

Summary of Complaints Procedure

How to Make a Complaint

If you would like to make a complaint, please contact Enko's Compliance with details of the complaint. You may make a complaint in person, by telephone or in writing:

Postal Address	UK	South Africa
	1 Knightsbridge Green	38 Wierda Road East
	London SW1X 7QA	Sandton 2196
	United Kingdom	South Africa
Telephone	+44 20 3884 4208	+27 (0) 11 783 0182
Email	Holly.Jackson@enkocapital.com	

Note: All complaints are submitted free of charge.

Complaints in respect of ECI must be submitted in writing and must contain all relevant information, and copies of all relevant documentation must be attached thereto.

Our Complaints Procedure

The Complaints Resolution Process is as follows:

1. Once a complaint is made, we will acknowledge receipt of your complaint promptly and in writing within 3 business days of receipt, enclosing a copy of this Policy.
2. We will then investigate your complaint diligently and impartially in accordance with this Policy. We may request that you provide additional information to assist us with our investigation.
3. We will keep you informed of the progress of our investigation in writing and, where appropriate, our proposed action to resolve your complaint.
4. If you accept our proposed action to resolve your complaint, we will conclude the matter promptly. You may request that the determination be reviewed or appealed with the Compliance and/or Senior Management of Enko.
5. We will take all reasonable steps to resolve your complaint as soon as possible, but in any event no later than 6 weeks of receipt for any complaint related to Enko Capital Investments Pty Ltd, domiciled in South Africa; or within 8 weeks of receipt for any other complaint.
6. Where compensation is payable, Enko will inform you of the timelines for such payment.

The Responsibilities of the Complainant

As the complainant, you are responsible for:

- Providing all the pertinent information as required by Enko to investigate and propose an appropriate solution in respect of the complaint

- Reading and understanding the process provided for in this Policy, and
- Co-operating with requests by Enko for further information pertaining to the complaint.

Your Right to Take Further Action

If your complaint is not resolved to your satisfaction within the time period specified above, you may be entitled to take civil action against the Firm. You may also be able to refer the complaint to an alternative dispute resolution entity.

	Financial Services Ombudsman (UK)	FAIS Ombud (South Africa)	
Website	https://www.financial-ombudsman.org.uk/	https://www.faisombud.co.za/	
Email	complaint.info@financial-ombudsman.org.uk	info@faisombud.co.za	
Address	Financial Ombudsman Service Exchange Tower London E14 9SR	Postal Address P.O. Box 74571, Lynnwood Ridge, 0040	Physical Address Kasteel Park Office Park, Orange Building, 2 nd Floor, 546 Jochemus Street, Erasmuskloof, Pretoria, 0048
Telephone	0800 023 4567 +44 20 7964 0500 (overseas)	012 470 9080 0860 – FAISOM (0860 324766)	
Fax	020 7964 1001	012 762 5000	