

Bifm Unit Trusts Complaints Procedure



Bifm Unit Trusts (Pty) Limited is committed to providing the highest level of service and customer satisfaction. Our relationship with clients as one of our important stakeholders is important to us. If as a customer you are not satisfied with our service at any given point in time, we encourage you, our valued clients, to raise those queries with us. We also encourage our clients to register any dissatisfaction with Bifm Unit Trusts (Pty) Limited in writing.

How to complain:

1. Step One: Where to Complain

a. Please lodge all complaints in writing to Bifm Unit Trusts (Pty) Limited using any of the following addresses:

i. **Email**

RetailServices@bifm.co.bw

ii. **Postal Address**

Private Bag BR185
Gaborone,
Botswana

iii. **Physical Address**

Plot 66458, Fairgrounds Office Park
Block A, Ground Floor,
Gaborone, Botswana

Please complete the complaint registration form which will be provided by Bifm Unit Trusts.

2. Step Two: How we handle complaints

- i. Bifm Unit Trusts will acknowledge receipt of your complaint within 2 working days
- ii. You will be provided with the details of the person handling your complaint
- iii. Bifm Unit Trusts will investigate and aim to resolve your complaint in a fair manner within a maximum period of five working days except in exceptional circumstances where further work is required.
- iv. Once we have resolved and dealt with the complaint, we will review key learnings from the experience and improve our offerings to customers.

3. Step Three: If you are dissatisfied with your complaint Resolution

If the complaint has not been resolved to your satisfaction, you may refer it to the Head of Client Relations at Botswana Insurance Fund Management ("Bifm") Limited, a Senior Executive Officer that investigates disputes between dissatisfied clients and Bifm or Bifm Unit Trusts.

Contact details of the Head of Client Relations are:

Telephone: +267 395 1564

Fax: +267 3900358

Email: info@bifm.co.bw

4. Step Four: Complaint to the Regulator

If the Bifm Head of Client Relations response does not satisfy you, please send your complaint to the Non – Bank Financial Institutions Regulatory Authority ("NBFIRA") at:

Postal address:

Capital Markets Division
Non-Bank Financial Institutions Regulatory Authority
Private Bag 00314,
Gaborone

Any escalation to the regulator needs to be made six months after the date of your initial complaint.

5. Step 5: Legal Action

If the regulator does not provide a satisfactory resolution to the complaint, the customer may also take action through the courts.

Bifm Unit Trusts Complaints Form



1. Details

If customer is a natural person

Name: _____

Last name: _____

Investor Entity number: _____ Identity/Passport number: _____

If customer is an Institution

Name of Institution: _____

Name and last name
of Representative: _____

Investor Entity number: _____ Representative's
Identity number: _____

2. Contact details (Mandatory)

Contact number: _____

Phone number: _____

Email address: _____

Physical address: _____

3. Description of complaint

How would you like your complaint to be resolved?

Signature: _____

Date: _____

A member of the BIHL Group

Bifm Unit Trusts are regulated by the Non-Bank Financial Institutions Regulatory Authority (NBFIRA). Please note capital invested is not guaranteed and that past performance does not guarantee future performance. All fund prospectuses are available at Bifm offices, Plot 66458, Fairgrounds Office Park, Gaborone.