



ASSET MANAGEMENT

TRADE FORWARD.
GROWTH SIMPLIFIED.

BOF ASSET MANAGEMENT (PTY) LTD.

FSP License No: 53819.

146 Willem Botha Drive, Wierda Park, Centurion
Gauteng, 0157, South Africa.

Email: support-desk@bofassetsmanagement.com

Phone: +27 87 265 6748

Website: www.bofassetmanagement.com

MAY 2026 | BOF ASSET MANAGEMENT

Complaints Policy

How to raise a complaint with BOF Asset Management, what to expect from us, and how to escalate the matter if you remain dissatisfied.

Issuer	BOF Asset Management (Pty) Ltd
Regulator	Financial Sector Conduct Authority (FSCA) — FSP 53819
Registered Office	146 Willem Botha Drive, Wierda Park, Centurion, Gauteng, 0157, South Africa
Document Date	May 2026
Last Revised	7 May 2026
Contact	support-desk@bofassetsmanagement.com +27 87 265 6748
Website	www.bofassetsmanagement.com

1. Introduction

BOF Asset Management (the “Firm”, “we”, “us”) is a trading name of BOF Asset Management (Pty) Ltd, authorised and regulated by the Financial Sector Conduct Authority (FSCA), licence number 53819. Registered office: 146 Willem Botha Drive, Wierda Park, Centurion, Gauteng, 0157, South Africa.

This Complaints Policy should be reviewed alongside the Client Agreement. It outlines BOF Asset Management's procedure for resolving disputes and handling complaints related to our products, services or staff. Below you will find the steps for raising concerns with us.

2. Internal Dispute Resolution

If you encounter any dissatisfaction in your interactions with us, please contact our Customer Success team as soon as possible. Please articulate your concerns clearly so that we can understand and address them effectively. We will acknowledge your communication as soon as possible and no later than five (5) business days from the date of your complaint.

Contact channels

Email: support-desk@bofassetsmanagement.com

Phone: +27 87 265 6748

Chat: via the chat bubble at www.bofassetsmanagement.com

Our team will work with you to understand and resolve your concerns, engaging other departments where necessary to achieve a timely outcome. If your concerns cannot be satisfactorily resolved at the informal stage, the matter will be escalated to our Compliance Department — the formal stage of the process.

Please submit your formal complaint in writing, including:

- Your full name;
- Your account number;
- The subject of the complaint;
- The date and time the issue arose; and
- A detailed description of the issue.

Upon receiving a formal complaint, our Compliance Department will:

- Promptly acknowledge your complaint, no later than five (5) business days after receipt.
- Conduct a thorough investigation by collaborating with relevant departments and assessing the events, systems and processes involved.
- Examine the facts and supporting evidence to arrive at a fair and impartial resolution.
- Provide a final response or progress update within eight weeks of the date of your complaint.
- Where a final response cannot be issued within eight weeks, provide an explanation and an estimated timeline for the final response.

3. External Dispute Resolution

If you feel your complaint has not been satisfactorily resolved by the Compliance Department, you may escalate it to the Financial Services Ombud (FAIS) — an impartial body experienced in resolving disputes between financial institutions and their customers. The regulator typically requires that you have exhausted all internal dispute resolution channels before escalation.

Financial Services Ombud (FAIS)	Details
Address	P.O. Box 74571, Lynnwood Ridge, 0040, South Africa
Phone	+27 (0) 12 762 5000
Email	info@faisombud.co.za
Website	www.faisombud.co.za
Dedicated portal	fais.powerappsportals.com
Time limit	6 months from our final response in which to escalate to the FAIS.

4. Treating Customers Fairly



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BOF Asset Management prioritises treating our customers with respect and integrity, ensuring every complaint is handled equitably and transparently. Our commitment to you includes thorough investigation, clear communication and swift resolution. Your concerns are of paramount importance to us, and we are committed to addressing them in a fair and timely manner.

5. Records and Continuous Improvement

We maintain a complaints register and conduct root-cause analysis on all complaints received. Trends and findings are reported to senior management at least quarterly and inform improvements to our products, processes and controls. This policy is reviewed at least annually.

BOF Asset Management (Pty) Ltd, registration number [Insert Company Registration Number], is authorised and regulated by the Financial Sector Conduct Authority (FSCA), FSP 53819. This document forms part of the legal terms governing the relationship between BOF Asset Management and its clients and should be read in conjunction with the Client Agreement and other policies published at www.bofassetsmanagement.com.