

TIGER RISK (PTY) LTD
Specialty Advisors

EXTERNAL DISPUTE RESOLUTION

FAIS Ombud Contact Information

If you are not satisfied with Tiger Risk's response to your complaint, you have the right to escalate to an independent external dispute resolution service.

1. FAIS OMBUD

The FAIS Ombud is an independent external dispute resolution service established by the Financial Sector Conduct Authority (FSCA) to handle complaints about financial services providers.

Entity	FAIS Ombud (FSCA)
Postal Address	P O Box 74716, Turffontein, 2140
Telephone	+27 (0)11 066 8954
Email	info@faisombud.co.za
Website	www.faisombud.co.za

2. WHEN YOU CAN APPROACH THE FAIS OMBUD

You may refer your complaint to the FAIS Ombud if:

- Tiger Risk has not responded to your complaint within 25 business days
- You are dissatisfied with Tiger Risk's response
- You believe Tiger Risk has breached the Financial Advisory and Intermediary Services Act (FAIS Act)
- You wish to have an independent assessment of your complaint

3. HOW TO LODGE A COMPLAINT WITH THE FAIS OMBUD

Complaints to the FAIS Ombud can be lodged:

- Online: www.faisombud.co.za
- By email: info@faisombud.co.za
- By telephone: +27 (0)11 066 8954
- By post: P O Box 74716, Turffontein, 2140

Important: The FAIS Ombud's services are free to consumers.