

# **Complaints policy**

## Let's sort this out: Our complaints process made simple

At King Price, we genuinely believe that our clients deserve the royal treatment because, to us, customer really is king. That's why your feedback means the world to us. Whether you're doing a happy dance or feeling a little let down, we're always here to listen.

If something didn't go the way you hoped and we've left you feeling disappointed, we're truly sorry. We'd love the chance to make things right. Please follow the steps below to share your experience with us.

Our dedicated complaints team is here to support you every step of the way. They're kind, fair, and focused on finding a resolution that leaves you feeling heard, respected, and, most importantly, valued. Your voice helps us do better, and we're grateful you're giving us the opportunity to improve.

### **Step 1:** How to complain

You can email your complaint to <a href="mailto:complaints@kingprice.co.za">complaints@kingprice.co.za</a>. Please remember to give us all the relevant info (including your policy or claim reference number, if applicable). We'll:

- · Acknowledge receipt of your complaint.
- · Provide you with the details of the person in our complaints team dedicated to deal with your complaint.
- · Keep you informed by giving you regular updates while we investigate your complaint.
- Deal with your complaint in a fair, transparent and professional manner.
- · Update you on the outcome of your complaint with the relevant facts, details and next steps.

#### Step 2: What if you're not happy with our response

If you're not satisfied with the outcome, you may escalate your complaint to our duly appointed dispute resolution team for an impartial, independent and legal review of the matter.

Rest assured, the dispute resolution team is external to King Price and will consider all aspects of the matter before providing you with a response.

Pop an email to <u>yourcouncil@porcupine.ai</u> to escalate your complaint.

#### Step 3: Refer your complaint to an external ombudsman

If you're still unhappy with the outcome of your complaint, then you may submit your complaint to either of the following:

For complaints relating to the financial advice provided to you or the broker services offered by us or your broker, you may contact the FAIS (Financial Advisory and Intermediary Services) Ombudsman:

Phone 0860 06 63 74

Email info@faisombud.co.za

Web faisombud.co.za

For other complaints, you may contact the National Financial Ombudsman Scheme of South Africa (NFO):

 Phone
 0860 80 09 00

 Email
 info@nfosa.co.za

 Web
 nfosa.co.za