

GERMISTON MUNICIPAL RETIREMENT FUND

(hereafter referred to as “the Fund”)

Complaint Management Process

If you have a complaint about the Fund, you have the right to submit the complaint to the Fund.

To do so, you will need to follow the process below. This way, we can try to help you and address your complaint as quickly as possible.

What to include in your complaint

To help us resolve your complaint please give us the following information **in writing**:

- Your full name, contact details and preferred means of contact, such as your email address, cell phone number or landline
- Your member / employee number, date of birth or identity number
- Details about your complaint and where possible any supporting documents you can send us about your complaint

Who you can lodge your complaint with

To make things easier and more efficient for you, we ask that **you first lodge your complaint in writing to the Principal Officer** of the Fund. Please forward your complaint via e-mail.

The Principal Officer’s contact details are:

Name: Elbie Smith
Email: principal@gmrf.co.za

If your complaint is not resolved to your satisfaction, then you may direct your complaint to the **Chairperson** of the Fund:

The Chairperson’s contact details are:

Name: Thami Sidzamba
Email: thami.sidzamba@ekurhuleni.gov.za

How we'll deal with your complaints

The Principal Officer will attend to your complaint and resolve it within 10 working days, if the Principal Officer considers it a simple matter. In some instances, the Principal Officer will redirect your complaint to the administration team or one of the service providers. If this is the case for your complaint then you will be told and the service provider's turnaround times will apply. If your complaint is a more complex matter then it may take up to 15 working days to resolve, and if it's an extremely complex matter and involves a legal process then it may take up to 30 working days or even longer.

Your complaint will be registered in the Fund's complaints register, which is maintained by the Principal Officer.

If you're unhappy about how your complaint was dealt with

If you are unhappy with the Fund's view on the matter or with the way your complaint was handled, then please let us know. If you think it is necessary then you may take your concerns to the adjudicator or ombudsman.

The contact details for the adjudicator and ombudsman are as follows:

Pension Funds Adjudicator

[Deals with complaints regarding benefits and services provided in terms of the Pension Funds Act]

Telephone: 012 748 4000
Fax: 086 693 7472
Email: enquiries@pfa.org.za

FAIS Ombud

[Deals with complaints regarding advice or intermediary services provided by registered financial service providers]

Telephone: 012 470 9080
Fax: 012 348 3447
Email: info@faisombud.co.za