



Formal complaints or compliments form

To: **BrokersNet – Compliance Officer**

Email: compliance@brokersnetsa.co.za

(all complaints/compliments must be submitted in writing to this email address)

1. Details of customer/related party	
Name(s) and surname:	Telephone number:
ID number:	Representative (Broker) name:
Client policy number:	Email address:

2. Please select the appropriate option		
a.	BrokersNet or its representative has contravened or failed to comply with any provision of the Financial Advisory & Intermediary service Act, 2002 (FAIS) and that as a result thereof, the customer has suffered or is likely to suffer financial prejudice or damage (acted outside its mandate/ license conditions).	
b.	BrokersNet or its representative has wilfully or negligently rendered a financial service to the customer which has caused prejudice or damage (wrong advise/ product offering).	
c.	BrokersNet or its representative has treated you unfairly.	
d.	BrokersNet or its representative didn't deliver the service or required documentation as required (service delivery/ administrative failure).	
e.	BrokersNet or its representative has exceeded your expectations in the service offered & delivered.	



3. Please provide a brief summary of the experience (Complaint/Compliment):

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4. Please attach copies of all relevant documentation in support of the complaint/compliment:

Number of pages attached:	
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5. I have read and understand the BrokersNet Complaints Policy

Signature:	
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Capacity:	
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Date:	
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