



RAISE GLOBAL SA (PTY) LTD  
2018/616118/07

**COMPLAINTS PROCEDURE POLICY**

*An authorised Financial Services Provider with FSP No: 50506*

**August 2023**

Prior to offering our services to you, we require you to read this Complaints Procedure Policy.



## Table of Contents

1	Summary of Complaints Procedure.....	3
2	Introduction.....	4
3	Interpretation of Terms .....	4
4	Scope of the Complaints Handling Procedure.....	4
5	Definition of a Complaint.....	4
6	Procedure.....	6
7	FAQs .....	6
8	Document Metadata .....	7



## 1 Summary of Complaints Procedure

- 1.1 Your complaint must be lodged in writing with the statutory compliance officer of Raise Global SA (pty) Ltd (FSP 50506) (herein referred to as the “FSP”) and follow the internal complaints and escalation processes. The governing body of the FSP is responsible for the formulation, adoption, and implementation of the internal complaints processes. Complaints are handled by a suitably qualified person.
- 1.2 We will acknowledge your complaint within 48 hours of receipt and will advise which senior person will be dealing with your complaint. We will investigate your complaint and endeavor to send a final response to you within fourteen (14) business days of receipt of your complaint.
- 1.3 If the matter is not resolved within fourteen (14) business days of receipt of your complaint, a response will be communicated to you within twenty-one (21) business days of receipt of the complaint and a full written explanation with reasons should the outcome not be favorable to you.
- 1.4 If more than twenty-one (21) business days from the date of your complaint has passed and you did not receive a final response, or you are dissatisfied with the final response received from us, you are entitled to refer your complaint in writing to the Statutory Compliance Officer and ultimately the FAIS Ombudsman. The Complaint must be resolved within 6 weeks, from the date that the complaint was lodged with the FSP.
- 1.5 Below are the details of the Statutory Compliance Officer at Oracle Compliance – Mr. Leonardo d’Onofrio on the following contact details: [leonardo@oraclecompliance.com](mailto:leonardo@oraclecompliance.com) or on 011 100 2551. The complaint must contain all relevant information relating to the case and all attachments thereto.
- 1.6 Should you not be entirely satisfied with the resolution of the complaint you may complain to the Ombud for Financial Services Providers within 6 months from receipt of the final response whose particulars are provided below. The Office of the Ombud will not investigate a complaint unless it has been lodged with the Compliance Officer of the Financial Services Provider first. The complaint must contain all relevant information relating to the case and all attachments thereto.

### Ombud Contact Details

Sharecall: 0860324766

Telephone: +27 12 762 5000

E-mail address: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za)

Postal Address: P.O.Box 74571, Lynnwood Ridge, 004

Physical Address: 125 Dallas Avenue, Menlyn Central, Waterkloof Glen, Pretoria 0010



## 2 Introduction

- 2.1 Raise Global SA (Pty) Ltd is a private company registered under the laws of South Africa with registration number 2018/616118/07 and regulated by the Financial Sector Conduct Authority (FSCA) (The “FSP” hereafter) . The FSP is regulated by the FSCA as a financial services provider with FSP Number 50506. The FSP, acting as an intermediary, facilitates transactions for GLOBAL POP LIQUIDITY SOLUTIONS LTD (the ‘Product Supplier’), a company registered under the relevant laws of Vanuatu, with registered address Pot 615/304, Rock Terrace Building, Kumul Highway, Port Vila, Vanuatu, having the Financial Dealers License issued by Vanuatu Financial Services Commission. Based on the Product Supplier's risk appetite, the FSP may also act as an intermediary for RaiseGroup LLC, which is authorised and regulated in Saint Vincent and the Grenadines, under number 2635 LLC 2022 by the Financial Services Authority and whose address is Richmond Hill Road, Kingstown, St Vincent and the Grenadines.

The FSP is not the market maker, or product issuer, and acts solely as an intermediary in terms of the FAIS Act between the client and GLOBAL POP LIQUIDITY SOLUTIONS LTD and RaiseGroup LLC (the ‘Product Suppliers’), rendering only an intermediary service (i.e., no market making is conducted by Raise Global SA (Pty) Ltd nor the FSP in relation to derivative products offered by the Product Suppliers. Therefore, Raise Global SA (Pty) Ltd does not act as the principal or the counterparty in any of its transactions.

## 3 Interpretation of Terms

- 3.1 Unless indicated to the contrary, the terms included in this Policy shall have a specific meaning and may be used in the singular or plural as appropriate.
- 3.2 Complainant included the ‘client’ as defined in the ‘Client Agreement’ available online on [www.raisefx.com](http://www.raisefx.com) or;

A person whose dissatisfaction relates to the approach, solicitation marketing or advertising material or an advertisement in respect of a financial product, financial service or related service of the provider.

## 4 Scope of the Complaints Handling Procedure

The Complaints Handling Procedure (‘the Procedure’) sets out the processes employed when dealing with complaints received by clients.

## 5 Definition of a Complaint

A complaint is an expression of dissatisfaction by

- a person to a provider or,
- the provider’s service supplier relating to a financial product or
- the provider’s services or financial product service or
- product knowledge of the provider,

which indicates or alleges, regardless of whether such an expression of dissatisfaction is submitted together with or relates to a client query that—

- a. the provider or its service supplier has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct which is binding on the provider or to which it subscribes;



- b. the provider or its service supplier's maladministration or willful or negligent action or failure to act, has caused the person harm, prejudice, distress or substantial inconvenience; or
- c. the provider or its service supplier's has treated the person unfairly;



- 5.1 A complaint shall include:
- the client's name and surname;
  - the client's trading account number
  - the affected transaction numbers, if applicable; the date and time that the issue arose; and
  - a description of the issue.
- 5.2 A complaint must not include offensive language directed either to RaiseFX or a RaiseFX employee.

## 6 Procedure

All complaints must be in writing and shall be addressed, in the first instance, to the Customer Support Department. If the Client receives a response from Customer Support but deems that the complaint needs to be raised further, the Client may either ask Customer Support to escalate it to the Compliance Department or directly contact Oracle Compliance ([leonardo@oraclecompliance.com](mailto:leonardo@oraclecompliance.com)), who will independently and impartially investigate it.

Both the Customer Support Department and the Compliance Department shall thoroughly examine any complaints as required (taking into account any information contained within the books and records of the Firm, including but not limited to the client's trading account journal) to reach a fair outcome. The complainant will be kept informed during the process of the complaint.

In all circumstances the Customer Support Department or the Compliance Department shall:

- send an initial acknowledgment to the client within 48 hours;
- resolve complaints as soon as reasonably practicable; and
- exercise reasonable care and skill to ensure that the complaint is resolved amicably and fairly
- inform the client accordingly.

All complaints shall be treated confidentially.

## 7 FAQs

- 7.1 Questions regarding this Procedure should be addressed, in the first instance, to the Customer Service Department.



## 8 Document Metadata

Document number:	<b>#1</b>
Document version:	<b>V1.1</b>
Document approval authority:	<b><i>David Bottin</i></b>
Document approval date:	<b>August 2023</b>
Document owner:	<b>Kevin Wides</b>
Document author(s):	<b>Kevin Wides</b>
Last updated:	<b>August 2023</b>
Next review date:	<b>December 2023</b>
Visibility (where will it be displayed):	<b>Website</b>



RAISE GLOBAL SA (PTY) LTD  
2018/616118/07

**COMPLAINTS REGISTER**

*An authorised Financial Services Provider with FSP No: 50506*

**August 2023**





## Table of Contents

1	Summary of Complaints Procedure.....	3
2	Introduction.....	4
3	Interpretation of Terms .....	4
4	Scope of the Complaints Handling Procedure.....	4
5	Definition of a Complaint.....	4
6	Procedure.....	5
7	FAQs .....	5
8	Document Metadata .....	6



## 1 Declaration or Qualification of Complaints

We confirm that, other than as disclosed below, no further complaints have been received relating to any applicable statutes, regulations and supervisory requirements that have not or may not have been complied with during the reporting period under review, and that reasonable steps have been implemented to ensure that any relevant statutes, regulations and supervisory requirements applicable to a complaint have been identified.

## 2 Introduction

No	Complainant	Date	Related Regulatory item e.g. FAIS Long-Term Insurance Act / PPR	Details of Complainant	Findings/Progress	Status: In progress / Completed	Planned Actual Completion date
1							
2							
3							
4							
5							
6							
7							



### 3 Document Metadata

Document number:	<b>#1</b>
Document version:	<b>V1.1</b>
Document approval authority:	<b><i>David Bottin</i></b>
Document approval date:	<b>August 2023</b>
Document owner:	<b>Kevin Wides</b>
Document author(s):	<b>Kevin Wides</b>
Last updated:	<b>August 2023</b>
Next review date:	<b>December 2023</b>
Visibility (where will it be displayed):	<b>Website</b>