

TIGER RISK (PTY) LTD  
Specialty Advisors

COMPLAINTS PROCEDURE

FAIS Compliant Grievance Resolution Process

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Tiger Risk is committed to resolving complaints promptly and fairly. This procedure sets out how to lodge a complaint and what to expect.

### 1. WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction with Tiger Risk's service, a financial product, or the manner in which we have handled a transaction.

### 2. HOW TO LODGE A COMPLAINT

Complaints may be lodged in any of the following ways:

By Email	complaints@tigerrisk.co.za
By Post	Tiger Risk (Pty) Ltd, 37 Vineyard Road, Claremont, 7708
By Phone	+27 (0) 82 659 2293
In Person	Visit our offices at 37 Vineyard Road, Claremont, 7708

### 3. COMPLAINTS CONTACT PERSON

Complaints Manager: Ebbe Rabie, Managing Director

Email: [complaints@tigerrisk.co.za](mailto:complaints@tigerrisk.co.za)

### 4. COMPLAINTS PROCESS & TIMEFRAMES

#### Step 1: Acknowledgement

We will acknowledge your complaint within 1 business day of receipt.

#### Step 2: Investigation

We will investigate your complaint thoroughly and fairly. This may take up to 25 business days.

#### Step 3: Response

We will provide you with a written response setting out our findings and any remedial action within 25 business days. If we cannot resolve your complaint within 25 business days, we will provide you with an interim response explaining the reason for the delay.

### 5. EXTERNAL DISPUTE RESOLUTION

If you are not satisfied with our response, you may escalate your complaint to the Financial Sector Conduct Authority via the FAIS Ombud.