

COMPLAINTS PROCEDURE

SCI Wealth recognises that every customer has a right to complain. What follows is the process to follow should you feel the need to complain.

Your feedback is important to us as it allows us to continuously improve our service and processes, and affords us the opportunity to learn from bad experiences and create positive ones.

HOW TO REGISTER A COMPLAINT

Your complaint must be submitted in writing. You may submit a letter or complaints form via the channels listed below.

POST SCI Wealth (Pty) Ltd, P.O.Box 89 AAH, Gaborone, Botswana

PHYSICALLY SCI Group, 129 Kgale Court, Gaborone International Finance Park, Gaborone

EMAIL complaints@scifinancial.com

TELEPHONE +267 3180111

TO ASSIST US WITH ENSURING THAT YOUR COMPLAINT IS ADDRESSED IN THE MOST EXPEDIENT MANNER POSSIBLE, PLEASE INCLUDE THE FOLLOWING DETAILS:

- ▶ Member(s) of SCI Wealth Staff involved in the service to which the complaint relates;
- ▶ All investment, policy, account or member numbers that relate to the complaint;
- ▶ Detailed description of the complaint and your expected outcome.

HOW TO ESCALATE A COMPLAINT

Submit a letter addressed to the Managing Director via one of the channels listed above.

Complaints will be acknowledged within 5 business days and the target resolution turnaround time is 10 business days.

Customers will receive a notification if the time it takes to resolve the complaint exceeds the above stated turnaround times.

REGULATORY BODIES

If your issue has not been satisfactorily resolved through the SCI Wealth complaints escalation process, you may lodge your complaint with the regulator (NBFIRA) along with all relevant documentation via the below channels.

POST The Chief Executive Officer, Non-Bank Financial Institutions Regulatory Authority, P/Bag 00314, Gaborone

FAX +267 310 2376/310 2353

ONLINE Visit www.nbfira.org.bw and click on the "Complaint Lodging" tab which will direct you to an automated complaints site.

TELEPHONE +267 310 2595/368 6100

Should you consider that the complaint has not been satisfactorily resolved, you have the right to take action through the courts of Botswana.