

## Key Information of CUSTODIAN FINANCIAL SERVICES

### **AUTHORISED FINANCIAL SERVICES PROVIDER**

**CUSTODIAN FINANCIAL SERVICES** is an authorized financial services provider (FSP number 48874) in terms of Section 8 of the FAIS Act.

A copy of our license certificate is available on request.

FSP Name	Custodian Financial Services
Registration number	2017 / 301349 / 07
Contact person	Johan Roos
Email	johan@cfsfin.co.za
Telephone number	0824143582

### **COMPLIANCE OFFICER**

Name	Masthead (Pty) Ltd
Telephone number	021 686 3588
Email address	info@masthead.co.za
Website	www.masthead.co.za

For a copy of our Statutory Disclosure Notice, please see DISCLOSURES Tab.

### **CONFLICT OF INTEREST MANAGEMENT POLICY**

Custodian Financial Services has adopted and implemented a Conflict of Interest Management policy that complies with the provisions of the FAIS Act.

The Conflict of Interest Management policy is published on our website, click the DISCLOSURES tab to view. You can also email [johan@cfsfin.co.za](mailto:johan@cfsfin.co.za) to obtain a copy of it.

### **COMPLAINTS PROCEDURE**

Should you wish to pursue a complaint against a key individual or representative of Custodian Financial Services, you should address the complaint in writing to us at [johan@cfsfin.co.za](mailto:johan@cfsfin.co.za)

If you cannot settle your complaint with us, you are entitled to refer it to the Office of the FAIS Ombud, at [info@faisombud.co.za](mailto:info@faisombud.co.za) or telephone number 0860 324 766. The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice that you feel may have been given to you by a financial advisor.

**TCF POLICY**

Our Treating Customers Fairly policy is centered around the guidelines provided by the Financial Services Board to ensure we consistently deliver fair outcomes to our clients and take responsibility for the business and staff providing an enhanced service quality to clients, based on a culture of openness and transparency. As a business, we take the requirements of the FSB seriously, in particular, the requirement to treat customers fairly.

**PRIVACY POLICY**

Custodian Financial Services is committed to maintaining the privacy and security of its customers' personal and private information. Our privacy policy outlines our practices and commitment to the customer and can be accessed in the DISCLOSURES tab.

**PAIA MANUAL**

This information manual provides an outline of the types of records held by Custodian Financial Services and explains how one may submit requests for access to these records in terms of the Promotion of Access to Information Act, 2 of 2000 ("the Act"). It can be read in the DISCLOSURES tab.

**WEBSITE DISCLAIMER**

Whilst every care is taken to ensure that the information on Custodian Financial Services website is current and accurate, please click on the DISCLOSURES tab to read.