



## Client Complaint Form

To: General Manager: Operations

Mariette Hendriks

Fax to: 021 4434444

Email to: [Mariette@rbs.co.za](mailto:Mariette@rbs.co.za)

From

Name:

ID Number:

Telephone Number:

Fax Number:

E-mail:

Client Policy Number:

I have read and understand the Risk Benefit Solutions complains policy

**PLEASE INDICATE THE TYPE OF COMPLAINT BY TICKING THE APPROPRIATE BOX**

*The complaint must relate specifically to a financial services (advice and/or intermediary service) rendered by Risk Benefit Solutions or any of its representatives.)*

1.1 Risk Benefit Solutions or its representative has contravened or failed to comply with a provision of the Financial Advisory & Intermediary Service Act, 2002 and that as a result thereof, the complainant has suffered or is likely to suffer financial prejudice or damage	*
1.2 Risk Benefit Solutions or its representative has wilfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant which is likely to result in such prejudice or damage.	*
1.3 Risk Benefit Solutions or its representatives has treated the complainant unfairly	*

**\* you must tick one of these boxes (Only 1)**

directors | michael petersen | michael dorrington | singeon green | edward hollyhoke | lesley richardson | craig shorter  
 cape town | 1<sup>st</sup> floor soho-on-strand | 128 strand street | cape town 8001 | tel 021 443 4400 | fax 021 443 4444

RBS reg. No. 1999/02199/07 | fsb 4903 | RBS EB reg. No. 2000/017280/07 | fsb 19023 | RBS Wealth reg. No. 2008/027213/07  
 | fsb 38208 | RBS Health reg. No. 1999/027775/07 | fsb 18092 | RBS IAS reg. No. 2000/017256/07 | fsb 22229 |

[www.rbs.co.za](http://www.rbs.co.za) | [info@rbs.co.za](mailto:info@rbs.co.za)



1 SUMMARY OF COMPLAINT: (Please provide all relevant information)

3. PLEASE ATTACH COPIES OF ALL RELEVANT DOCUMENTATION

No. of pages attached -

4. OTHER RELEVANT INFORMATION

SIGNATURE OF COMPLAINANT (CLIENT) \_\_\_\_\_

CAPACITY:

DATE