

Complaints procedure

MoneyMarket ^m
account

How to submit a complaint or raise a dispute?



In writing:

At any Shoprite, Checkers or Usave store, where staff are trained to receive and process your complaint



Online:

Visit our customer care portal on the Shoprite website:
<https://www.shoprite.co.za/customer-care.html>



Telephone:

0860 01 07 09



Email:

MMAcomplaints@shoprite.co.za



Post:

In writing to:
Money Market, PO Box 215, Brackenfell, 7561

What information should you provide?

When raising a dispute:

- the date and time of the disputed transaction;
- any documents relevant to your dispute;
- reason for the dispute; and
- contact details including your email and/or physical address and cell phone number.

When submitting a complaint:

- all documentation relevant to your complaint;
- factual summary of your complaint;
- account number; and
- contact details, including your email and/or physical address and cell phone number.

What happens next?

The complaint/dispute will be investigated and a response will be provided within 14 (Fourteen) days after having sent confirmation of receiving the complaint, unless further documentation is required from the complainant, which may cause a longer response time.

You will be notified of the following once the complaint/dispute has been received:

- a) contact details of the person or department that will be handling the complaint or dispute;
- b) indicative timelines for addressing the complaint or dispute;
- c) details of the internal complaints escalation and review process if the complainant is not satisfied with the outcome of a complaint/dispute;
- d) details of escalation of complaints to the office of a relevant ombud where applicable; and
- e) the account number which will be used as the reference number.

The Company will keep the complainant adequately informed of:

- a) the progress of the complaint;
- b) causes of any delay in the finalisation of the complaint and revised timelines; and
- c) the Company's decision in response to the complaint.

Each complaint/dispute will be reviewed by the relevant Compliance Manager and Product Owner. If it needs to be escalated, it will be sent to the Compliance Department. The Compliance Department has the discretion to escalate it further to the board of directors or appropriate forum of the Company, if needs be.

Your complaint/dispute will be properly considered and we will inform you in writing regarding the outcome and will give you clear reasons for the decision.

Where a complaint/dispute is upheld, any commitment by the Company to make a compensation payment, goodwill payment or to take any other action must be carried out without undue delay and within any agreed timeframes.

What if I am not satisfied with the outcome?

If you are not satisfied with the decision given to you, you may approach the FAIS Ombudsman (for Insurance and Deposit Products) within 6 (Six) months after receipt of the outcome of your complaint/dispute. The Company will also report complaints information to the FSCA or FAIS Ombudsman (for Insurance and Deposit Products) or to the public as may be required by the FSCA.

Ombudsman for Banking

1st Floor, Houghton Place, 51 West
Street, Houghton, Johannesburg
PO Box 5728, Johannesburg, 2000
Tel: +27 11 712 1800/0860 800 900
Email: info@obssa.co.za
Webpage: www.obssa.co.za

FAIS Ombudsman

Kasteel Park Office Park, Orange Building,
2nd Floor, 546 Jochemus Street, Erasmus
Kloof, Pretoria, 0048
P.O. Box 74571, Lynnwood Ridge, 0040
Tel: +27 12 470 9080 | Fax: +27 12 348 3447
Email: info@faisombud.co.za
Webpage: www.faisombud.co.za