

INTERNAL COMPLAINTS RESOLUTION SYSTEM PROCEDURES

Procedures for Investor Complaints

SA Corporate Real Estate Limited encourages investors to engage with Management on any queries or concerns they may have. Management is committed to resolving complaints and queries in a timely and efficient manner ensuring the fair resolution of complaints received. The following procedures must be followed and adhered to:

Investors are required to:

1. Submit all complaints in writing, either via physical post, fax or email. Contact details is listed on the Company's website, www.sacorporatefund.co.za
2. Any relevant supporting documentation should accompany the written complaint.
3. All subsequent correspondence, updating or upgrading should be in writing.

In dealing with complaints management will ensure that:

1. All complaints received by a member of staff from an investor must be immediately reported to the SA Corporate's Compliance Officer.
2. If the complaint is not in writing, the Compliance Officer must contact the investor and request that the complaint be reduced to writing – either an e-mail or letter.
3. This information must be logged on the Complaints register maintained by the Compliance Officer. Supporting documentation must be retained. The register includes the following information:
 - Date of receipt of the complaint
 - Type of complaint
 - The name of the staff member recording the complaint
 - The name of the complainant
 - The nature of the complaint.
 - The response sent to the complainant
 - Status (i.e. pending, completed, awaiting information, etc)
4. The Compliance Officer will acknowledge receipt of the complaint within 48 hours of receiving it in writing.
5. If the complaint should be directed elsewhere, this must be done on the day of receipt and the Compliance Officer will advise the complainant that their complaint has been forwarded and provide contact details of the recipient.
6. Steps will be taken to investigate the complaint and if it is within SA Corporate's scope, a written response will be sent to the complainant within 7 days.
7. If the complaint requires the response or input from a third party such as Computershare or the bankers, the standard time to expect a response is 14 days.
8. All complaints are documented and records are kept for a period of five years.
9. The Compliance Officer is responsible for resolving all complaints in conjunction with executive management.
10. If a complaint is resolved in favour of the investor, Management will ensure that a full and appropriate level of redress is offered to the complainant without any delay.

Management is responsible for taking steps to ensure the avoidance of the recurrence of similar complaints and to improve services and the complaints system and procedures.

A complaint is deemed to have been resolved if the matter is resolved in favour of the investor or if, after receiving the Company's response, the investor does not request further action or information.

Dissatisfied Complainants

Where a complaint is not resolved to the investor's satisfaction, the investor may contact the independent chairman of the Social, Ethics and Environmental Committee:

Ms EM Hendricks

Postal Address:	TDF Capital 33 Fricker Road, 2 nd Floor Illovo Sandton 2196
E-mail :	Emily.hendricks9@icloud.com
