

IMPERIAL GROUP LTD TRADING AS AUTO PEDIGREE

NOTICE IN TERMS OF THE SOUTH AFRICAN AUTOMOTIVE INDUSTRY CODE OF CONDUCT.

Notice to all Customers:

The Minister of Trade and Industry signed the South African Automotive Industry Code of Conduct (hereinafter referred to as the "Code") into law in accordance with the provisions of Section 82(3) of the Consumer Protection Act 68 of 2008 (the Act), with effect from the 19th day of January 2015.

The purpose of the Code is to regulate relations between persons conducting business within the automotive industry and to provide for a scheme of alternative dispute resolution between consumers and all participants in the industry and created an Industry Ombudsman to provide alternative dispute resolution services.

The Code is an industry code and it applies to the entire Automotive Industry as defined in the Code, and focuses on consumer protection, supplier guidance, and fair business practices.

This Notice serves to inform all our customers that:

- A customer who has a complaint against an Auto Pedigree Dealership should address the complaint in writing to the central Complaints Manager by email to complaints@autopedigree.co.za
- Alternatively complaint notification forms may be downloaded from www.autopedigree.co.za or requested from any Auto Pedigree dealership, completed and sent via fax to 087-230-1491 or email to complaints@autopedigree.co.za
- If the complaint remains unresolved, the customer may refer 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. Customers are encouraged to visit the MIOSA website: www.miosa.co.za.
- The contact details of the MIOSA are:
 - E-mail: info@miosa.co.za
 - Website: www.miosa.co.za
 - Telephone: 086 11 MIOSA / 086 11 64672
 - Fax: 0866 306 141.

Thank you
Auto Pedigree Management

CUSTOMER COMPLAINT FORM

*This form is to be completed and forwarded to the Auto Pedigree Complaints Department.
Email: complaints@autopedigree.co.za or Fax: 087-230-1491.*



Date of Complaint

Reference No.

To be Supplied by AP

Customer's Detail

(This is the Person that Signed the Contract with Auto Pedigree. This section must be completed in full.)

ID No.

Title

Initials

First Name

Surname

Physical Address

Cell

Work Tel.

Home Tel.

Fax

Email

Preferred method of Contact

Cell/Tel

Email

Fax

Complainant's Detail

(If not the same as the customer)

Relation to the Customer

First Name

Surname

Cell

Work Tel.

Home Tel.

Fax

Email

Preferred method of Contact

Cell/Tel

Email

Fax

Transaction Detail

Branch where vehicle was purchased

Name of Salesperson and/or Representative

Month & Year of Purchase

Vehicle Detail

Year / Make / Model

Summary of Complaint

*(Please attach all supporting documents where applicable)
(Please use additional pages if necessary)*

Outcome Sought