

**Sycom Property Fund Managers Limited (“the manager”)**

**Internal complaint resolution system and procedures documented in terms of Notice 910 of 2010 to the Collective Investment Schemes Control Act, 2002:**

- The manager is committed to the internal resolution of complaints from investors.
- Should a complaint be received, the nature and complexity of the complaint will be assessed by the Financial Director of the manager. The Financial Director is then required to assign appropriate personnel to resolve the complaint as soon as is practically possible.
- Complaints which are non-routine or serious in nature are required to be handled by personnel with suitable expertise.
- On receipt of the complaint by the manager, the receipt must be promptly acknowledged in writing to the investor together with the communication particulars of the personnel who have been assigned to deal with the complaint.
- The complaint is required to be afforded the highest level of importance and must receive full and proper consideration from both the Financial Director of the manager and the personnel who have been assigned to resolve it.
- The complaints resolution process requires complaints to be dealt with to the highest degree of fairness and objectivity towards all parties involved in the resolution.
- Once the complaint has been addressed by the personnel as assigned, the Financial Director of the manager is required to comprehensively review the adequacy of the resolution before it is presented to the investor.
- In any case where a complaint is resolved in favour of an investor, the manager is required to ensure that full and appropriate redress is afforded to the investor without delay.
- In any case where a complaint has not been resolved to the investor’s satisfaction the manager is required to advise the further steps available to the investor in terms of any other law.
- All complaints dealt with by the manager are required to be followed up on to ensure the investor is satisfied that the complaint has been adequately addressed. The manager is required to obtain written confirmation from investors once the complaint has been resolved.
- Investors are required to submit complaints in writing and each complaint must contain all information relevant to it. A copy of all relevant documentation is required to be included by investors when the complaint is submitted.
- A record of all complaints received is required to be maintained by the manager for a period of five years.
- All personnel assigned by the manager to resolve complaints are to receive appropriate training and are to have full knowledge regarding complaints resolution.
- Investors may contact the manager at any time via telephone or email and may visit the manager at the registered office.