

Complaints procedure

At Foundation, we are committed to treating our clients fairly and resolving complaints promptly and transparently. If you are dissatisfied with any aspect of our service, financial products, or advice, please follow the steps below.

- Please submit your complaint in writing to: support@foundationsa.com
- Please include the following information:
 - Your full name
 - Contact details
 - Details of the transaction or event
 - Name of the financial planner or service provider
 - Supporting documents
- Receipt of your complaint will be acknowledged in writing within 3 working days.
- We will investigate the complaint and revert with our preliminary findings.
- We will communicate our proposed solution or outcome within 15 working days. If we need more time, we will provide our reason in writing.
- If the complaint is not resolved within 6 weeks or if you are not satisfied with the outcome, you may refer the complaint to the FAIS Ombudsman. This must be done within a six-month period.
- The Ombud will not adjudicate in matters exceeding a value of R3 500 000
- FAIS Ombud contact details:

Physical address:

125 Dallas Avenue
Menlyn Central
Waterkloof Glen
Pretoria
0010

Postal address:

P.O Box 74571
Lynwood Ridge
0040

Website: <https://www.faisombud.co.za>

Email Addresses: info@faisombud.co.za

Telephone: +27 12 762 5000