

Complaints Procedure

Please submit your complaint in writing to the compliance department at complaints@currencyhub.co.za.



Information that must be provided to enable us to assist you:

- 1. Your name, surname, and contact details**
- 2. A complete description of the complaint**
- 3. Details of the transaction/event**
- 4. Name of the service or product provider/financial advisor**
- 5. Date of the event**
- 6. Relevant documentation**
- 7. Desired outcome**
- 8. Preferred communication method**



**Receipt of your complaint will be acknowledged in writing and added to our complaints register.
Within 2 business days of receipt.**



Your complaint will be allocated to our Head of Compliance, Megan Meyer for initial investigation.



**If we require further time to investigate the complaint, this will be communicated to you in writing.
Within 21 business days of receipt/after receipt of additional information.**



Your complaint and all related information will be submitted to the Director/Key Individual for final consideration and assessment.



**Once the investigation is complete, we will provide you with our final assessment in writing, including full reasons for our findings.
Within 6 weeks from the date of receipt.**



If we do not respond within the specified time, please contact Megan Meyer at megan.meyer@currencyhub.co.za for an explanation.



**If we cannot resolve the complaint within 6 weeks, or if you are unsatisfied with our response, you may refer the complaint to the FAIS Ombudsman or another relevant Ombudsman. Alternatively, you may seek other legal remedies.
Submit to Ombud within a 6-month period**