

Net1 Mobile Solutions (Pty) Ltd

COMPLAINT HANDLING PROCEDURE

I. General Purpose

It is the procedure of Net1 Mobile Solutions (Pty) Ltd (the “Company”) to maintain the highest level of customer satisfaction when it comes to providing financial services and handling customer complaints accordingly.

The purpose of this procedure is to outline the steps required when a complaint is received from a customer after the customer has received a service from the Company.

This Complaint Handling Procedure (the “Procedure”) applies to the Company. This document should be read in conjunction with the Treat the Customer Fairly Policy for Net 1 Mobile Solutions (Pty) Ltd (the “TCF Policy”) wherein the principal objective of Treating the Customer Fairly (“TCF”) is to protect the customer against any form of unfair business practice and to ensure that customers are treated fairly in all instances.

II. Definitions

“Complaint”: Can be defined as an expression of dissatisfaction on the part of a customer being a recipient of a service rendered by the Company.

“Customer”: The person who receives services from the Company.

“Supplier”: Can be defined as the Company who will provide the service to the customer.

“Business days:” means any day (other than a Saturday, Sunday or Public Holiday) on which banks are open for business in South Africa.

“Call Centre”: The department responsible for receiving and directing the queries and complaints received from the customers.

III. Ticketing system

- A customer can contact the Call Centre on the number provided to the customer.
- A Ticketing System is used by the Call Centre as a tool to monitor calls received and will allocate a reference number for the call. The call will direct the call to an available Call Centre agent suitable to resolve the complaint received.
- The Call Centre agent will obtain the following information amongst other information provided by the customer:
 - Name and surname of customer
 - Contact details of the customer including telephone number and/or email address

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- Nature of complaint
- Description of complaint
- Date of incident
- Name of staff member who dealt with customer, if applicable

IV. Complaint received via Email

The Company has a dedicated email address that is provided to all customers that will be used to receive complaints that are expressed by customers. The customer can use the email address to send the details of the complaint.

V. Acknowledgement

For all complaints received via email an automated response in the form of an email acknowledgement will be sent to the customer.

The automated email sent to the customer is an immediate acknowledgement that the complaint has been received by the Company and will be sent through to an appropriately qualified staff member at the Company who has the responsibility to ensure that the complaint is investigated and resolved accordingly.

VI. Eligibility of Complaint

All complaints received shall be treated without bias and will be assessed on equal qualitative and quantitative merit and treated accordingly. Not all complaints received may be eligible to warrant an investigation. The staff member assigned the responsibility of investigating the complaint will first evaluate whether the complaint is legitimate and correctly directed to the Company. It will then be determined whether the complaint is as a result of services provided to the customer by the Company. If in doubt, it should be recorded as a complaint.

VII. Recording of the Complaint

Once it has been established that the complaint is received from an eligible person, the complaint will be recorded on a Complaints Register within the ticketing system which is coordinated by the Complaints Administrator.

The original reference number allocated to the complaints will be used as the point of reference when investigating and following up with the complaint.

The following information shall be included on the Complaints Register:

- Date and time of complaint;
- Status of complainant;
- Customer's expectation;
- Customer's personal details;
- Description of complaint;
- Details of the person who received the complaint;

- Details of the person who was allocated the complaint for investigation;
- Response history;
- Root cause of the complaint; and
- Internal solution.

The Complaints Register is monitored internally by the management of the Company to ensure that all complaints received and recorded were resolved with the final response sent to the customer.

VIII. Following up with Feedback

An appropriately qualified staff member shall proceed to investigate the background of the complaint and determine what the root cause of the complaint is. After the root cause has been established, a potential solution will be finalized and this will form part of the initial communication with the customer. If a complaint has been received and bears no materiality or validity, the staff member shall inform the customer of this outcome. This communication shall be sent through to the customer as a rejected claim. All rejected claims will be provided with valid reasons to the customer.

The Company aims to resolve all complaints within five business days. If complaints are resolved within five business days of its receipt then a final response will be sent to the customer.

However, should there be unforeseen circumstances that prevent the Company from resolving the complaint within this time period, the following options can be considered and should be complied with:

- **Unresolved complaint:** If a complaint has not been resolved within the stipulated five business days, an email will be sent to the customer stating the reference number, the contact details of the person handling the complaint and a summary of the Company's Complaints Handling Procedure
- **Progress update:** Should there be an update to the progress of the complaint, an email will be sent to the customer informing the customer on the status of the complaint handling and the expectant timeframe to provide a final response to the customer.

IX. Progress on a Complaint

If a complaint has not been resolved within four weeks (twenty Business Days) of its receipt, a progress update shall be sent via email to the customer to ensure that the customer is kept informed on the status of the investigation of the complaint.

The following may be included on the progress update email:

- An explanation and the relevant reasons as to why the Company is not in a position to resolve the complaint
- An indication of when the Company will make further contact (within eight weeks / forty business days from the receipt of the original complaint)
- If the complaint has been resolved within four weeks of its original receipt, then a final response shall be sent to the customer.

X. Sending a final response to the customer

Within eight weeks (forty Business Days) of the receipt of the complaint, a further response will be sent to the customer.

Upon the conclusion of the investigation by the person responsible for resolving the complaint at the Company, and the complaint has been resolved and addressed, a final response in the form of an email will be sent to the customer.

The final response email may include the following:

- The reference number
- The outcome of the complaint investigation
- Resolution of the complaint
- If applicable, an offer of compensation (appropriate to the circumstances of the complaint)
- Rejection of complaint with valid reasons and providing information regarding the customer's right to complain to the Financial Ombudsman Service ("FOS")

XI. Compensation and Redress

Compensation and redress offered to customers shall be consistent and appropriate to the circumstances of the complaint and within reason. The Company shall not barter with the customer or increase a goodwill gesture based on customer dissatisfaction of the amount offered.

If new information is provided by the customer after a goodwill gesture has been made (for example, the customer incurred additional costs due to the issue), The Company may at its sole discretion review and increase the amount awarded if deemed appropriate.

XII. Record keeping

All complaints received and filed electronically will be retained by the Company for a period of three years from the date of receipt.

XIII. Financial Ombudsman Service (FOS)

Complainants can escalate their complaints to the Financial Ombudsman Service (FOS) if they are dissatisfied with the final response provided by the Company. As such, the Company has a responsibility to support any requests to provide information required to respond to complaints or queries from the FOS.

The Compliance Officer shall be the key contact for all complaints made regarding the program or service.

XIV. Complaint Reporting

A monthly complaint report is generated and sent to the Compliance manager.

The report includes the following:

- Number of complaints received during the month, including complaint type

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- Number of re-opened complaints
- Number of resolved complaints, including turnaround time
- Number of complaints between 6 and 8 weeks deadline for first and final or other response
- Number of complaints referred to the FOS, including status and implications