



**QUICKTRADE**  
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Office 104, Floor 5, WeWork South Africa (Pty) Ltd - The Link,  
173 Oxford Rd, Rosebank, Johannesburg, Gauteng, 2196

Postnet Suite 31, Private Bag X81, Halfway House, 1685



# Client Complaint Policy 2020

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## 1. DEFINITIONS

<b>“Arbitration”</b>	Means the process set out in clause 32.3 of the Client Agreement;
<b>“Arbitration Agreement”</b>	Means the provisions set out in clause 32.3 of the Client Agreement;
<b>“Client Agreement”</b>	Means the QuickTrade Contracts for Difference Client Terms and Conditions published at <a href="https://www.quicktrade.co.za">https://www.quicktrade.co.za</a> ;
<b>“Day”</b>	Means a business day - any day other than a Saturday, Sunday, or public holiday as gazetted by the government of the Republic of South Africa from time to time;
<b>“Compensation Payment”</b>	Means a payment, whether in monetary form or in the form of a benefit or service, to a Dissatisfied client as a result of QuickTrade’s contravention, non-compliance, action, failure to act, or unfair treatment forming the basis of the complaint, where QuickTrade accepts liability for having caused the loss concerned;
<b>“Complaint”</b>	<p>An expression of dissatisfaction by a person to QuickTrade or, to the knowledge of the company, to the company’s service provider relating to a financial product or financial service provided or offered by QuickTrade which indicates or alleges, regardless of whether such an expression of dissatisfaction is submitted together with or in relation to a client query, that:</p> <ul style="list-style-type: none"><li>• QuickTrade or its service provider has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct which is binding on QuickTrade or to which it subscribes;</li><li>• QuickTrade or its service providers maladministration or wilful or negligent action or failure to act has caused the person harm, prejudice, distress, or substantial inconvenience; or</li><li>• QuickTrade or its service provider has treated the person unfairly;</li></ul>
<b>“Dispute”</b>	A dispute concerning or arising out of QuickTrade’s Client Agreement exists once a party to either agreement notifies the others in writing of the nature of the dispute and requires it to be resolved using QuickTrade’s dispute resolution processes;
<b>“Dissatisfied Client”</b>	Means a client who wishes to raise a dispute or lodge a complaint with the company;
<b>“Goodwill Payment”</b>	Means a payment, whether in monetary form or in the form of a benefit or service, by or on behalf of QuickTrade to a dissatisfied client as an expression of goodwill aimed at resolving a complaint or dispute raised by a dissatisfied client, where QuickTrade does not accept liability for any financial loss to the dissatisfied client;
<b>“Ombud”</b>	Means the Ombud for financial services providers who are appointed by the Financial Services Conduct Authority (the “FSCA”) to act as an adjudicator in disputes between clients and financial services providers. The referral to the offices of the Ombud must be done in accordance with the provisions of section 27 of the FAIS Act and the rules promulgated in terms of that section;
<b>“Query”</b>	Means a request to QuickTrade or the company’s service provider by or on behalf of a client, for information regarding the company’s financial products, financial services, or related processes, or to carry out a transaction or action in relation to any such product or service;
<b>“QuickTrade”</b>	Means QuickTrade Proprietary Limited, a limited liability private company with registration number 2014/062267/07;



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#### “Rejected/Closed”

In relation to a complaint/dispute means that a complaint has not been upheld and QuickTrade regards the complaint as finalized after advising the complainant that it does not intend to take any further action to “resolve” the complaint and includes complaints regarded by QuickTrade as unjustified or invalid, or where the complainant does not accept or respond to QuickTrade’s proposals to resolve the complaint;

#### “Resolution”

In relation to a complaint and QuickTrade, means the process of the resolving of a complaint through and in accordance with the internal complaint resolution system and procedures of QuickTrade;

#### “Writing”

Includes communication by telefax or any appropriate electronic medium that is accurately and readily reducible to written or printed form; and “written” has a corresponding meaning.

## 2. INTRODUCTION

Alternative dispute resolution mechanisms were introduced formally in King III and as a result, resolving disputes effectively has gained increased importance. Moreover, relationships are a form of capital on which all organisations rely. Therefore, a dispute resolution process, at QuickTrade, is regarded as an opportunity not only to resolve the dispute, query or dissatisfaction at hand, but also to maintain and enhance the social and relationship capital in the organisation.

The purpose of this document is to ensure that our clients are aware of their rights and protections as they relate to complaints, disputes, queries or dissatisfaction.

There are three potential types of complaints/dissatisfactions which a client may raise in terms of our business:

- **A query related to either products or service:** This is deemed as an enquiry rather than an expression of dissatisfaction.

For example, *“why was my position closed before I instructed to do so?”*

- **A complaint related to the conduct of QuickTrade or any of its staff members:** This is an instance where the complainant is of the opinion that the behaviour or service provided was unsatisfactory. A conventional complaint in the market in terms of the above often relates to a promised return not materialising.

- **A dispute related to CFD’s or the trading platform:** This relates to the product (CFD’s), its platform or structure.

As an example; *“I tried to trade last night, the system was offline and I lost money”*

In resolving these complaints and/or disputes, we may elect to issue the client with a compensation payment or a goodwill payment. Alternatively, we may award the client/complainant with damages in the form of returning the client to the position he/she would have been in had the incident not occurred.

## 3. HOW TO RAISE QUERIES

QuickTrade is a client-centric business, focussing on the satisfaction of clients as a matter of priority. CFD trading is precarious by its nature, therefore, we aim to not burden our clients further by providing great service, transparent processes and ensuring quality service delivery. It is for these aforementioned reasons that we have implemented a dedicated support team who are continuously at the service of our current and potential clients. The team will attend to any queries raised by clients as well as assist with any issues they may experience.



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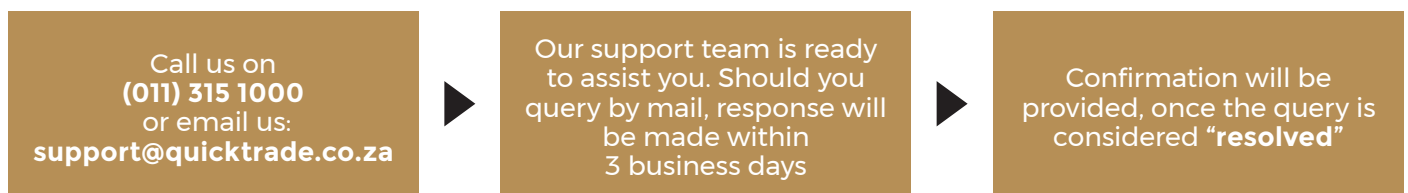
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The process for raising queries and or any dissatisfaction is as follows:

1. Call our recorded support lines on (011) 315 1000 or email [support@quicktrade.co.za](mailto:support@quicktrade.co.za)
2. The queries raised telephonically will be reduced to writing and confirmed with the client/complainant.
3. Queries received via email will be acknowledged **within 24 hours** and responded to within **3 business days**.
4. The client will receive confirmation from QuickTrade, once the query is considered "resolved".
5. Should he/she be dissatisfied with the results of the inquiry, we urge the client to raise the matter as a complaint or dispute and follow a formal route to obtaining better results. Alternatively, the client may send an email with previous correspondence attached, to [complaints@quicktrade.co.za](mailto:complaints@quicktrade.co.za)

### QUERY PROCESS FLOW



If unresolved, kindly lodge a complaint or dispute as per the below processes

## 4. HOW TO RAISE COMPLAINTS

QuickTrade is currently FAIS registered, as a result, our clients have access to the FAIS Ombud office (at no cost) in the event of service or conduct related complaints.

The following complaints process must be adhered to, in order to receive optimal results:

1. A complaint must be reduced to writing and sent to [complaints@quicktrade.co.za](mailto:complaints@quicktrade.co.za). Should the complaint be received verbally (i.e. telephonically), the said complaint will be confirmed in writing **within 24 hours** of the communication.  
  
The complaint needs to contain the following information:
  - 1.1 Name, surname and contact details;
  - 1.2 A complete description of the complaint as well as the date on which the financial service which led to the complaint occurred;
  - 1.3 The name of the person who furnished the financial advice or rendered the intermediary service that led to the complaint if available; and
  - 1.4 The complainant's preferred method of communication regarding the said complaint.
  - 1.5 Please attach as much evidence as possible (refer to conversations or attach any correspondence received)
2. We will acknowledge receipt of the complaint **within 24 hours**.
3. The complaint will be investigated and the preliminary findings thereof will be communicated to the complainant **within 3 business days** from the date of receipt of the complaint. The complainant will always be furnished with reasons as required by legislation.





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4. QuickTrade will offer the complainant the best resolution possible. Where we were at fault, we shall always endeavour to resolve the situation **within 5 business days** of receiving the complaint.
5. The complainant will receive written confirmation once the query is considered “resolved” – whereby we either offer a compensation/goodwill payment or we will reject and close the offer.
6. Should the complainant be dissatisfied with the results/feedback provided, he/she may escalate the matter to [compliance@quicktrade.co.za](mailto:compliance@quicktrade.co.za)
7. If, after having referred the complaint/dispute to the Managing Director, the complainant is still not satisfied with the outcome, we will regard the complaint as being unsatisfactorily resolved.
8. The complainant will then be informed that they can seek further recourse with the FAIS Ombudsman's office after a 6-week period, using the below contact details:

## FAIS OMBUD DETAILS

### Physical Address:

Kasteel Park Office Park, Orange Building, 2nd Floor, Corner of Nossob and Jochemus Street, Erasmuskloof, Pretoria

### Contact Detail:

**Tel:** 012 762 5000

**Sharecall:** 086 066 3247

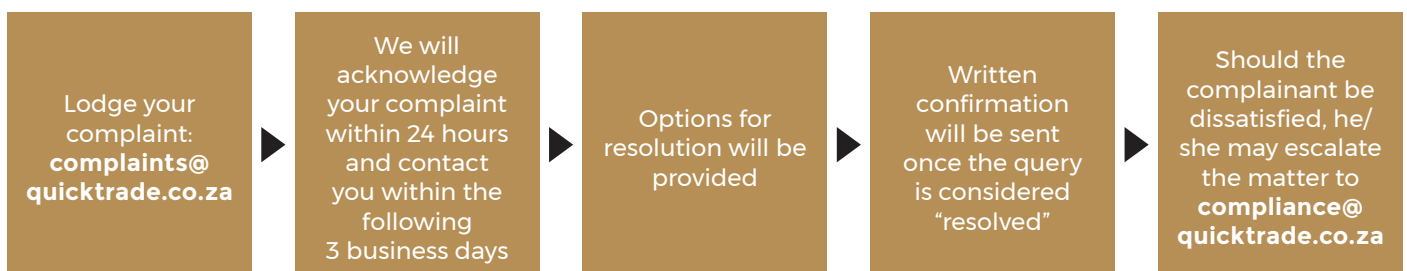
**Email:** [info@faisombud.co.za](mailto:info@faisombud.co.za)

**Website:** [www.faisombud.co.za](http://www.faisombud.co.za)

- Primary note - with regard to contacting the Ombud. You need to do so within 6 months of the date of the notice from us dealing with the complaint to which you were not satisfied.
- Secondary note - the Ombud only deals with matters where the value is under R800 000 (Eight-Hundred Thousand, South African Rand)

The complainant may request a copy of the form required to lodge a complaint from ourselves or the Ombud. The complainant is encouraged to provide as much supporting information as possible to the Ombud.

## COMPLAINTS PROCESS FLOW



Should the complainant still be dissatisfied with our proposed solution, he/she will have access to the FAIS Ombudsman **after a 6-week period**.



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## 5. HOW TO RAISE DISPUTES

Our complaints resolution process is intended to provide for the fair and effective resolution of complaints/disputes. The periods set out in this procedure will be adhered to as strictly as possible but may be varied only in exceptional circumstances.

The Ombud's jurisdiction in dispute resolution processes is primarily to ensure that clients and customers are treated fairly and our conduct is acceptable and fall within the ambit of the law. Occasionally, due to the nature of our business, disputes arise despite having been treated fairly. (e.g. a power cut resulting in a loss)

The following step by step guideline sets out the procedures we adopt and demonstrates how a complaint/dispute will be dealt with, once we have received such:

1. A dispute must be reduced to writing and sent to [complaints@quicktrade.co.za](mailto:complaints@quicktrade.co.za)
2. Your dispute should at least contain the following information:
  - 2.1 Name, surname and contact details;
  - 2.2 A complete description of the dispute as well as the date on which the financial service which led to the complaint occurred;
  - 2.3 The name of the person who furnished the financial advice or rendered the intermediary service that led to the complaint if available; and
  - 2.4 The client's preferred method of communication regarding the said complaint.
  - 2.5 Please attach as much evidence as possible (refer to conversations or attach any correspondence received)
3. Please attach evidence if available (refer to conversations or attach any correspondence you may have).
4. We will acknowledge your dispute **within 24 hours**.
5. The dispute will be investigated and the preliminary findings thereof will be communicated to the client **within 3 business days from the date of receipt of the dispute**. The client will always be furnished with reasons as required by legislation.
6. QuickTrade will offer the client the best resolution possible. Where we were at fault, we shall always endeavour to resolve the situation **within 5 business days of receiving the dispute**.
7. The client will receive written confirmation, once the matter is resolved – whereby we either offer a compensation/goodwill payment or we will reject the dispute and close the file.
8. Should the client be dissatisfied with the results of your inquiry, he/she may escalate the matter to [compliance@quicktrade.co.za](mailto:compliance@quicktrade.co.za)
9. The client will receive written confirmation from our compliance department **within a further 5 business days**, whereby feedback on the matter will be provided – indicating further resolution or the intention to close the file.
10. Should the client remain dissatisfied with the feedback of your inquiry, you may escalate the matter further to our Managing Director, Hardus van Pletsen via [hardus@quicktrade.co.za](mailto:hardus@quicktrade.co.za);
11. Should the client not be satisfied with the feedback provided, he/she will be able to refer the dispute to Arbitration in terms of the Arbitration Agreement.



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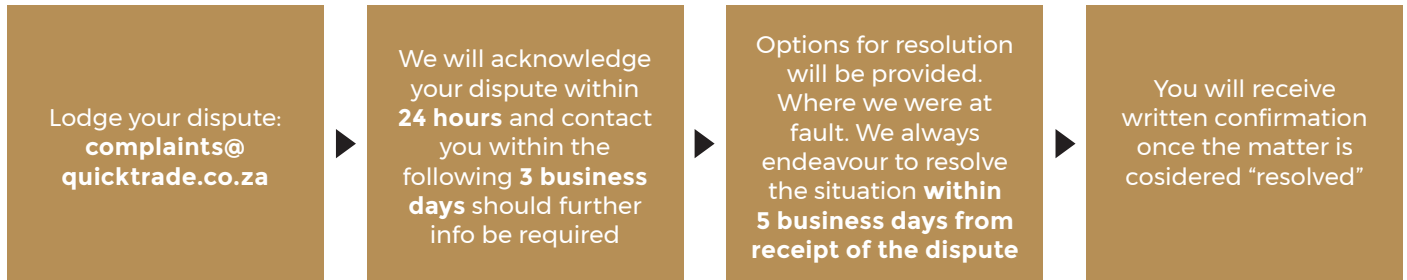
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## DISPUTE PROCESS FLOW



Should you be dissatisfied, you may escalate the matter to [compliance@quicktrade.co.za](mailto:compliance@quicktrade.co.za)

Should you be dissatisfied, you may escalate the matter to our Managing Director Hardus van Pletsen, [hardus@quicktrade.co.za](mailto:hardus@quicktrade.co.za)

Should the complainant still be dissatisfied with the feedback provided, he/she may refer the dispute to Arbitration in terms of the Arbitration Agreement.

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