



## Client Complaint Form

To: Chief Operating Officer

Sean Pretorius

Fax to: 021 443 4444

Email to: [sean@rbs.co.za](mailto:sean@rbs.co.za) (please complete as many fields as possible)

From:

Name:

ID Number:

Telephone Number:

Fax Number:

Email:

Client Policy Number:

Claim Number:

Representative who assisted you:

I have read and understand the Risk Benefit Solutions complaints policy

### PLEASE INDICATE THE TYPE OF COMPLAINT BY TICKING THE APPROPRIATE BOX

*The complaint must relate specifically to a financial services (advice and /or intermediary service) rendered by Risk Benefit Solutions or any of its representatives).*

1.1 Risk Benefit Solutions or its representative has contravened or failed to comply with a provision of the Financial Advisory and Intermediary Service Act 2002 and that as a result thereof, the complainant has suffered or is likely to suffer financial prejudice or damage.

1.2 Risk Benefit Solutions or its representative has willfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant which is likely to result in such prejudice or damage.

1.3 Risk Benefit Solutions or its representatives has treated the complainant unfairly.

\*Please only tick one of these boxes (only 1)



1. Summary of complaint: (Please provide all relevant information)

2. Please attached copies of all relevant documentation

Number of pages attached

3. Other relevant information

\_\_\_\_\_  
Signature of complainant (client)

Capacity

Date

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