

AUTO PEDIGREE

CUSTOMER COMPLAINT PROCESS

SOUTH AFRICAN AUTOMOTIVE INDUSTRY CODE OF CONDUCT

1. Introduction

1.1. The Motus Group Limited owns and operates various businesses within the Automotive Industry. Auto Pedigree is one of these businesses. Each of these businesses are bound to the Code of

Conduct for the Automotive Industry (hereinafter referred to as the "Code"). The Code was promulgated in terms of Section 82 of the Consumer Protection Act, Act 68 of 2008 and carries the same authority as legislation.

1.2. The purpose of the Consumer Protection Act is to promote and advance the social and economic welfare of consumers in South Africa by inter alia:

- Protecting consumers from unconscionable, unfair, unreasonable, unjust or otherwise improper trade practices; and
- Protecting consumers from deceptive, misleading, unfair or fraudulent conduct; and
- Creating inexpensive and expeditious dispute resolution processes.

1.3. The Code empowers the Motor Industry Ombudsman of South Africa (hereinafter referred to as the "MIOSA") to provide dispute resolution services to eligible consumers engaging with the Automotive Industry.

1.4. If you are dissatisfied with either the service that you received, or the goods that you purchased from Auto Pedigree, then you must kindly follow the process as set out hereinafter to assist us with resolving your complaint.

2. The Auto Pedigree Complaints Process

2.1. If you are a dissatisfied customer, you must contact the central Complaints Manager via email at complaints@autopedigree.co.za or telephonically on 011 230 9000.

Executive Management: SH Kleynhans (MD), V Singh, E Pieterse, VA Viljoen, L du Toit
Directors: OJ Janse van Rensburg (Chief Executive Officer), B Baijnath (Chief Financial Officer), KA Cassel

Call Centre: 0860 11 11 33, Telephone: (011) 230 9000, Fax: (011) 975 6694, Email: info@autopedigree.co.za
Address: 81 Steel Road, Spartan, Kempton Park, 1619
www.wutopedigree.co.za

A DIVISION OF MOTUS GROUP LTD, FSP nr 25934
Reg. No. 1983/009088/06

- 2.2. The Complaints Manager will assist you to complete the Customer Complaint Form, attached hereto as Annexure C (hereinafter referred to as the "Form") by either completing it telephonically (voice logged) or by sending the relevant form to you to complete and return.
- 2.3. The Customer Complaint Form will further be made available to all customers on the Auto Pedigree website: www.autopedigree.co.za
- 2.4. The Complaints Manager must provide you with a written acknowledgement of receipt of the complaint.
- 2.5. The Complaints Manager will escalate the complaint to the relevant Manager for action and will at regular intervals conduct a follow up with both you and the Manager until the complaint is resolved.
- 2.6. The Manager will make every effort to resolve the matter within 15 (fifteen) business days of receipt of the Form.
- 2.7. The Manager must communicate his/her decision to you in writing and include the Complaints Manager in such communication.
- 2.8. If the complaint remains unresolved after 30 (thirty) days, then you may submit a complaint, in writing, to the Motor Industry Ombudsman of South Africa (MIOSA), by fax, e-mail or pre-paid registered post, clearly stating the nature of the complaint or dispute, action required and customer outcome expectation. Copies of all relevant documentation must accompany the complaint.
- 2.9. The MIOSA will assess/adjudicate the complaint in terms of the Code.
- 2.10. The contact details of the MIOSA are:
- 2.10.1. E-mail: info@miosa.co.za;
 - 2.10.2. Website: www.miosa.co.za;
 - 2.10.3. Telephone: 086 11 MIOSA / 086 116 4672, or 010 590 8378
 - 2.10.4. Fax: 0866 306 141
- 2.11. The MIOSA cannot adjudicate disputes lodged by companies that has an annual turnover or assets exceeding R2 000 000 (two million rand). This rule would mostly apply to fleet customers and the commercial vehicle dealerships.

We thank you for contacting us and reiterate our commitment to meet the highest standards of customer care possible.

ANNEXURE C

CUSTOMER COMPLAINT FORM			
<i>This form is to be completed and forwarded to the Auto Pedigree Complaints Department. Email: complaints@autopedigree.co.za</i>			
Date of Complaint	<input style="width: 90%;" type="text"/>	Reference No. <i>To be supplied by AP</i>	<input style="width: 98%;" type="text"/>
Customer's Details <i>(This is the person that signed the contract with Auto Pedigree. This section must be completed in full.)</i>			
ID No.	<input style="width: 100%;" type="text"/>	Title	<input style="width: 100%;" type="text"/>
First Name	<input style="width: 100%;" type="text"/>	Surname	<input style="width: 100%;" type="text"/>
Physical Address	<input style="width: 100%;" type="text"/>		
Cell	<input style="width: 100%;" type="text"/>	Work Tel	<input style="width: 100%;" type="text"/>
Home Tel	<input style="width: 100%;" type="text"/>		
Email	<input style="width: 100%;" type="text"/>		
Preferred method of Contact	<input type="checkbox"/> Cell/Tel	<input type="checkbox"/> Email	<input type="checkbox"/>
Complaint's Details <i>(If not the same as the customer)</i>			
Relation to the customer	<input style="width: 100%;" type="text"/>		
First Name	<input style="width: 100%;" type="text"/>	Surname	<input style="width: 100%;" type="text"/>
Cell	<input style="width: 100%;" type="text"/>	Work Tel	<input style="width: 100%;" type="text"/>
Home Tel	<input style="width: 100%;" type="text"/>		
Email	<input style="width: 100%;" type="text"/>		
Preferred method of Contact	<input type="checkbox"/> Cell/Tel	<input type="checkbox"/> Email	<input type="checkbox"/>
Transaction Details			
Branch where vehicle was purchased	<input style="width: 100%;" type="text"/>	Name of Salesperson or Representative	<input style="width: 100%;" type="text"/>
Month & Year of Purchase	<input style="width: 100%;" type="text"/>	Vehicle Detail <i>Year / Make / Model</i>	<input style="width: 100%;" type="text"/>
Summary of Complaint <i>(Please attached all supporting documents where applicable)</i>			
Outcome Sought			

