

OMBUDSMAN & REGULATOR CONTACT DETAILS

➤ **FAIS Ombudsman Details (Intermediary Services or Product Related Complaints)**

Name: The Ombudsman for Financial Service Providers

Postal Address: P.O. Box 74571, Lynnwood Ridge, 0040

Telephone: (012) 762-5000

Email: info@faisombud.co.za

Website: www.faisombud.co.za

➤ **Ombudsman for Long Term Insurance (Product related complaints for Long Term Insurance)**

Name: The Ombudsman for Long Term Insurance

Postal Address: Private Bag X45, Claremont, Cape Town, 7735

Telephone: (021) 657 5000

Fax: (021) 674 0951

Email: info@ombud.co.za

Website: www.ombud.co.za

➤ **Ombudsman for Short Term Insurance (Product related complaints for Short Term Insurance)**

Name: The Ombudsman for Short Term Insurance

Postal Address: P.O. Box 32334, Braamfontein, 2017

Telephone: (011) 726-8900

Fax: (011) 726-5501

Email: info@osti.co.za

Website: www.osti.co.za

➤ **Credit Ombudsman (Credit Information complaints)**

Name: Credit Ombudsman
Postal Address: P.O. Box 805, Pinegowrie 2123
Telephone: 0861 662 837
Fax: 086 674 7414
Email: ombud@creditombud.org.za

➤ **Financial Sector Conduct Authority (Regulator for Financial Services):**

Name: The Financial Sector Conduct Authority
Postal Address: P.O. Box 35655, Menlo Park, 0102
Telephone: (012) 428 8000
Fax: (012) 346 6941
Email: info@fsca.co.za/complaints@fsca.co.za
Website: www.fsca.co.za

➤ **The National Credit Regulator (Regulator for Credit Related Matters):**

Name: The National Credit Regulator
Address: 127 – 5th Road, Randjespark, Midrand
Telephone: (011) 554 2700/2600
Email: complaints@ncr.org.za (complaints and queries)/
dccomplaints@ncr.org.za (debt counselling complaints)
Website: www.ncr.org.za

➤ **The Information Regulator (Regulator for all Personal Information matters):**

Name: The Information Regulator
Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017
Tel: (010) 023 5204
Email: enquiries@infoeregulator.org.za (general enquiries)/
PAIAComplaints@infoeregulator.org.za (PAIA Request Complaints)/



POPIAComplaints@inforegulator.org.za (Personal Information
Complaints)

Website: <https://www.justice.gov.za/infoereg/>