

Ombud Council

Ensuring an accessible and trusted
financial sector ombud system

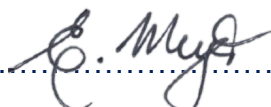
Ombud Council

CERTIFICATE No. OC/003/22

It is hereby certified that with effect from 1 May 2022

JOHANNESBURG STOCK EXCHANGE OMBUD SCHEME

**is recognised as an industry ombud scheme
in terms of section 194 of the Financial Sector Regulation Act, 2017 (Act No.9 of 2017)
subject to the conditions set out in the Annexure**



E Meyer, Chief Ombud

Ombud Council

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ANNEXURE

SCHEME NAME: JOHANNESBURG STOCK EXCHANGE OMBUD SCHEME

RECOGNITION CERTIFICATE NO: OC/003/22

CONDITIONS OF RECOGNITION

The scheme is recognised subject to the following conditions:

1. The scheme must make the following amendments to its governing rules:
 - 1.1. Add a provision requiring members of the scheme to ensure that their internal complaint handling rules require them to provide their financial customers with the information referred to in section 196(3)(b)(ii) of the Financial Sector Regulation Act, 2017.
 - 1.2. Add a provision confirming the accountability of the scheme's governing body to ensure adequate monitoring and oversight of the operation of the scheme, as contemplated in section 196(3)(b)(vi) of the Financial Sector Regulation Act.
 - 1.3. Add a provision indicating key features of the appointment process, terms of engagement and termination of appointment of the ombud, as contemplated in section 196(3)(b)(vi) of the Financial Sector Regulation Act, including confirming the accountability of the scheme's governing body for overseeing such matters.
 - 1.4. Add a provision requiring the ombud to apply principles of equity, where appropriate, when dealing with a complaint, as contemplated in section 196(3)(b)(vii) of the Financial Sector Regulation Act.
2. The scheme must, after following any necessary internal and regulatory procedures for amending its governing rules, submit a draft of the rule amendments referred to in paragraph 1 to the Ombud Council on or before 1 December 2022.
3. Until such time as the rule amendment referred to in paragraph 1.4 above comes into operation, the scheme must ensure that, when any complaint is referred to the ombud, the referral must include a requirement that the ombud will, if appropriate, apply principles of equity when dealing with the complaint