



Overberg Asset Management FSP 783

Client Complaints Registration Form

Please email your completed form to: clientcomplaints@overberg.biz

Client details

Surname:		Title:	
First name(s):			
Occupation:			
Identity Number:			
Address/ Email to which we may communicate with you:			
Telephone daytime:		Cell:	

Details of the person/s against whom you are complaining

Name of person:	
Position/ role: e.g., Advisor/ Admin	

Complaint details

Financial product(s):				
Reference/ Account no:				
Indicate applicable Complaint's category: (if known) with an "X"	Product unsuitable	☐	Performance	☐
	Person/ Rep	☐	Payments/ collection	☐
	Product/ Service Design	☐	Complaint handling	☐
	Fees/ Charges	☐	Claims/ Non-payment	☐
	Lack of Information	☐	Product / Funds Accessibility	☐
	Advice	☐	Other	☐
	Services	☐		

OVERBERG ASSET MANAGEMENT (PTY) LTD.

Authorised Financial Services Provider, License No: 783

Document Name: Client Complaints Registration Form	Document #: TEMP035	Effective date: 19 August 2020	Revision #: 003	Revision date: 10 March 2026
---	---------------------	--------------------------------	-----------------	------------------------------



When did you first realise the problem:	
Have you complained before? Give date and person:	
Provide full details about the complaint or attach a letter providing the following: List in date-order the phone calls meetings, or letters you have received or exchanged with the person against whom you are complaining.	
Reference for documents attached e.g. Annexures A, B etc. with descriptions:	
Client name and signature:	
Date signed:	
Contact details: Overberg Asset Management: • E-mail: clientcomplaints@overberg.biz. • Telephone (Winelands Office): +27 (0)21 852 6040 The Ombudsman: • Physical address: Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010. • Postal address: PO Box 41, Menlyn Park, 0063 • E-mail: info@faisombud.co.za • Website: www.faisombud.co.za Telephone (Client contact division): +27 12 7625000	

TEMP035 - rev003, signed and approved by Director:

Confirmed

Signature _____ Name & Surname: _____ Date: _____