

INFORMATION

click on the links to visit the website

Here are sources that can help you with financial education, give you more information on savings and investments, and afford you recourse if you have a consumer complaint or a complaint against a financial services provider



FINANCIAL EDUCATION

Financial Sector Conduct Authority MyMoney Learning Series

<https://www.fscamymoney.co.za>

South African Savings Institute #WaysToSave

<https://waystosave.co.za/>

BANKING

Ombudsman for Banking Services

ShareCall: 0860 800 900 or
phone: 011 712 1800

Email: info@obssa.co.za

www.obssa.co.za

CONSUMER ISSUES

National Consumer Commission

Toll-free: 0860 003 600 or
phone: 012 428 7000

Email: complaints@thenc.org.za

www.thenc.org.za

Consumer Goods
and Services Ombud

ShareCall: 0860 000 272

Email: info@cgso.org.za

www.cgso.org.za

Credit Ombud

MaxiCall: 0861 662 837 or

phone: 011 781 6431

Email: ombud@creditombud.org.za

www.creditombud.org.za

National Credit Regulator

ShareCall: 0860 627 627 or

phone: 011 554 2600

Email: complaints@ncr.org.za or

(debt counselling) dccomplaints@ncr.org.za

www.ncr.org.za



FINANCIAL ADVICE

Ombud for Financial Services Providers

phone: 012 470 9080 or 012 762 5000

Email: info@faisombud.co.za

www.faisombud.co.za

INVESTMENTS

Financial Sector Conduct Authority

ShareCall 0800 110 443 or 0800 202 087

info@fsc.co.za

www.fsc.co.za

LIFE INSURANCE

Ombudsman for Long-term Insurance

ShareCall 0860 103 236 or

phone: 021 657 5000

Email: info@ombud.co.za

www.ombud.co.za

MEDICAL SCHEMES

Council for Medical Schemes

MaxiCall: 0861 123 267

Email: complaints@medicalschemes.com

or information@medicalschemes.com

www.medicalschemes.com

RETIREMENT FUNDS

Pension Funds Adjudicator

ShareCall: 0860 662 837 or

phone: 012 346 1738

Email: enquiries@pfa.org.za

www.pfa.org.za

SHORT-TERM INSURANCE

Ombudsman for Short-term Insurance

ShareCall 0860 726 890 or

phone: 011 726 8900

Email: info@osti.co.za

www.osti.co.za



TAX

Tax Ombud

ShareCall: 0800 662 837 or

phone: 012 431 9105

Email: complaints@taxombud.gov.za

www.taxombud.gov.za

PROFESSIONAL ORGANISATIONS

Fiduciary Institute of Southern Africa (FISA)

phone: 082 449 2569

Email: secretariat@fisa.net.za

www.fisa.net.za

Financial Planning Institute

of South Africa (FPI)

Phone: 011 470 6000

Email: info@fpi.co.za

www.fpi.co.za

South African Institute
of Tax Professionals (SAIT)

Phone: 012 941 0400

Email: info@thesait.org.za

www.thesait.org.za

FINANCIAL DATA

◆ For the latest financial market indicators, go to <https://www.iol.co.za/business-report/market-indicators>

◆ For the latest quarterly unit trust performance, go to <https://www.iol.co.za/personal-finance/collective-investments>

◆ To look up performance of a particular unit trust fund go to <https://www.iol.co.za/personal-finance/fund-look-up>