

LEADIMPACTCAPITAL

Please note that this process applies to Lead Impact Capital Proprietary Limited, with FSP No. 50498 (the FSP) and all its subsidiary companies, Anela Capital (Pty) Ltd, with FSP No. 46968 (the FSP).

1. What can I complain about to Lead Impact?

Any dissatisfaction relating to products and/or services provided by Lead Impact.

2. How should I go about complaining to Lead Impact?

2.1 Please lodge a complaint in writing to Lead Impact, addressed to the Compliance Officer, using any one of the following addresses:

Postal address: 95 Constantiaberg Crescent, Stonehurst Estate, Westlake, 7945

Business address: 95 Constantiaberg Crescent, Stonehurst Estate, Westlake, 7945

Email: info@leadimpact.africa

Other FSP details:

Telephone Number: 0824584916

Website: www.leadimpact.africa

2.2 The complaint must contain the following:

- a) client details
- b) details of the complaint
- c) any documentary proof, where applicable.

2.3 Upon receipt of the above-mentioned information, your complaint will be acknowledged by a Lead Impact employee, who will assist in the resolution of your complaint.

2.4 Where possible, Lead Impact endeavours to resolve your complaint within five business days of receipt, considering the nature of the complaint and the product type.

2.5 A full record of each complaint received and all subsequent correspondence will be kept on record by Lead Impact for such periods as prescribed by the relevant legislation.

3. What happens next if you are still unhappy?

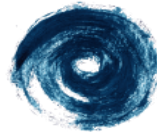
Lead Impact (Pty) Ltd should always be given the opportunity to resolve the complaint.

However, should you be dissatisfied with our response, you have the right to refer your complaint to the Ombudsman or Adjudicator, as set out below in more detail.

3.1 Complaints relating to intermediary services provided by the FSP

Only complaints relating to intermediary services provided by the FSP, as an authorised financial services provider, may be directed to the Financial Advisory and Intermediary Services Ombud ("FAIS Ombud"). The FAIS Ombud acts independently and objectively.

Please note that **Lead Impact (Pty) Ltd** does not give advice and any complaints relating to advice will not apply to the FSP. In complaints before the FAIS Ombud the complainant and any other party to the complaint is expected to give their fullest co-operation to resolve the complaint within a reasonable time.



LEADIMPACTCAPITAL

For these purposes a complainant includes the complainant's lawful successor in title or a person nominated as beneficiary in terms of the financial product that is the subject of the relevant complaint.

Contact details for the FAIS Ombud:

Physical address

Kasteel Park Office Park Orange Building
2nd Floor, c/o Nossob & Jochemus Street Erasmus Kloof
Pretoria 0048

Postal address

PO Box 74571
Lynwood Ridge 0040

Client contact division

Tel: +27 12 470 9080 / +27 12 762 5000

Fax: + 27 12 348 3447

Email: info@faisombud.co.za

www.faisombud.co.za