



Sales and Distribution Complaints Process

Complaints Process

We are committed to treating our clients fairly and ensuring that any dissatisfaction is addressed promptly and professionally.

If you are dissatisfied with any aspect of our financial services, you are encouraged to lodge a complaint using the process outlined below:

How to Lodge a Complaint:

Email: Distribution_Complaints@Discovery.co.za

In Writing: 1 Discovery Place, Sandton, 2196

Please include the following:

- Your full name and contact details
- A clear description of your complaint
- Any supporting documentation

What Happens Next:

We will acknowledge receipt of your complaint within 48 hours.

Your complaint will be investigated and resolved within 6 weeks, where possible.

If you are not satisfied with the outcome, you may escalate the matter to the FAIS Ombud.

FAIS Ombud Contact Details:

Website: www.faisombud.co.za

Email: info@faisombud.co.za

Phone: +27 (0)12 762 5000

A full copy of our Complaints Management Policy is available upon request.
