

# WHERE TO GET HELP

## With **BANKING** problems:

The **Ombudsman for Banking Services** is Clive Pillay.  
ShareCall: 0860 800 900. Telephone: 011 712 1800  
Fax: 011 483 3212  
Post: PO Box 87056, Houghton, 2041  
Email: info@obssa.co.za  
Website: <http://www.obssa.co.za>



## With **COMMUNITY SCHEME-RELATED** problems:

The **Community Schemes Ombud Service** is a statutory dispute-resolution service for owners and residents of community schemes, including sectional title schemes, share block companies, homeowners' associations and schemes for retired persons. The Chief Ombud is Themba Mthethwa.  
Telephone: 010 593 0533  
Fax: 010 590 6154  
Post: 63 Wierda Road East, Wierda Valley, Sandton, 2196  
Email: info@csos.org.za  
Website: <http://csos.org.za>



## With **CONSUMER-RELATED** problems:

The **National Consumer Commissioner** is Ebrahim Mohamed.  
Toll-free: 0860 003 600  
Telephone: 012 761 3000/3400  
Fax: 086 758 4990  
Post: Private Bag X33, Highveld, 0169  
Email: complaints@thencc.org.za  
Website: <http://www.ncc.org.za>



The **Consumer Goods and Services Ombud** is Advocate Neville Melville. This is a voluntary dispute-resolution scheme that has jurisdiction only over retailers, wholesalers and manufacturers that subscribe to the Consumer Goods and Services Industry Code of Conduct.  
ShareCall: 0860 000 272  
Fax: 086 206 1999  
Post: PO Box 3815, Randburg, 2125  
Email: info@cgso.org.za  
Website: [www.cgso.org.za](http://www.cgso.org.za)



## With **CREDIT TRANSACTION** problems:

The **Credit Ombud** is Nicky Lala-Mohan.  
MaxiCall: 0861 662 837  
Telephone: 011 781 6431  
Fax: 086 683 4644  
Post: PO Box 805, Pinegowrie, 2123  
Email: ombud@creditombud.org.za  
Website: <http://www.creditombud.org.za>



## With **DEBT COUNSELLING** problems:

The **National Credit Regulator** also deals with disputes that are not resolved by the Credit Ombud. The chief executive officer is Nomsa Motshegare.  
ShareCall: 0860 627 627. Telephone: 011 554 2600  
Fax: 011 554 2871  
Post: PO Box 209, Halfway House, 1685  
Email: info@ncr.org.za or complaints@ncr.org.za  
Website: <http://www.ncr.org.za>



## With **FIDUCIARY** problems:

The **Fiduciary Institute of Southern Africa (Fisa)** is a self-regulating body in fiduciary matters, such as wills, trusts and estate planning. The chairperson of Fisa's governing council is Ronel Williams.  
Telephone: 082 449 2569  
Fax: 011 295 8262  
Post: PO Box 27076, Benrose, 2011  
Email: secretariat@fisa.net.za  
Website: <http://www.fisa.net.za>



## With **FINANCIAL ADVICE** problems:

The **Ombud for Financial Services Providers** is Noluntu Bam.  
Telephone: 012 470 9080 or 012 762 5000  
Fax: 012 348 3447  
Post: Sussex Office Park, 473 Lynnwood Road, Lynnwood, 0081  
Email: info@faisombud.co.za  
Website: <http://www.faisombud.co.za>



## With **INVESTMENT** problems:

The **Financial Services Board**, which is headed by Dube Tshidi, regulates the financial services industry.  
ShareCall: 0800 110 443  
Telephone: 012 428 8000. Fax: 012 346 6941  
Post: PO Box 35655, Menlo Park, 0102  
Email: info@fsb.co.za  
Website: <http://www.fsb.co.za>



## With **LIFE ASSURANCE** problems:

The **Ombudsman for Long-term Insurance** is Judge Ron McLaren.  
ShareCall: 0860 662 837  
Telephone: 021 657 5000. Fax: 021 674 0951  
Post: Private Bag X45, Claremont, 7735  
Email: info@ombud.co.za  
Website: <http://www.ombud.co.za>



## With **MEDICAL SCHEME** problems:

The **Council for Medical Schemes** is a statutory body that supervises medical schemes. The Acting Registrar of Medical Schemes is Daniel Lehutjo.  
MaxiCall: 0861 123 267  
Fax: 012 430 7644 (inquiries) or 012 431 0608 (complaints)  
Email: complaints@medicalschemes.com  
Post: Private Bag X34, Hatfield, 0028  
Website: <http://www.medicalschemes.com>



## With **MOTOR VEHICLE** problems:

The **Motor Industry Ombudsman of South Africa** is an independent institution that resolves disputes between the motor and related industries and their customers. The ombudsman is Johan van Vreden.  
MaxiCall: 0861 164 672. Fax: 086 630 6141  
Post: Suite 156, Private Bag X025, Lynnwood Ridge, 0040  
Email: info@miosa.co.za. Website: <http://www.miosa.co.za>



## With **RETIREMENT FUND** problems:

The **Pension Funds Adjudicator** is Muvhango Lukhaimane.  
Telephone: 012 748 4000. Fax: 086 693 7472  
Post: PO Box 580, Menlyn, 0063  
Email: enquiries@pfa.org.za  
Website: <http://www.pfa.org.za>



## With **SHORT-TERM INSURANCE** problems:

The **Ombudsman for Short-term Insurance** is Deanne Wood.  
ShareCall: 0860 726 890  
Telephone: 011 726 8900. Fax: 011 726 5501  
Post: PO Box 32334, Braamfontein, 2017  
Email: info@osti.co.za. Website: <http://www.osti.co.za>



## With **TAX** problems:

The **Tax Ombud** is Judge Bernard Ngoepe. The Tax Ombud can help you to resolve administrative and procedural problems with the South African Revenue Service.  
ShareCall: 0800 662 837  
Telephone: 012 431 9105. Fax: 012 452 5013  
Post: PO Box 12314, Hatfield, 0028  
Email: complaints@taxombud.gov.za  
Website: <http://www.taxombud.gov.za>



**NOT SURE WHERE TO TAKE YOUR COMPLAINT?** Telephone 0860 OMBUDS (662837) and you will be directed to the correct ombud or adjudicator.