Lentin & Associates (Pty) Ltd.
CREATE WEALTH THROUGH PLANNING

LENTIN AND ASSOCIATES (PTY) LTD COMPLIANCE POLICIES

LENTIN AND ASSOCIATES (PTY) LTD is committed to regulatory compliance and client protection. The following summaries present our core policies. Full policy documents are available upon request.

1. Conflict of Interest Management Policy

LENTIN AND ASSOCIATES (PTY) LTD has adopted and implemented a Conflict-of-Interest Management Policy that complies with the provisions of the Financial Advisory and Intermediary Services (FAIS) Act.

This policy ensures that any potential or actual conflicts are identified, avoided where possible, and managed transparently to protect client interests.

A full copy of the policy is available upon request.

2. Treating Customers Fairly (TCF) Policy

Our TCF Policy follows the Financial Sector Conduct Authority (FSCA) guidelines to consistently deliver fair outcomes for clients. Our aim to ensure that all 6 TCF outcomes are met and adhered to by **LENTIN AND ASSOCIATES (PTY) LTD** in terms of the following:

- **We take responsibility for the conduct of our business and representatives.**
- **We promote a culture of openness, transparency, and accountability.**
- **We aim to provide clear, suitable, and timely information and services for our clientele.**

A full copy of the policy is available upon request**.**

3. Complaints Procedure

If you wish to pursue a complaint against a key individual or representative of **LENTIN AND ASSOCIATES (PTY) LTD**, please submit your complaint in writing to:

gill@lentin.co.za

If we are unable to resolve your complaint, you may refer to the Office of the FAIS Ombud:

info@faisombud.co.za

Telephone: **0860 663 274**

The FAIS Ombud provides an impartial redress mechanism for complaints related to inappropriate financial advice.