

Conflict of interest management framework and policy:

My Makelaars bk has adopted and implemented a Conflict-of-Interest Management Policy that complies with the provisions of the FAIS Act.

You can e-mail antonie@mybrokers.co.za to request a copy of the FSP's Conflict of Interest Management Policy.

Complaints Management Framework and policy:

Should you wish to pursue a complaint against a key individual or representative of My Makelaars BK, you should address the complaint in writing to us at

dolf@mybrokers.co.za.

You can also request a copy of the FSP's Complaints Management Policy from said e-mail address.

If you cannot settle your complaint with us, you are entitled to refer it to the Office of the FAIS Ombud, at info@faisombud.co.za or Share Call number 0860 663 274. The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice that you feel may have been given to you by a financial adviser.

TCF Policy:

TCF is a set of principles introduced by the Financial Sector Conduct Authority (FSCA) to aid and underpin existing financial services legislation aimed at the protection of consumers and clients.

My Makelaars BK values its relationship with its clients and acknowledges that without any clients it would not have a business. The TCF principles are embedded in the culture of the FSP and it continuously strives to enhance the quality of its service offering to clients and through its interaction with contracted product suppliers.