

CLIENT COMPLAINT SUBMISSION FORM

Rihlat Muzdahira (Pty) Ltd FSP Number: 54971 | Registration No: 2024/186243/07

Address: First Floor, Fussel House, 48 Athol Oaklands, Melrose Arch, Gauteng 2076

1. CLIENT & COMPLAINANT IDENTIFICATION

- Client Name & Surname: _____
 - Client ID Number: _____
 - Client Contact Number: _____
 - Client Email Address: _____
 - Name of Complainant (if different from Client): _____
 - Complainant Contact Number: _____
 - Preferred Method of Communication: Email Phone Post
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2. PRODUCT & SERVICE DETAILS

- Date Complaint Submitted: _____
 - Product Supplier Name (if applicable): _____
 - Adviser (if applicable): _____
 - Indicate the relevant FSP: _____
 - FSP's Juristic Representative (JR): _____
(Note: If "None of the above" is applicable, the Complainant may not have grounds for a valid Complaint.)
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3. NATURE OF DISSATISFACTION

Please select the category that best describes your complaint:

- **Information & Disclosure:** The complaint is about the clarity of information provided to the Client, or the Client was not kept adequately informed.

- **Product Suitability:** The complaint is about a product or service not being suitable for the Client's needs or objectives.
 - **Advice Suitability:** The complaint is about the suitability of the advice given to the Client.
 - **Service Quality:** The complaint is about the quality of the service provided (e.g., administrative issues, product performance).
 - **Post-Sale Barriers:** The complaint is about unreasonable barriers faced after the sale (e.g., difficulty switching providers).
 - **Non-Compliance:** The complaint is about a contravention of an agreement, a law, or a code of conduct.
 - **Unfair Treatment:** The complaint is about being treated unfairly.
 - **None of the above.**
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4. PROCEDURAL CONFIRMATION

Were you timeously and comprehensively informed of the process to be followed in handling the complaint, including contact details, prescribed timelines, internal review and escalation routes, and the duties of **Rihlat Muzdahira**? Yes No

5. COMPLAINT NARRATIVE & RESOLUTION

Please express the reasons for your dissatisfaction in as much detail as possible:

Please indicate your desired outcome and what you would like to achieve:

Please list the supporting documentation attached to assist in resolving your complaint:

1. _____
2. _____

6. WHAT HAPPENS NEXT?

In accordance with our **Complaints Management Framework**, we will handle your matter as follows:

- **Acknowledgement:** We will acknowledge receipt of this form within **24 hours**.
- **Initial Assessment:** An initial response will be provided within **5 business days**.
- **Investigation & Resolution:** We aim to resolve all complaints within **15 business days**. If the matter is complex, we will inform you of the delay and provide an expected resolution date.
- **Internal Escalation:** If dissatisfied with the outcome, the matter may be reviewed by our **Complaint Dispute Facilitator**.
- **External Escalation:** You have the right to escalate the matter to the **relevant Ombud** if it remains unresolved.

Signature of Complainant: _____ Date: _____

Rihlat Muzdahira (Pty) Ltd is an Authorised Financial Services Provider (FSP: 54971) regulated by the FSCA.