

## Complaints

# Policy

### Complaints, Compliments and Suggestions:

Pointbreak Wealth Management (Pty) Ltd knows the importance of delivering service excellence. This is very important to us. It is not only evident in our business policies but in our culture and how we operate. We recognise that treating customers fairly includes:

1. Fair Treatment of all customers. Complaints raised by clients will be dealt with courteously and on time.
2. Products and Services are intended to meet the needs of customers;
3. Customers will always be given clear information and be kept appropriately informed before, during and after the time of contracting;
4. Where customers receive advice, the advice will be suitable and will take their circumstances into account;
5. Service levels to customers will always be of an acceptable standard and what they have been led to expect;
6. Customers will not face post sale barriers to change products or switch providers;
7. Clients will be informed of avenues to escalate their complaints/grievances within the organisation and their rights to alternative remedy, if they are not fully satisfied with the response of Pointbreak to their complaints. If we you wish to make a complaint due to –
  - a. Poor treatment by a Pointbreak employee;
  - b. Carelessness by an employee resulting in poor delivery, non-communication, inconvenience, inaccurate or wrong information in dealing with clients;
  - c. Breach of confidentiality and/or trust;
  - d. System errors resulting in delayed information, wrong information and tardy service;
  - e. Any other event, incidence or occurrence that does not meet the standards expected by the customer or delivery standards promised by Pointbreak;

You may register the complaint addressed in the following order of priority, in writing, orally or over telephone, as follows:

The respective Managers, Tony and Windhoek or Desmeon in Swakopmund:

- > **Swakopmund Office**  
**Desmeon Keulder**  
Tel: (064) 405 164  
Email: desmeon@pointbreak.com.na
- > **Windhoek Office**  
**Tony Edmunds**  
Tel: (061) 378 811  
Email: tony@pointbreak.com.na

The Compliance Officer at Pointbreak Head Office:

- > **Yamillah Katjirua**  
**The Compliance Officer**  
Pointbreak Wealth Management (Pty) Ltd  
c/o Sinclair and Schanzen Road,  
PO Box 97438  
Windhoek, Namibia  
Tel: (061) 378 829  
Email: yamillah@pointbreak.com.na

Contact the Chief Executive Officer of Pointbreak at the following address:

- > **Josephat Mwatotele**  
**The Chief Executive Officer**  
Pointbreak Wealth Management (Pty) Ltd  
c/o Sinclair and Schanzen Road,  
PO Box 97438  
Windhoek, Namibia  
Tel: (061) 378 828  
Email: josephat@pointbreak.com.na

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**wealth management**

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