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## BOARD NOTICES RAADSKENNISGEWINGS

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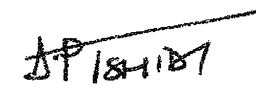
### BOARD NOTICE 147 OF 2013

### FINANCIAL SERVICES BOARD

### FINANCIAL MARKETS ACT NO. 19 OF 2012

### PROPOSED AMENDMENTS TO STRATE RULES

I Dube Phineas Tshidi, Registrar of Securities Services, hereby give notice under section 71(3)(b)(ii) of the Financial Markets Act No. 19 of 2012 that the proposed amendments to the Strate Rules have been published on the official website of the Financial Services Board ([www.fsb.co.za](http://www.fsb.co.za)) for public comment. All interested persons who have any objections to the proposed amendments are hereby called upon to lodge their objections with the Registrar of Securities Services, at the following email address: [norman.muller@fsb.co.za](mailto:norman.muller@fsb.co.za), within a period of 14 days from the date of publication of this notice.

  
D P TSHIDI

**Registrar of Securities Services**

**PROPOSED AMENDMENTS TO STRATE RULES****General explanatory notes:**

1. The Financial Markets Act No.19 of 2012 introduces a requirement for Strate to have a procedure to deal with complaints against participants as well as for complaints against its own conduct (specifically sections 35(2)(u) and (v)). A new complaints procedure has therefore been included in Rule 15.
2. Words underlined with a solid line (\_\_\_\_) indicate the insertions in the existing rules.
3. Words in bold and in square brackets ([ ]) indicate deletions from the existing rules.

**INDEX****SECTION 1 – INTERPRETATION AND DEFINITIONS****SECTION 2 – POWERS, MANAGEMENT AND CONTROL****SECTION 3 – CSD PARTICIPATION****SECTION 4 – CONDUCT AND ETHICS****SECTION 5 – DUTIES OF PARTICIPANTS****SECTION 6 – ACCOUNTS****SECTION 7 – SECURITIES OWNERSHIP REGISTER****SECTION 8 – RISK AND COMPLIANCE****SECTION 9 – FEES AND CHARGES****SECTION 10 – RESOLUTION OF DISPUTES****SECTION 11 – SUPERVISION****SECTION 12 – DISCIPLINARY PROCEDURE****SECTION 13 – NOTICES****SECTION 14 – GENERAL****SECTION 15 – COMPLAINTS PROCEDURE**

**COMPLAINTS PROCEDURE**

- 15.1 Any affected person may submit a formal complaint to the CSD regarding the conduct of a Participant or an officer or employee of a Participant.
- 15.1.1 Complaints against a Participant or an officer or employee of a Participant must be submitted in writing to the Head of Supervision of the CSD at the email address strate-supervision@strate.co.za.
- 15.1.2 The Head of Supervision shall, within 7 days, respond to the complainant in writing acknowledging receipt of the complaint.
- 15.1.3 The Head of Supervision shall investigate all complaints received in terms of Rule 15.1 in accordance with the disciplinary procedure established under Rule 12.
- 15.1.4 Once a matter has been fully investigated and resolved, the Head of Supervision must respond to the complainant in writing with information on the outcome of the investigation and the actions taken to rectify the matter, if any.
- 15.2 Any affected person may submit a formal complaint to the CSD in respect of the exercise of functions by the CSD or by an officer or employee of the CSD.
- 15.2.1 Complaints against the CSD or an officer or employee of the CSD must be submitted in writing to the Company Secretary of the CSD at the email address complaints@strate.co.za.
- 15.2.2 The Company Secretary shall, within 7 days, respond to the complainant in writing acknowledging receipt of the complaint.
- 15.2.3 If the complaint relates to a breach of any provisions of the Act or the Rules, the Company Secretary shall refer the matter to the Regulatory and Supervisory Committee for further investigation.
- 15.2.4 If the complaint does not relate to a breach of any provisions of the Act or the Rules, the Company Secretary shall refer the matter to the Human Resources Division of the CSD to deal with in terms of the disciplinary policies of the CSD.
- 15.2.5 Where any matter has been referred to the Regulatory and Supervisory Committee by the Company Secretary, the Committee must investigate the matter and ensure that any potential or actual breach of the Act or the Rules is rectified. The Committee may also take such further action that it may deem appropriate in order to resolve the matter fairly for all parties.

- 15.2.6 Once a matter has been fully investigated and resolved, the Company Secretary must respond to the complainant in writing with information on the outcome of the investigation and the actions taken to rectify the matter, if any.
- 15.3 On an annual basis, the Regulatory and Supervisory Committee must submit a report to the Registrar specifying the number and nature of all complaints received, the results of the investigations, and the actions taken to rectify them, if any.
- 15.4 Nothing in these Rules shall prohibit any affected person from submitting a complaint to the Registrar.