

# COMPLAINTS FORM

Please complete the following complaints form and submit to [complaints@grindrodbank.co.za](mailto:complaints@grindrodbank.co.za)

## SECTION 1: PERSONAL DETAILS FROM (CLIENT/ STAFF MEMBER/ INTERESTED PARTY):

FULL NAME:

ID NO:

POSTAL ADDRESS:

TELEPHONE NUMBER:

EMAIL:

CLIENT ACCOUNT NUMBER:

## SECTION 2: COMPLAINT INFORMATION

PRODUCT / SERVICE / INCIDENT THAT COMPLAINT RELATES TO:

Please tick the category your complaint falls within as listed in Section 3.

### SECTION 3: COMPLAINT CATEGORIES

Please tick the category your complaint falls within.

#### PRODUCT OR SERVICE - COMPLAINT REGARDING:

Value Added Services

Unfair product features

Unfair/confusing product pricing

Unfair fees/ charges

Unfair service

#### DISCLOSURE - COMPLAINT REGARDING:

Inadequate disclosures made

Incorrect disclosures made

Confusing terms and conditions

Too much confusing fine print

#### INFORMATION - COMPLAINT REGARDING:

Inaccurate

Incomplete, not aware of account closure

Unclear/misleading

Confusing

Unsuitable (unwanted marketing)

Incomplete

Failure to provide contract/account information

#### ADVICE - COMPLAINT REGARDING:

Misleading information

Benefits not explained correctly

Lack of knowledge, skill or integrity

**FINANCIAL PRODUCT PERFORMANCE - COMPLAINT REGARDING:**

Product performance - poor interest rate on account

Product qualities- inadequate admin systems/expectations not met

**CUSTOMER SERVICE - COMPLAINT REGARDING:**

Incompetence

Non-responsiveness

Rudeness

Administrative difficulty

Client service standards of service providers

**PRODUCT ACCESS - COMPLAINT REGARDING:**

Product access/changes - access to funds

Product access/changes - unreasonable penalties

Changes, Switches, Redemptions

Product access/changes - early termination charges

Product access/changes/switches - ability to make changes

**COMPLAINTS HANDLING SERVICE - COMPLAINT REGARDING:**

Complaints handling - poor communication on process/decision

Other (please include additional information):

**PLEASE PROVIDE THE RELEVANT DETAILS OF THE COMPLAINT:**

Please attach copies of all relevant documentation to support your complaint.

I, the undersigned, acknowledge that I have read and understood the Grindrod Bank Limited Complaints Process and have provided all the necessary information to Grindrod Bank Limited.

Signature of Complainant: \_\_\_\_\_

Date: \_\_\_\_\_

**PLEASE NOTE:**

A complaint is deemed to be finalised when Grindrod Bank Limited has sent you its final response and:

- You have indicated, in writing, acceptance of the final response; or
- You have not responded within eight (8) weeks of the final response.

Should you not be satisfied with our final response, you may refer the matter to the Ombudsman as indicated in our Complaints Process.

If you feel that you have experienced unreasonable barriers in trying to process a complaint, please contact our Compliance Department directly to discuss further: [compliance@grindrodbank.co.za](mailto:compliance@grindrodbank.co.za)

Grindrod Bank is committed to addressing complaints in order to rectify any shortcomings that you as a client may face. Please contact us if you are aggrieved in any way as your feedback is important to us.