

# Complaints process at Netto



Seeking professional financial planning help to achieve your money goals is an important investment. Independent investment and financial planning advice can help you achieve a secure future, free from financial worry.

At Netto Invest we will:

- provide you with a consistently high level of professional service and personalised care
- act in good faith and with integrity
- offer advice only with regard to matters in which we are qualified and knowledgeable
- uphold the ethical standards of SAICA and the FPI

**1. In the event that you are dissatisfied with any aspect of our financial planning service, please [contact us](#) directly first.**

We are committed to putting things right and will go to great lengths to do so. In addition, constructive criticism is important for us to keep improving our client service. If we don't know about a problem, we cannot fix it.

**2. If you should wish to pursue the complaint more formally, address it in writing to:**

The Operations Manager  
Netto Invest  
PO Box 38758  
Pinelands  
7430

We welcome your feedback. Until we know what aspect of our financial planning did not work for you, we cannot fix the problem!

**3. If you remain dissatisfied with our response, you have the right to take your complaint to the Financial Advisory and Intermediary Services Act (FAIS) ombud.**

The contact details of the FAIS ombudsman are provided below:

Customer Contact Division  
The FAIS Ombud  
PO Box 74571  
Lynwood Ridge  
0040

Telephone: +27 0860 324 766

Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [FAIS Ombud](#)