

Cartrack Holdings Limited

(the “Company” or “Cartrack”)

Customer Complaints Policy & Procedure

Cartrack is committed to service excellence and customer retention and supports active engagement regarding complaints. Encouraging customers to notify us of negative experiences allows for swift resolution and will alert us to possible flaws or shortcomings in our sales and services offering.

1. Responsibility

All departments with a customer support function - namely accounts, fleet, client services and technical - are responsible for the management and resolution of customer complaints. Unresolved or disputed complaints will be escalated to the CEO South Africa. The Legal Department will be consulted in instances where litigation is unavoidable or prudent.

2. Process

2.1 This policy and process will be published on the Company website to allow for easy access to customers and appropriate tracking and monitoring of complaints. A dedicated CEO escalations line mailbox will be monitored daily and mails will be responded to within 48 hours of receipt.

2.2 There are telephonic and online platforms available for the logging of queries, complaints or compliments. A customer is diverted on contact to the relevant department for resolution of their query within 48 to 72 hours.

2.3 All complaints will be resolved within 14 days of receipt, with an update email sent to the customer after 7 days. If resolution is not possible within the 14-day period of time, an update will be sent to the customer, detailing: -

- progress
- the reason for the delay in resolution
- an estimated timeline for resolution

2.4 In the event of a disputed outcome, the matter will be escalated to senior management for final adjudication.

3. Reporting

Appropriate monthly statistics will be collated and reported to senior management, who will report to the Risk Committee of the Board.