

NOVARE[®]



COMPLAINTS PROCESS AT NOVARE

At Novare, we are committed to treating our clients fairly and resolving complaints quickly, transparently, and effectively.

Our Commitment

We will treat complaints fairly, communicate clearly, resolve issues promptly, and use feedback to improve our services.

What is a Complaint?

A complaint is when you tell us you are unhappy about a financial product or service we provided. This includes concerns about unfair treatment, poor service, or non-compliance.

Who Can Submit a Complaint?

Anyone with an interest in a financial product or service, including clients, beneficiaries, or representatives, may submit a complaint.

How to Submit a Complaint

Send your complaint in writing (email or letter) including your contact details, a description of the issue, and supporting documents.

Contact details:

email address: clientservice@novare.com

Tel: +27 (0) 21 914 7730

Physical address: Novare Holdings, Third Floor, The Cliffs Office Block I, Tyger Falls, Bellville, South Africa, 7530

What Happens After You Submit a Complaint?

1. Acknowledgement: within 1 business day.
2. Investigation by a trained specialist.
3. Feedback within 7 working days.
4. Final response within 14 working days.

If You Are Not Satisfied

You may request an internal review or escalate the complaint. If unresolved within 6 weeks, you may approach the relevant Ombudsman.

Contact details for the Ombudsman:

FAIS Ombud (Financial Advisory and Intermediary Services)

Email: info@faisombud.co.za

Tel: 0860 066 3274/012 762 5000

Pension Funds Adjudicator
Email: enquiries@pfa.co.za
Tel: 012 748 4000