

Complaints Management Procedure

October 2024



1. Introduction

The purpose of this document is to provide clear, precise and up to date information on how complaints can be made in respect of Nedbank Limited, London Branch and N.B.S.A .Limited (“Nedbank London”) We undertake to investigate your complaint and provide the appropriate resolution, all while keeping you in the loop.

2. How to make a compliant

A compliant can be made by phone or in writing (post or email). We ask that you provide as much detail as possible outlining the facts and relevant supporting documentation where applicable.

Complaints sent by post should be sent to the following address:

Chief Compliance Officer
Nedbank Limited, London Branch
7th Floor
12 Arthur Street
London
EC4R 9AB
United Kingdom

For complaints by email, please send to:

Email: londoncompliance@nedbank.co.uk

For complaints by phone, please call the following telephone number: +44 (0)20 7002 3400

Details can also be found on the Financial Services Register at <https://register.fca.org.uk/>

3. Complaint handling and processing time

Each complaint will be handled by a designated person who was not originally involved in the matter giving rise to the complaint. The complainant will be given the name and contact details of the individual handling the complaint.

We will acknowledge a compliant within 5 business days of receipt. A final response will be sent no later than one month after receipt of the compliant. If a final response cannot be provided within one month, the complainant will be informed of the cause for the delay with an indication of the date by which the investigation will be concluded and a final response issued.

4. Non-UK business

If your complaint relates to business which is not conducted from an establishment in the United Kingdom, Nedbank London will be unable to assist you. Please refer to the Nedbank Limited website (<http://www.nedbank.co.za>) for further information on complaint resolution.

5. Financial Ombudsman Service

If you remain dissatisfied with our response and you qualify as an eligible complainant, you may have the right to refer the compliant to the Financial Ombudsman, which is a free independent service for resolving disputes between customers and financial services institutions.

08000 234 567 or 0300 1239 123

complaint.info@financial-ombudsman.org.uk

Financial Ombudsman

South Quay Plaza

183 Marsh Wall

London E14 9SR

<http://www.financial-ombudsman.org.uk/>