



PSG Securities Ltd

Client complaints policy





PSG Securities Limited client complaints policy

PSG Securities Limited follows the JSE Rules for client complaints.

1. A client complaint is defined as a complaint in relation to the provision of regulated services, in which the client alleges that he/she has suffered, or is likely to suffer, financial prejudice as a result of PSG Securities Limited as a JSE member:
 - 1.1 contravening or failing to comply with any instruction given by the client, or any agreement for mandate entered into with the client,
 - 1.2 contravening or failing to comply with the rules and the directives,
 - 1.3 acting dishonestly, negligently, or recklessly, or
 - 1.4 treating the client unreasonably or unfairly.
2. Local equity and derivatives complaints can be submitted via email to Elna.Britz@psg.co.za and MOteam@psg.co.za, or verbally (all telephone conversations are recorded), and we will investigate the complaint. In line with the PSG Group client complaints policy, we will revert to you within five days of receipt of the complaint and advise whether the complaint can be resolved internally or whether it will be referred to an external party with the necessary expertise to deal with the complaint appropriately.
3. Complaints will be resolved within four weeks of the date on which they are lodged or, if they cannot be resolved within that time, we will give sufficient reason for not doing so.
4. If you are not satisfied with the resolution, JSE Rule 11.70 will apply. Disputes over R2 000.00 will be referred to the JSE for dispute resolution. The JSE may appoint an Ombud to consider a dispute within three weeks of receipt of all the documentation on which the complaint is based.
5. All complaints will be kept on record for a period of at least five years from the date on which they were lodged.
6. The complete JSE complaints and disputes procedure can be found on the JSE website at www.jse.co.za under Market Regulation, JSE Equity Rules and specifically Section 11 of the Rules.

During 2023, the JSE Rules were changed to provide for the JSE Ombud Scheme. Rule 11.90 allows for an unresolved dispute between the member and the client to be referred to the JSE company secretary and thereafter to an appointed Ombud.

The JSE now has an Ombud Committee that appoints such Ombud, whose contact details are as follows:

Website:	https://www.jse.co.za
Telephone number:	+27 11 520 7000
Email address:	info@jse.co.za
Physical address:	One Exchange Square, Gwen Lane, Sandown, 2196

You are reminded to follow the initial process of a formal complaint as required by Section 11 of the JSE rules and detailed in point 2 above.



7. Offshore trading complaints must be sent in writing to compliance@psg.co.za.
8. All complaints relating to offshore accounts will be referred to our third-party services provider and will follow the requirements outlined in their complaints policy, a copy of which is available from PSGWealth.Offshore@psg.co.za on request.