082 887 5083, followed up in writing where practicable so that the details can be accurately recorded.

To help us resolve your complaint as quickly as possible, please provide the following details :

- your full name and contact details;
- your policy, account or reference number;
- description of the complaint and the outcome you are seeking;
- copies of any relevant supporting documentation or correspondence.

5. Our Internal Complaints Process

Step 1 — Acknowledge	Acknowledge receipt of the complaint in writing within 5 days of receipt, and give the client the name(s) and contact details of the staff responsible for the resolution of the complaint
Step 2 — Assess & log	Investigate the complaint to ascertain whether the complaint can be resolved immediately. If resolved immediately the complaint will not be deemed 'reportable.' If the complaint cannot be resolved immediately or within 5 business days, the complaint is logged in our complaints register and assessed to determine its nature, urgency and the product or service category to which it relates
Step 3 — Investigate	The complaint is investigated objectively and independently by, or under the oversight of, our Key Individual, having regard to all relevant information, documentation and circumstances. Where the complaint concerns a representative or product supplier, we will engage with the relevant party as part of the investigation.
Step 4 — Keep you informed	Where a complaint cannot be resolved within 3 weeks of logging the complaint in the complaints register, we will keep you reasonably informed of progress and the reasons for any delay.

Step 5 — Respond & resolve	We provide our written outcome and, where applicable, a proposed resolution within 6 (six) weeks of receipt of the complaint. If we are unable to meet this timeframe, we will inform you in writing of the reason for the delay and the revised timeframe.
Step 6 — Escalation rights	If you are dissatisfied with our response, or if we fail to resolve your complaint within the stipulated timeframe, you have the right to refer the complaint to our independent Compliance Officer and/or to the Office of the FAIS Ombud, using the details in Section 7 below.

6. Record-Keeping, Monitoring and Reporting

Tandem Wealth maintains a central complaints register recording, at a minimum, the following:

- the identity of the complainant;
- the date and nature of the complaint;
- the products or services involved;
- the steps taken to resolve it;
- the outcome;
- the time taken to resolve it.

Complaint records are retained for a minimum of 5 (five) years, or such longer period as required by law.

Our Key Individual reviews the complaints register on a regular basis to identify recurring issues, trends or root causes, and to assess whether any changes are needed to our advice processes, product recommendations, representative training, or service standards. Material findings are reported to Tandem Wealth's management and, where relevant, escalated to product suppliers or our Compliance Officer.

7. Escalation — Compliance Officer and the FAIS Ombud

If you are not satisfied with the outcome of your complaint, or if we have not resolved your complaint within 6 (six) weeks of receipt, you may refer the matter to our independent Compliance Officer or directly to the Office of the FAIS Ombud. A complaint should generally be referred to the FAIS Ombud within 6 (six) months of receiving our final response, in line with the Ombud's rules.

Independent Compliance Officer	Office of the FAIS Ombud
Compli-Serve (SA) (Pty) Ltd Frits Rossouw Tel: 087 897 6970 Email: frits@compliserve.co.za Web: www.compliserve.co.za Greenford Office Estate, Punter's Way, Kenilworth	**Tel: 0860 OMBUD (0860 662 837)** Email: info@faisombud.co.za Web: www.faisombud.co.za PO Box 74571, Lynnwood Ridge, 0040

The FAIS Ombud is an independent, impartial body established under the FAIS Act to resolve disputes between clients and financial services providers fairly, informally and free of charge. Referring a complaint to the FAIS Ombud does not affect your other legal rights.

8. Making an Application to the FAIS Ombud

Where a complaint has not been resolved to a client's satisfaction through our internal process, the client may make a formal application to the Office of the FAIS Ombud for the complaint to be investigated and determined. The following applies to such an application:

- Before the FAIS Ombud will consider a complaint, the client must generally have first given Tandem Wealth a fair opportunity to consider and resolve the complaint through our internal process described in Section 5 above.
- The application must be lodged within 3 (three) years of the client becoming aware of the facts giving rise to the complaint and should generally be lodged within 6 (six) months of receiving our final response.
- The FAIS Ombud has jurisdiction to consider claims up to R3,500,000 (three million five hundred thousand Rand). A claim above this amount may only be considered if the client abandons the excess, or Tandem Wealth consents to the Ombud's jurisdiction over the full amount.
- The FAIS Ombud cannot consider a complaint where court proceedings have already been instituted regarding the same subject matter.

To make an application, the client should:

1. Obtain and complete the FAIS Ombud's complaint registration form, available in Word or PDF format from www.faisombud.co.za, or by contacting the FAIS Ombud directly by telephone or email; alternatively, a complaint may be lodged online via the FAIS Ombud's website.
2. Sign the completed form — the FAIS Ombud cannot accept a complaint form that has not been signed.
3. Attach all relevant supporting documentation, including correspondence with Tandem Wealth, our final response, relevant policy or product documentation, and the contact details of any other parties involved.

Once an application is lodged, it is allocated to an adjudicator, who will review the file, may request further information or documentation from either party, and will generally seek to achieve an early, amicable resolution before proceeding to a formal determination. Because each case is dealt with on its merits, a strict timeframe for finalisation cannot be guaranteed. Where the matter is not resolved earlier, the FAIS Ombud will issue a written determination, which is signed by the Ombud and communicated to both parties. A determination may be appealed to the FAIS Ombud within 1 (one) month of the date of signing, with further recourse to the Financial Sector Tribunal available thereafter. There is no cost to the client for lodging or pursuing an application with the FAIS Ombud.

9. Complaints Involving Representatives or Product Suppliers

Where a complaint relates to the conduct of one of our representatives, that representative will be informed of the complaint and may be required to provide information as part of our investigation, but will not be permitted to handle or determine the outcome of a complaint made against themselves. Where a complaint relates wholly or partly to a product supplier, platform or other third party, we will liaise with that party on the client's behalf and keep the client informed, while remaining responsible for managing our part of the complaint in line with this policy.

10. Roles and Responsibilities

- The Director and Key Individual is ultimately responsible for the effectiveness of this policy, for the fair and timeous resolution of complaints, and for ensuring adequate resources and oversight are in place.
- All representatives and staff are responsible for recognising a complaint when they receive one, referring it promptly for logging and handling in accordance with this policy, and cooperating fully with any investigation.
- Our Compliance Provider, Compli-Serve (SA) (Pty) Ltd, provides independent oversight and guidance, and is available as an escalation point for unresolved complaints.

11. Our Commitment to Treating Customers Fairly

Fair treatment of clients is central to how Tandem Wealth conducts business and applies throughout the product and advice lifecycle — including when things go wrong. We apply the FSCA's six TCF outcomes as follows:

Outcome	What it means at Tandem Wealth
Outcome 1	Clients can be confident they are dealing with a firm where fair treatment of clients is central to our culture.
Outcome 2	Products and services are designed to meet the needs of identified client groups and are targeted accordingly.
Outcome 3	Clients are given clear information and are kept appropriately informed before, during and after the point of sale.
Outcome 4	Where advice is given, it is suitable and takes account of client circumstances.
Outcome 5	Products perform as we have led clients to expect, and service is of an acceptable standard and as expected.
Outcome 6	Clients do not face unreasonable post-sale barriers to change a product, switch provider, submit a claim, or make a complaint.

In relation to complaints specifically, we will not charge a client any fee to lodge or have a complaint considered, and we do not impose unreasonable administrative, procedural or other barriers on a client wishing to complain, switch adviser, or submit a claim.

12. Policy Review

This policy is reviewed at least annually by the Key Individual, and sooner where required by changes in legislation, regulatory guidance, or the FSCA's Conduct Standards.

Approval

This Complaints Management Policy has been approved for use by Tandem Wealth Solutions (Pty) Ltd by the Director, Tania Hough.

Date: 1 September 2026

Policy owner	Tania Hough	**Applies to**	All directors, representatives and staff
Version	1.0	**Effective date**	1 September 2026
Review cycle	Annually, or sooner if regulation changes	**Next review**	1 September 2027