

ACLIVE WEALTH ADVISORY (PTY) LTD

COMPLAINTS HANDLING POLICY

ACLIVE WEALTH ADVISORY (PTY) LTD owns and operates the brand CIFMarkets. ACLIVE WEALTH ADVISORY (PTY) LTD is registered in South Africa with registration number 2022/427817/07, and is licensed and regulated by the FSCA (Financial Sector Conduct Authority) with an FSP license number 54857. The Company's registered office is situated at 1 Hood Avenue, Rosebank, Johannesburg, Gauteng, 2196.

INTRODUCTION

ACLIVE WEALTH ADVISORY (PTY) LTD is the company which owns and operates the brand “CIFMarkets” (the “Company”, “we”, “us”, “our”, “CIFMarkets”), found online at www.cifmarkets.com. ACLIVE WEALTH ADVISORY (PTY) LTD is registered in South Africa, with a registration number 2022/427817/07, regulated by FSCA (Financial Sector Conduct Authority) with a license number 54857 and registered address at 1 Hood Avenue, Rosebank, Johannesburg, Gauteng, 2196.

The Company is operating under the Section 8 of the Financial Advisory and Intermediary Services Act, 2002 (Act No.37 of 2002) (collectively the “Act and Applicable Regulations”).

This Complaint Handling Policy (hereinafter referred to as the “**Policy**”) sets out the processes which the Company has in place for the fair and prompt handling of queries, complaints and grievances received by the Company’s clients.

SCOPE

This Policy applies to the Company’s employees.

The Policy was approved by the Board of Directors of the Company, which is also responsible for its implementation and for monitoring compliance with the present Policy.

In this Policy, the complaints’ management policy mechanism implemented by the Company and all the steps and procedures adhered to when handling clients’ complaints can be found.

The Company has implemented all necessary mechanisms to ensure the efficient handling of complaints by eliminating regulatory and legal risk exposure as well as supporting the long-term business operations of the Company therefore eliminating any potential reputational or operational business impacts.

COMPLAINTS’ HANDLING

The Company’s Complaints Management Function is responsible for handling the

clients'

complaints.

The Compliance Function of the Company maintains an Internal Complaints Register documenting the complaints received and the actions taken for each. It is also the Compliance Function's responsibility to analyze the complaints and handling procedures in order to ensure that all issues which may arise are promptly identified and addressed according to the applicable framework.

DEFINITIONS

“Complaint”: an expression of dissatisfaction by a client regarding the provision of investment and/ or ancillary services provided by ACLIVE WEALTH ADVISORY (PTY) LTD and its brand “CIFMarkets”.

“Complainant”: any person, natural or legal, who has read, agreed with and accepted all the Terms and Conditions of the Company which are contained in the Client Agreement and without modifications, has opened a trading account with the Company and has submitted a Complaint.

PROCEDURE

Before submitting an official complaint, it is advisable that you first contact our Customer Support Department via email, telephone or any other method of communication made available by the Company, as the vast majority of issues can be resolved at this level. Our Customer Support Department will try to resolve the issue immediately.

If you are not satisfied with the response and explanation given by our Customer Support Department and you wish to file an official complaint, you may complete the official [Complaint Form](#) attached also herein (the “**Form**”) and submit it electronically to complaints@cifmarkets.com. The Company will not accept any complaint via other means or channels.

The Company shall acknowledge receipt of your complaint within five (5) business days from the receipt of your complaint. Once we acknowledge receipt of your complaint, we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay.

The investigation of the Complaint is subject to the provision of the correct information by the

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Complainant. All of the information requested in the online complaints form must be provided (among any other information requested by the Company) in order to enable the investigation of the complaint.

The Compliance Department shall thoroughly examine any Complaints as required (taking into account any information contained within the books and records of the Company, including but not limited to the client's trading account journal) to reach a fair outcome.

The outcome of the investigation shall be communicated to the Complainant within two (2) months from the date of receipt of the Complaint.

If the Company does not reply within the above mentioned period, the Complainant will be issued a holding response (in writing or other durable medium) where they will be informed of the reason/s for the delay and the period of time necessary to complete the investigation. This period of time shall not exceed three (3) months from the submission of the Complaint.

During the investigation process, the Company shall keep the Client updated of the handling process of their complaint. One of the Company's representatives may contact the Client directly (including communication by email or phone) in order to obtain further clarifications and information relating to your complaint. The Company will require the Client's full cooperation in order to expedite the investigation and possible resolution of your complaint.

When the final decision of the Complaint does not fully satisfy the complainant's demands, the Company shall notify in writing the complainant using a thorough explanation of its position on the Complaint and set out the complainant's option to maintain the Complaint.

In case the Complainant is not fully satisfied with the Company's final decision, they may be entitled to raise their Complaint with the Financial Sector Conduct Authority (FSCA) in South Africa. The Complainant should note that the FSCA will not attend the complaint, unless it is satisfied that the issue has been brought to the Company's attention first.

CONFIDENTIALITY

All Complaints are treated with the utmost confidentiality.

MONITORING OF COMPLAINTS

The Company's Compliance Function is required to analyze complaints and handling information to ensure that any recurring findings and/or potential systemic problems are identified and addressed therefore eliminating potential legal and operational risks for example by:

1. Analyzing the causes of individual complaints to identify root causes common to types of complaint;

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2. Considering whether such root causes may also affect other processes or products, including those not directly complained of; and;
3. Correcting, where reasonable to do so, such root causes.

The responsible person handling the complaints shall inform the Compliance Function of all the information mentioned above for the purpose of notifying all relevant departments, analyzing complaints and improving any areas necessary to prevent future complaints as well as registering the information in the Internal Complaints Registry of the Company.

TRAINING

The Company's personnel receive training on complaints handling. Said training is more particular to the hands-on Complaints personnel.

