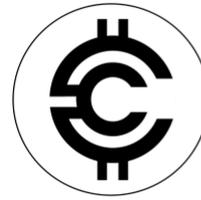


Crypto Consult (PTY) LTD

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**CRYPTO
CONSULT**

THE NEXT ERA OF INVESTING

CRYPTO CONSULT (PTY) LTD

COMPLAINTS RESOLUTION PROCEDURE

2026

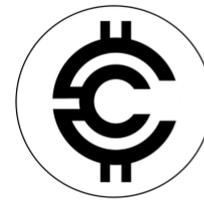
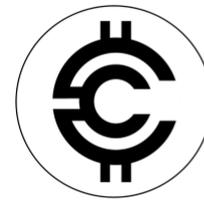


Table of Contents

INTRODUCTION: 3
DEFINITIONS: 3
LODGING A COMPLAINT:..... 5
TYPE OF COMPLAINTS JUSTICIABLE BY OMBUD 8
TRAINING 10
CONCLUSION..... 10

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Policy owner	Gideon Frylinck		
Approved by	Gideon Frylinck	<16/02/2026	



INTRODUCTION:

Crypto Consult (Pty) Ltd, is an authorised Financial Services Provider with the authority to render advisory/ intermediary and discretionary financial services to clients in terms of the Financial Advisory and Intermediary Services Act (the Act). In terms of the Act we have certain duties to fulfil. One of these duties is to offer our clients a Complaints Resolution Procedure, which will enable our clients to exercise their rights as provided in the Act.

We are committed to providing exceptional service and maintaining the highest standards of professionalism and integrity in all our dealings with clients. We recognize that, despite our best efforts, there may be occasions when clients have concerns or complaints regarding our services.

The board of directors/governing body are responsible for effective complaints management and will oversee the effectiveness of the implementation of this policy, as well as regularly reviewing this policy and document any changes thereto.

DEFINITIONS:

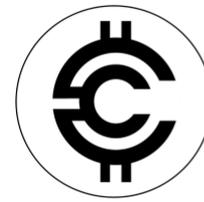
For purposes of this policy, the following words and/or phrases are defined herein:

"complaint" means an expression of dissatisfaction by a person to a provider or, to the knowledge of the provider, to the provider's service supplier relating to a financial product or financial service provided or offered by that provider which indicates or alleges, regardless of whether such an expression of dissatisfaction is submitted together with or in relation to a client query, that-

- a) the provider or its service supplier has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct which is binding on the provider or to which it subscribes;
- b) the provider or its service supplier's maladministration or wilful or negligent action or failure to act, has caused the person harm, prejudice, distress or substantial inconvenience; or
- c) the provider or its service supplier's has treated the person unfairly;

"complainant" means a person who submits a complaint and includes a-

- a) client;
- b) person nominated as the person in respect of whom a product supplier should meet financial product benefits or that persons' successor in title;
- c) person whose life is insured under a financial product that is an insurance policy;
- d) person that pays a premium or an investment amount in respect of a financial product;
- e) member;
- f) person whose dissatisfaction relates to the approach, solicitation marketing or advertising material or an advertisement in respect of a financial product, financial service or related service of the provider, who has a direct interest in the agreement,



financial product or financial service to which the complaint relates, or a person acting on behalf of a person referred to in (a) to (f);

"compensation payment" means a payment, whether in monetary form or in the form of a benefit or service, by or on behalf of a provider to a complainant to compensate the complainant for a proven or estimated financial loss incurred as a result of the provider's contravention, non-compliance, action, failure to act, or unfair treatment forming the basis of the complaint, where the provider accepts liability for having caused the loss concerned, but excludes any-

- a) goodwill payment;
- b) payment contractually due to the complainant in terms of the financial product or financial service concerned; or
- c) refund of an amount paid by or on behalf of the complainant to the provider where such payment was not contractually due;

and includes any interest on late payment of any amount referred to in (b) or (c);

"goodwill payment" means a payment, whether in monetary form or in the form of a benefit or service, by or on behalf of a provider to a complainant as an expression of goodwill aimed at resolving a complaint, where the provider does not accept liability for any financial loss to the complainant as a result of the matter complained about;

"internal complaint resolution system and procedures", in relation to a provider and a client, means the system and procedures established and maintained by the provider in accordance with this Code for the resolution of complaints by clients;

"Ombud" means the Ombud for Financial Services Providers referred to in section 20(2) of the Act;

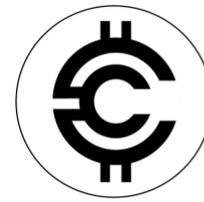
"resolution", or **"internal resolution"**, in relation to a complaint and a provider, means the process of the resolving of a complaint through and in accordance with the internal complaint resolution system and procedures of the provider;

"Rules" means the Rules on Proceedings of the Office of the Ombud for Financial Services Providers, 2002.

"rejected" in relation to a complaint means that a complaint has not been upheld and the provider regards the complaint as finalised after advising the complainant that it does not intend to take any further action to resolve the complaint and includes complaints regarded by the provider as unjustified or invalid, or where the complainant does not accept or respond to the provider's proposals to resolve the complaint;

"reportable complaint" means any complaint other than a complaint that has been-

- a) upheld immediately by the person who initially received the complaint;
- b) upheld within the provider's ordinary processes for handling client queries in relation to the type of financial product or financial service complained about,



provided that such process does not take more than five business days from the date the complaint is received; or

- c) submitted to or brought to the attention of the provider in such a manner that the provider does not have a reasonable opportunity to record such details of the complaint as may be prescribed in relation to reportable complaints;

"upheld" means that a complaint has been finalised wholly or partially in favour of the complainant and that-

- a) the complainant has explicitly accepted that the matter is fully resolved; or
- b) it is reasonable for the provider to assume that the complainant has so accepted; and
- c) all undertakings made by the provider to resolve the complaint have been met or the complainant has explicitly indicated its satisfaction with any arrangements to ensure such undertakings will be met by the provider within a time acceptable to the complainant.

LODGING A COMPLAINT:

Should a client believe that we have provided services that do not comply with the applicable regulations, or if the client has suffered financial losses due to negligence or intentional error, the client is entitled to lodge a complaint.

To lodge a complaint, the client must send their complaint in writing to info@cryptoconsult.co.za.

To facilitate the resolution process, clients are requested to include the following information:

a) Client Information:

- Client's full name and surname
- Client's contact details (phone number, email address, postal address)
- Client's Identification number (ID)

b) Complaint Description:

- A description of the complaint, including the nature of the issue and any relevant circumstances
- The specific date(s) on which the issue occurred
- The details of the relevant individual involved

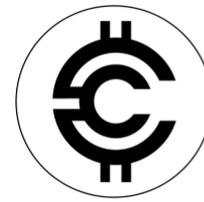
c) Supporting Documentation

- All relevant supporting documentation relating to the complaint, (e.g. contracts, statements, emails, receipts, or any other pertinent records)
- Details of any previous communication or attempts to resolve the issue

d) Desired Outcome

- A clear statement of the desired resolution or outcome the client seeks

e) Authorization:



- If the complaint is being lodged on behalf of another person, written authorization from the client allowing the complainant to act on their behalf

RULES FOR HANDLING A COMPLAINT:

Once Crypto Consult (Pty) Ltd receives a complaint, the FSP will:

- Acknowledge receipt thereof as soon as possible. This acknowledgment will confirm that we have received the complaint, and we will inform the client that our aim is to resolve the complaint within 30 working days from the date of receipt.
- Inform the complainant of the process, including the contact details of the person or department handling the complaint and details of the escalation and review process if the complainant is not satisfied with the outcome.

During this period, we will conduct a detailed investigation, which may involve:

- Reviewing all relevant documentation and correspondence.
- Interviewing involved parties and gathering additional information as necessary.
- Assessing the circumstances surrounding the complaint to determine the appropriate course of action.

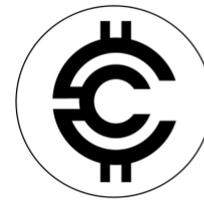
All reportable complaints received will be categorised and recorded in accordance with the following categories:

- complaints relating to the design of a financial product, financial service or related service, including fees, premiums or other charges;
- complaints relating to information provided to clients;
- complaints relating to advice;
- complaints relating to financial product or financial service performance;
- complaints relating to service to clients, including premium or investment contribution collection or lapsing of a financial product;
- complaints relating to financial product accessibility, changes or switches, including redemptions of investments;
- complaints relating to complaints handling;
- complaints relating to insurance risk claims, including non-payment of claims; and
- other complaints

(Additional categories relevant to our business model, products, services and client base may from time to time be added to support effective management of conduct risks and improved client outcomes.)

The FSP must:

- Maintain a record of each complaint for a minimum period of five years. This record will include all relevant details of the complainant and the subject matter of the complaint; copies of all relevant evidence, correspondence and



decisions; the complaint categorisation; and progress and status of the complaint, including whether such progress is within or outside set timelines. On an ongoing basis, we will maintain data on: number of complaints received; number of complaints upheld; number of rejected complaints and reasons for rejection; number of complaints escalated by complainants to the internal escalation process; number of complaints referred to the Ombud and their outcomes; number and amounts of compensation payments made; number and amounts of goodwill payments made; and total number of complaints outstanding.

- Handle complaints from clients in a timely and fair manner. Upon receipt of a complaint, we keep the client informed of the progress and expected timeframes for resolution.
- Take all necessary steps to thoroughly investigate each complaint. This includes reviewing all relevant information, interviewing involved parties, and assessing any supporting documentation provided by the client.
- Inform the client of any further steps available to them if a complaint is not resolved to the client's satisfaction. This may include escalation procedures within the FSP, or external avenues such as contacting regulatory bodies or seeking legal recourse as permitted under the Act or any other applicable law. We will provide the client with detailed information on how to pursue these additional steps, ensuring they are fully informed of their rights and options.
- Take reasonable steps to satisfy ourselves that our representatives and service suppliers have adequate complaints management processes in place to ensure fair treatment of complainants

Should we be unable to resolve the complaint to the client's satisfaction within the specified timeframe, or if the client remains dissatisfied with our resolution, the client has the right to refer the complaint to the office of the FAIS Ombud.

The contact details of the FAIS Ombud are as follows:

PO Box 74571

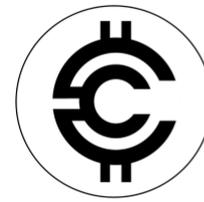
Lynwood Ridge

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Telephone: 012 470 9080 / 012 762 5000

Fax: 012 348 3447

Email: info@faisombud.co.za



TYPE OF COMPLAINTS JUSTICIABLE BY OMBUD

To submit a complaint to the FAIS Ombud:

- The complaint must fall within the FAIS Act and Ombud's rules.
- It must be against a person or entity regulated by the Act.
- The conduct complained of must have occurred while the Ombud's rules were in force.
- The respondent must have failed to resolve the complaint within six weeks.

Relief sought:

- A client may request any type of relief.
- Monetary claims must relate to actual or potential financial loss.

Monetary limit:

- Claims may not exceed R3,500,000 unless:
 - The respondent agrees in writing to exceed this; or
 - The client abandons any amount above R3,500,000.

Unauthorised providers:

- The Ombud may consider complaints about services rendered by unlicensed financial service providers or their representatives.

Registrar referrals:

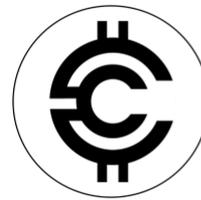
- When a complaint is referred by the registrar, the Ombud must notify the client in writing and ask whether they wish to proceed with the complaint.

Investment performance complaints:

- Not considered unless performance was guaranteed,
- Or performance is so poor that it suggests misrepresentation, negligence, or maladministration.

RIGHTS OF CLIENT IN CONNECTION WITH COMPLAINTS.

- The client must qualify as a "client" under the Act and within these provisions.
- Before approaching the Ombud, the client must first try to resolve the complaint directly with the respondent.
- The client has six months from the respondent's final response (or when it was due) to lodge a complaint with the Office.
- When submitting a complaint, the client must prove they attempted resolution with the respondent and provide:
 - The respondent's final response (if any), and
 - Reasons for disagreeing with that response.
- Complaints must be submitted in writing, but the Ombud may accept them in another clear format if appropriate.



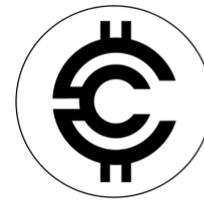
- The complaint should include all relevant documents the client has available.
- The Ombud must inform the client of the respondent's response as needed; the client must advise the Ombud of their reaction and decision within two weeks.
- After lodging a complaint, the client may submit additional facts, information, or documents, and must do so if the Ombud requests it.

ADMINISTRATIVE AND PROCEDURAL MATTERS

- The Ombud may refuse or pause an investigation if the client plans to start litigation or has already taken legal action.
- Information provided to the Ombud is confidential and may only be shared with:
 - The registrar, or
 - Another party to the complaint, but only when necessary to resolve the complaint or when required by law.
- The Ombud cannot be subpoenaed to give evidence about a complaint in any legal proceedings.
- The Ombud may take steps to inform the public about:
 - The existence of the Office,
 - How to submit a complaint, and
 - Any other relevant procedures to assist in the handling of complaints.

APPEAL

- A respondent against whom the Ombud has issued a determination may apply to the Ombud for leave to appeal.
- The application must:
 - Be in writing,
 - Be submitted within one month of the determination, and
 - Clearly state the grounds for appeal.
- The Ombud must consider the factors in section 28(5)(b) of the Act and may request input from other parties regarding the merits of the application.
- If the Ombud refuses leave to appeal:
 - The applicant must be notified in writing and provided with reasons.
 - The applicant may then, within one month, apply to the chairperson of the board of appeal for leave to appeal and must notify the Ombud in writing.
 - That application must be submitted to the secretary of the board of appeal, who will process it as directed by the chairperson.
- When notified of such an application, the Ombud must send the board's secretary:
 - All complaint records,
 - The determination and the Ombud's reasons, and
 - The reasons for refusing leave to appeal.
- If the Ombud grants leave to appeal, the applicant must be notified, and the Ombud must likewise transmit the records and reasons — including reasons for granting leave (if any).



- The Ombud must inform the other party of the outcome of the leave-to-appeal application (granted or refused).
- If the board of appeal takes over the matter, the appeal is conducted under that board's rules; the Ombud does not participate unless specifically requested.
- Once the board of appeal issues its final decision, the Ombud must forward it to the court clerk or registrar as required by section 28(4) of the Act.

TRAINING

For the purposes of effective and fair resolution of complaints, all relevant staff of the FSP will receive comprehensive and ongoing training. This training is designed to ensure that our staff possess a thorough understanding of the provisions of the Act, the Rules on Proceedings of the Office, and the FAIS General Code regarding the resolution of complaints. The training will be conducted on a [yearly / semi-annual / as and when] basis.

CONCLUSION

We value our clients' feedback and are dedicated to resolving any concerns to their satisfaction while maintaining the highest standards of professionalism and regulatory compliance.

We are committed to using feedback from the complaint resolution process to continuously improve our services and prevent the recurrence of similar issues. All complaints information will be scrutinised and analysed on an ongoing basis to identify root causes, systemic issues, patterns, and trends.

The findings of this analysis will be utilised to manage conduct risks, effect improved outcomes and processes for clients, and to prevent recurrences of errors and poor outcomes. Where root cause analysis identifies deficiencies in our products, services, processes, training, or conduct, appropriate remedial action will be taken and documented. Reports on identified risks, trends, root causes and corrective actions taken will be provided regularly to executive management and the board of directors (or governing body) to support effective oversight and decision-making.