

To submit a formal complaint to PSG Wealth, complete this form and submit it to us in one of the following ways:

- deliver it by hand to the Head of Client Services, PSG Wealth
- deliver it via post to: "Head of Client Services, PSG Wealth; PO Box 61295; Marshalltown; 2107; South Africa"
- email to wealth.escalations@psg.co.za

COMPLAINANT'S DETAILS

Title	<input type="checkbox"/> Ms <input type="checkbox"/> Mr <input type="checkbox"/> Dr <input type="checkbox"/> Prof <input type="checkbox"/> Adv <input type="checkbox"/> Other <input type="text"/>
First names/ Entity name	<input type="text"/>
Surname	<input type="text"/>
Telephone number	<input type="text"/>
Email address	<input type="text"/>
ID/Passport number/ Entity registration number	<input type="text"/>
Investment account number	<input type="text"/>
Do you have a financial adviser	<input type="checkbox"/> Yes <input type="checkbox"/> No
If 'Yes', please provide name of financial adviser	<input type="text"/>

The complaint is about:

- ☐ services rendered to me
- ☐ the product rules or design
- ☐ information I received
- ☐ my investment's performance
- ☐ access to my policy, changes or switches
- ☐ the handling of another complaint
- ☐ being treated unfairly

Other

DETAILS OF COMPLAINT

Please provide further details of your complaint below

List supporting documents (please attach all relevant supporting documents)

1.	
2.	
3.	
4.	
5.	

What outcome do you want?

Any other suggestions of how we can improve your experience with us?

CLIENT DECLARATION

This form may only be signed by the Investor or duly authorised person acting on behalf of the Investor. The signatory warrants that he/she:

- has the necessary authority to sign this document
- confirms that the information contained in this document is true and correct
- confirms that he/she has read the [PSG Wealth Complaints Resolution Policy](#).

Client signature

Date

CONTACT DETAILS

Physical address: Building 1, The Ingress, Corner of Magwa and Lone Creek Crescents, Waterfall City, Waterfall, 2090, Gauteng, South Africa
Postal address: PO Box 61295, Marshalltown, 2107, South Africa
Fax: 0860 774 774
Email: wealth.escalations@psg.co.za
Website: www.psg.co.za