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34 Castelyn Drive
Fichardt Park
Bloemfontein, 9301

JEANDRE BROKERS

A Registered Financial Service Provider, No. 34911

Jeandre Brokers Complaints Resolution Guide

At Jeandre Brokers, we are committed to providing our clients with exceptional service. We understand that occasionally, issues may arise, and we are dedicated to resolving them promptly and efficiently. This guide outlines the steps to address and resolve complaints effectively.

Step 1: Initial Contact

If you have a complaint, please contact your designated broker as soon as possible. You can reach us via phone, email, or through our website's contact form. Provide clear details of your complaint, including any relevant documentation or correspondence.

Step 2: Acknowledgment

Upon receiving your complaint, we will acknowledge it within 48 hours. We will assign a reference number for tracking purposes and provide you with the contact details of the person handling your case.

Step 3: Investigation

Our team will conduct a thorough investigation of your complaint. This process may involve reviewing account details, communications, and any other pertinent information. We may contact you for further information or clarification.

Step 4: Resolution

We aim to resolve complaints within **14 business days**. Once we reach a resolution, we will communicate the outcome to you, including any corrective actions we plan to implement. If the issue requires more time, we will keep you informed of our progress.

Step 5: Escalation

If you are not satisfied with the resolution, you may escalate your complaint to our senior management team. They will conduct a further review and respond with a final decision within **10 business days**.



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Step 6: External Review

Should you remain dissatisfied, you have the option to refer your complaint to an external body, such as a financial ombudsman or regulatory authority. We will provide you with the necessary details to proceed.

Feedback and Continuous Improvement

We value your feedback as it helps us improve our services. Rest assured, all complaints are reviewed as part of our continuous quality improvement process.

Thank you for giving us the opportunity to address your concerns.

We are committed to ensuring your satisfaction and maintaining your trust in Jeandre Brokers.
