

CUSTOMER COMPLAINTS POLICY AND PROCEDURES MANUAL

Introduction

Maximus Africa Investment Management Limited is a corporate advisory firm whose aim is to provide innovative financial and business solutions that add value to clients.

One of the company's values is customer focus which means understanding customer needs and servicing these needs with products and services that fully meet customer expectations in an excellent manner. Essentially this means having the customers' interests at heart.

Customer feedback through various channels including complaints represent a learning opportunity for the company to improve the quality of its services and products which in turn underpin its future ability to retain and acquire new customers and grow its business.

Purpose of Policy

This policy is designed to provide guidance to both our customers and staff on the manner in which Maximus Africa receives and manages customer complaints. The company is committed to being consistent, fair and impartial when handling complaints.

Consequently, the objectives of this policy are to ensure that:

- (a) Customers and staff are aware of the company's complaint submission and handling processes.
- (b) Complaints are investigated impartially with a balanced view of all information or evidence provided or/and obtained.
- (c) The company takes reasonable steps to actively protect the customer's information.
- (d) Complaints are considered on their merits taking into account individual circumstances and needs.
- (e) Timely feedback and responses are provided on each and every complaint submitted to the company.
- (f) Minimize and eliminate the recurrence of complaints by drawing appropriate lessons therefrom.

Definition of a Complaint

A complaint is defined as a communication received by the company through any means (verbal/formal letter/e-mail) which expresses dissatisfaction with any aspect of the company's products, services, employees' behaviour or attitude, processes and systems.

Situations which could give rise to customer complaints include but are not limited to:



1. Inadequacy or poor services rendered by employees demonstrated through bad behaviour [for example, rudeness, unprofessionalism] or undue delays.
2. Inappropriate products or services that have been sold but do not deliver expected results to clients.
3. Non availability of staff to discuss or handle customer requirements and issues.
4. Cumbersome or malfunctioning processes and procedures that do not meet customer expectations or are grossly misunderstood by clients.
5. Transaction processing delays that are not adequately explained.
6. Gaps in standards of service and products promised and actual services and products rendered.

Complaint Submission Procedure

Maximus Africa encourages its customers to submit any complaint through its website at www.maximusafricainvestment.co.mw or send an email to info@maximusafricainvestment.co.mw.

Complaints can also be submitted formally in writing or by telephone to: Managing Director
Maximus Africa Investment Management Limited Post Office Box 31175
Chichiri Blantyre 3 MALAWI

Telephone: **+265 0888 833 623/ +265 0992 235 435**

Each complaint should be submitted with the following particulars of the customer or person submitting it:

- I. Name:
- II. Designation:
- III. Phone Number:
- IV. Mailing Address:
- V. Detailed Description of Complaint:

Complaint Resolution Procedure

The company's complaint resolution procedure and feedback loop to the complainant/customer shall follow the following process:

Acknowledgement: Within two business days of receiving the complaint, the company will acknowledge receipt of the complaint to the customer.

Review: The company will undertake an initial review of the customer complaint and determine what if any additional information or documentation may be required to complete an investigation of the same. The company may need to

contact the customer to clarify details or request additional information where necessary.

Investigation: Within 3 business days of receiving a customer complaint the company will investigate the complaint objectively and impartially, by considering the information provided, the company's actions in relation to the customer's dealings with the company and any other information which may be available, that could assist the company in investigating the complaint.

Response: Following the investigation, the company will immediately notify the customer of its findings and any actions the company may have taken in regards to the complaint. This response will be provided to the customer formally in writing and a copy kept in the customer's file.

Taking Action: Where appropriate the company will amend its business practices or policies or provide necessary support to its employees if they have been found wanting in the provision of services to the customer.

Keeping Record: The company will record each and every customer complaint for continuous process improvement and monitoring through regular reviews and customer service enhancement forums. The customer's personal information will be recorded in accordance with relevant privacy legislation.

Complaints Under Investigation by the Regulator and/or Consumer Protection Agency

If a customer's complaint is currently being investigated by a relevant regulator and/or consumer protection agency or law enforcement agency, the company may cease to take further action in relation to the complaint pending finalisation of the investigation by the said agencies.

The company shall however assist any agency with their investigations.

Complaint Escalation Process

If a customer is not satisfied with how their complaint has been handled by the company, or the resolution provided by the company, the customer can escalate their complaint to the Reserve Bank of Malawi and/or the Competition and Fair Trading Commission for an independent external review of the complaint.

Maximus Africa will remain open and impartial throughout the escalation and consultative process as the regulatory and consumer protection bodies attempt to resolve the customer's complaint on their merits.



Once the regulatory bodies have completed their investigations of the customer complaint, it is expected that they will take reasonable steps to resolve the complaint by reaching a fair and independent determination. This determination may result in sanctions to the company if in their opinion such sanctions are an appropriate response to the complaint.

Disclaimer

This Policy and its contents are the exclusive property of Maximus Africa Investment Management Limited and are intended for use by its customers and staff only. Maximus Africa shall not be held liable for any unauthorized use or application of this Policy in whatever form.

Maximus Africa Investment Management Limited

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