

BCS Markets SA (Pty) Ltd Client Complaints Policy

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1. INTRODUCTION

1.1 BCS Markets SA (Pty) Limited (herewith "BCS", the "Company" or "We") is incorporated under the laws of South Africa and is registered by the Companies and Intellectual Property Commission with registration number 2020/523823/07. BROKSTOCK is a brand operated by BCS Markets SA (Pty) Ltd, a company incorporated and registered under the laws of South Africa and an investment firm regulated by the Financial Sector Conduct Authority ("FSCA") with license number 51404.

1.2 This Policy is recommended for employees of financial institutions, by various bodies, including the Financial Sector Conduct Authority (FSCA) and the South African Reserve Bank (SARB).

1.3 BCS provides the following services (Please refer to our license certificate that is also available on our website):

- Shares - Intermediary Service;
- Derivative instruments - Intermediary Service;
- Short-term Deposits - Intermediary Service;
- Long-term Deposits – Intermediary Service;
- Structured Deposits – Intermediary Service.

1.4 BCS seeks to maintain and enhance its reputation of providing its clients with high quality products and services. BCS appreciates that complaints must be dealt with appropriately as they assist BCS to improve its products, services, and customer experience.

1.5 BCS is committed to being responsive to the needs and concerns of its customers or potential customers and to resolving complaints as quickly as possible.

1.6 This Policy has been designed to provide guidance on the manner in which BCS receives and manages complaints. BCS is committed to being consistent, fair and impartial when handling complaints.

2. DEFINITIONS

- 2.1** "Complaint" means a specific complaint relating to a financial service provider rendered by a financial services provider or representative to the complainant in which complaint it is alleged that the provider or representative
- 2.1.1** has contravened or failed to comply with a provision of Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS Act) and that as a result thereof the complaint has suffered or is likely to suffer financial prejudice or damage;
 - 2.1.2** has willfully or negligently rendered a financial service to the complainant and which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
- 2.2** has treated the complainant unfairly submitted by a client to a provider for purposes of resolution by the provider;
- 2.3** "Compliance Officer" means a compliance officer for an authorized financial service provider responsible for handling Complaints.
- 2.4** "Internal complaint resolution system and procedures", in relation to a provider and a client, means the system and procedures established and maintained by the provider in accordance with the General Code of Conduct for FSPs and representatives under FAIS for the resolution of complaints by clients;
- 2.5** "Ombud" means the Ombud for Financial Services Providers.
- 2.6** "Resolution", or "Internal resolution", in relation to a complaint and a provider, means the process of the resolving of a complaint through and in accordance with the internal complaint resolution system and procedures of the provider;
- 2.7** "in writing" includes communication by telefax or any appropriate electronic medium that is accurately and readily reducible to written or printed form (includes submission through personal account); and "written" has a corresponding meaning.

3. HOW TO MAKE A COMPLAINT

- 3.1** If you are dissatisfied with a service or product provided by us, you should in the first instance, consider speaking directly with the staff member(s) you have been dealing with.
- 3.2** If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns, you can lodge a complaint with us in writing in one of the following ways:

- 3.2.1** In your personal account on our website: <https://brokstock.co.za>;
- 3.2.2** By writing an e-mail to us at compliance@brokstock.co.za or complaints@brokstock.co.za or info@brokstock.co.za.
- 3.2.3** By posting a complaint to our Compliance Officer (Outsourced Compliance Services) e-mail them at info@outsourcedcompliance.co.za

3.3 The information you will need to share with us:

- 3.3.1** When we are investigating your complaint, we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary.
- 3.3.2** To help us investigate your complaint quickly and efficiently we will ask you for the following information:
- (a) Your name, residential and e-mail addresses as well as your account details with us like account number or client number;
 - (b) Your telephone number (to contact you in case we have any questions) and preferred contact time;
 - (c) A clear description of your concern or complaint;
 - (d) Details of any steps you have already taken to resolve the complaint;
 - (e) The name of the person you may have dealt with about your complaint;
 - (f) Details of what you would like us to do to resolve your complaint;
 - (g) Copies of any documentation, which supports your complaint.

3.4 If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

3.5 Recording Complaints

- 3.5.1** When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause(s) of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to the actions taken to resolve the complaint and communications between us.
- 3.5.2** The Complaint with all relevant details and documentation will be recorded at BCS Markets SA Pty (Ltd) and kept for five (5) years.
- 3.5.3** As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

3.5.4 If you lodge a complaint, we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

3.5.5 Where a third party supplier was involved in your services, we may be required to speak with them to fully investigate your complaint.

4. RESOLUTION OF A COMPLAINT

4.1 We are committed to resolving your issues at the first point of contact; however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

4.2 We will acknowledge receipt of your complaint within two (2) days.

4.3 Once your complaint has been received, we will undertake an initial review of your complaint. Your complaint will be reviewed by the Key Individual or Compliance. We will investigate your complaint in a timely and fair manner.

4.4 The Key Individual is responsible for reviewing the complaints and clarifying results of the managing board voting on the outcome. The Key Individual is also responsible for the amount of time spent on follow ups and confirming where the complaints process is at all times.

4.5 There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances, we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time. We recommend that you provide all documentation relevant to your complaint, at the time of submitting your complaint to us. If you have further evidence, which has not been submitted at the first stage, we would appreciate if you contacted us at the earliest opportunity.

4.6 If you complain about a member of our staff or independent supplier, we will treat your complaint impartially and equally (giving equal treatment to all people). We will

investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

4.7 We will also treat our or their staff member objectively by:

- 4.7.1** informing them of any complaint about their performance;
- 4.7.2** providing them with an opportunity to explain the circumstances;
- 4.7.3** providing them with appropriate support;
- 4.7.4** updating them on the complaint investigation and the result.

4.8 We will fully investigate your complaint and revert to you within six (6) weeks of the date of the complaint and inform you about the outcome of our investigation.

4.9 If we have sought clarification or additional documentation from you and we are waiting for you to provide this information, we may not be able to meet our finalization commitments. In such circumstances upon receipt of your clarification or additional documentation, we will indicate to you when we expect to be able to finalize your complaint.

4.10 The Server Log-File shall be the main source of information for the purpose of resolving Complaints.

4.11 Once we have finalized your complaint, we will advise you of our findings and any action we have taken. We will do this in writing by issuing a final viewpoint letter. This will provide a written statement clearly expressing our final view on all the complaints raised, and include any goodwill offers we may wish to make in full and final settlement of your complaint. If you accept this in full and final settlement of all complaints or we do not hear from you within two (2) months since the final viewpoint letter has been sent to you, we will consider the matter settled.

4.12 You have the right to make enquiries about the current status of your complaint at any time by contacting us.

5. IF YOU ARE NOT SATISFIED WITH THE OUTCOME OF THE COMPLAINT RESOLUTION PROCESS

5.1 If within six (6) weeks of receipt of your complaint the complaint is not resolved to your satisfaction the Complaint may be referred to the Ombud within six (6) months from the date of receiving our answer as follows:

5.1.1 FAIS Ombud (advice/intermediary services or product related complaints):

Address: Kasteel Park Office Park,
Orange Building, 2nd Floor,
c/o Nossob & Jochemus Street, Erasmus Kloof,
Pretoria, 0048
P.O Box: 74571 Lynnwood Ridge 0040
Tel: +27 12 762 5000 /+27 12 470 9080
Fax: +27 86 764 1422 /+27 12 348 3447 /+27 12 470 9097
Email: info@faisombud.co.za

5.1.2 Enquiries on status of complaints:

Email: enquiries@faisombud.co.za
Website: www.faisombud.co.za

5.1.3 You may apply to the regulators as per following details:

Financial Sector Conduct Authority (FSCA) (Regulator for financial services):

Address: Riverwalk Office Park, Block B
41 Matroosberg Road, Corner Garsfontein and Matroosberg Road
Ashlea Gardens, Extension 6 Menlo Park
Pretoria, 0081 South Africa
PO Box: 35655 Menlo Park 0102

Contact centre: 0800 20 3722
Switchboard: +27 12 428 8000
Fax: +27 12 346 6941
Email: info@fsca.co.za

FSCA Fraud and Ethics Hotline: 0800 20 3722 Email top offs: fsca@whistleblowing.co.za

Website: www.fsca.co.za

CLIENT COMPLAINTS FORM DETAILS OF THE COMPLAINANT:

NAME: _____

ADDRESS: _____

_____ POSTAL CODE: _____

TELEPHONE NO.: _____ CELLPHONE NO. _____

EMAIL ADDRESS _____

DETAILS OF THE COMPLAINT (INCLUDING ACCOUNT DETAILS):

Head office details:

Name: BCS Markets SA (Pty) Ltd

Telephone number: 080 022 7672, +27120019206

Postal address: Suite E 017, Midlands Office Park East, Mount Quarry Street, Midlands Estate, Gauteng, Republic of South Africa, 1692

Physical address: Suite E 017, Midlands Office Park East, Mount Quarry Street, Midlands Estate, Gauteng, Republic of South Africa, 1692

Email address: info@brokstock.co.za Or complaints@brokstock.co.za

PREFERRED RESOLUTION:

SIGNED: _____

DATE: _____

PRINT NAME: _____

Head office details:

Name: BCS Markets SA (Pty) Ltd

Telephone number: 080 022 7672, +27120019206

Postal address: Suite E 017, Midlands Office Park East, Mount Quarry Street, Midlands Estate, Gauteng, Republic of South Africa, 1692

Physical address: Suite E 017, Midlands Office Park East, Mount Quarry Street, Midlands Estate, Gauteng, Republic of South Africa, 1692

Email address: info@brokstock.co.za Or complaints@brokstock.co.za