



Altify Group: Complaints Management Policy

Version History

Version	Release Date	Notes
1.0	5 September 2023	Original version

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1. Part A: Complaints Management Policy

- a. This CMP applies to all the designated Service Providers of the Altify Group as outlined in the [Altify General Terms of Service](#). The regulatory status of each Service Provider is addressed in the [Altify Regulatory Status Disclosure](#). Where applicable, an individual Service Provider may have an independent and separate CMP. The same process will be applied to all complaints save for certain variations which may be imposed by the applicable laws.
- a. This CMP provides guidance on how to submit a complaint, how the complaint will be dealt with and what further remedies are available to an Altify customer if the complaint is not dealt with to their satisfaction.
- b. Altify undertakes to deal with all complaints in a timely and efficient manner.
- c. The primary responsibility for processing customer complaints rests with the Chief Operating Officer and the Compliance Officer of the Altify Group (“**the Panel**”).
- d. Our staff receive adequate training for purposes of effective and fair resolution of complaints, including future training.
- e. Please note that, at this time, there is recourse to a regulatory or statutory body to which a customer as an additional protection for customers of Altify EU and Altify International. Customers of Altify Crypto should consult the individual CMP for Altify South Africa to determine their rights in this regard.

2. Part B: Procedure

a. Step 1: The complaint

- i. A complaint must be submitted in writing to: support@altify.app.
- ii. Alternatively, the complaint submission process may be initiated by a customer using the integrated CRISP messaging platform on the Altify website and mobile application.
- iii. A written complaint must contain the following details:
 - the customer’s full name;
 - contact details;
 - a complete description of the complaint;
 - the name of the representative that rendered CASP or other services to the customer;
 - if applicable, the name of the representative that provided the customer with services which resulted in the client suffering a financial loss;
 - the date on which the matter occurred; all the supporting documentation relating to the customer’s complaint; and
 - preferred method of communication i.e., e-mail.

b. Step 2: Acknowledge

- i. Acknowledge receipt of the complaint within 3 business days of receipt. Provide the customer with the name and contact details of the person dealing with the complaint.

c. Step 3: Record

- i. Record the complaint in the Altify Complaints Register.
- ii. Categorise the complaint according to the following categories:
 - Fees, premiums or other charges;
 - Information provided to customer;
 - Advice provided to the customer;
 - Performance of financial service
 - Premium/investment contribution collection;
 - Redemption of investments;
 - Complaints handling process.

d. Step 4: Investigate

- i. Investigate the complaint.
- ii. Request additional information where necessary.

e. Step 5: Communicate

- i. Promptly communicate the outcome of the investigation to the customer, but no later than 30 calendar days after receipt of the written complaint.
- ii. If a complaint is upheld, any action to be taken must be carried out without delay.
- iii. If a complaint is rejected, the customer must be provided with clear and adequate reasons for the rejection and details of the procedure for escalating the complaint.

f. Step 6: Escalate

- i. If a customer is not satisfied with the outcome of the complaint management process, the complaint can be escalated to the Chief Executive Officer and Chief Legal Officer of Altify for further investigation.
- ii. The outcome of such further investigation must be communicated to the client within a further 20 calendar days.

g. Step 7: Customer Complainant Rights

- i. If Altify is unable to resolve the complaint within the above timeframes, or if the complaint is not resolved to the customer's satisfaction, the customer must be advised that the customer may have the right to refer the complaint to an external and independent authority such as

an the Office of the Ombud for Financial Service Providers (where available).

h. Step 8: Report

- i. The Panel must, on a quarterly basis, provide the Senior Management of Altify with a report containing the following information:
- number of complaints received;
 - number of complaints upheld;
 - number of rejected complaints and reasons for the rejection;
 - number of complaints escalated by complainants through the Altify complaints escalation process;
 - number of complaints referred to an ombud and their outcome;
 - number and amounts of compensation payments made;and
 - number and amounts of goodwill payments made.

3. Part C: Complaints Register

Date	Full Name of Complainant	Contact Details	Nature of the Complaint	Categorisation	Details of Complaint	Status	Outcome