COMPLAINTS PROCESS

In the unlikely event of you having any reason to feel dissatisfied with any aspect of our service, in the first instance you should contact our Customer Services Department on 010 288 4000 or email support@webull.co.za as the vast majority of complaints can be dealt with at this level.

If Customer Services is unable to resolve the matter you may refer it as a complaint to our Compliance Department. Please set out the complaint clearly, ideally in writing. The Compliance Department will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations. A full written response will be provided within eight weeks of receiving the complaint.

Please email your complaint to compliance@webull-za.com

If you do not feel that your complaint has been resolved satisfactorily by the Compliance Department, you are able to refer your complaint to the Office of the Ombud for Financial Services Providers (FAIS Ombud) as detailed under Section 20(2) of the FAIS Act. Details of the FAIS Ombud will be provided by the Compliance Department in their final response to your complaint. Any reference to the FAIS Ombud must take place within six months of the Compliance Department's final response letter, and you should also note that the FAIS Ombud will not consider a complaint until we have had the opportunity to address the complaint.

The contact details of the **FAIS Ombud** are as follows:

Menlyn Central Office Building,
125 Dallas Avenue,
Waterkloof Glen,
Pretoria
0010
Email: info@faisombud.co.za

Webull Securities (Australia) Pty Ltd

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In the event that a situation arises that is not covered by the customer agreement, we will resolve the matter on the basis of good faith and fairness and, where appropriate, by taking such action as is consistent with market practice.

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