

# Useful Contacts

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WHO TO CONTACT WHEN YOU NEED ASSISTANCE OR ADVISE FOR PROBLEMS RELATED TO:

## COMPLAINTS

**Ordinary complaints about Credit Providers and Bureaus**

Email : [complaints@ncr.org.za](mailto:complaints@ncr.org.za) (<mailto:complaints@ncr.org.za>)

Fax : 087 234 7822

**For 3rd parties complaints on behalf of the consumers, please click here ([/documents/written consent regulation.docx](/documents/written%20consent%20regulation.docx))**

**Complaints/Commendations about poor/good service delivery by NCR personnel**

Email  
(<mailto:>)

## CREDIT RELATED MATTERS AND DEBT COUNSELLING

**The National Credit Regulator**

Telephone : 011 554 2600

Fax : 011 805 4905

Email : [info@ncr.org.za](mailto:info@ncr.org.za) (<mailto:info@ncr.org.za>)

Post : PO Box 209, Halfway House, 1685

To request a workshop please forward an email with details to [workshops@ncr.org.za](mailto:workshops@ncr.org.za) (<mailto:workshops@ncr.org.za>)

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## CONSUMER PRODUCTS AND SERVICES

**The National Consumer Commission**

Telephone : 086 026 6786

Fax : 086 151 5229

Email : [NNetshitomboni@thencc.co.za](mailto:NNetshitomboni@thencc.co.za)  
(<mailto:NNetshitomboni@thencc.co.za>)

Post : Private Bag x84, Pretoria

Website : [www.nccsa.org.za](http://www.nccsa.org.za) (<http://www.nccsa.org.za>)

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## BANKING - The Ombudsman for Banking Services

Sharecall : 086 080 0900

Telephone : 011 838 0035/38/39

Fax : 011 838 0043

Email : [info@obssa.co.za](mailto:info@obssa.co.za) (<mailto:info@obssa.co.za>)

Post : PO Box 6728, JOHANNESBURG, 2000

Website : [www.obssa.co.za](http://www.obssa.co.za) (<http://www.obssa.co.za>)

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## CREDIT BUREAU AND NON-BANK FINANCIAL SERVICES

**The Credit Information Ombud**

Call centre : 086 166 2837

Telephone : 011 781 6431

Email : [ombud@creditombud.org.za](mailto:ombud@creditombud.org.za) (<mailto:ombud@creditombud.org.za>)

Post : Postnet Suite 444, Private Bag 1, JUKSKEI PARK, 2153

Website : [www.creditombud.org.za](http://www.creditombud.org.za) (<http://www.creditombud.org.za>)

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## FINANCIAL ADVICE

**The Office of the Ombud for Financial Services Providers**

Sharecall : 086 032 4766

Telephone : 012 470 9080  
Fax : 012 348 3447  
Email : [info@faisombud.co.za](mailto:info@faisombud.co.za) (<mailto:info@faisombud.co.za>)  
Post : PO Box 74571, Lynwoodridge, 0040  
Website : [www.faisombud.co.za](http://www.faisombud.co.za) (<http://www.faisombud.co.za>)

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## INVESTMENTS

### The Financial Services Board

Toll-free : 080 011 0443 / 080 020 2087  
Telephone : 012 428 8000  
Fax : 012 347 0211  
Email : [info@fsb.co.za](mailto:info@fsb.co.za) (<mailto:info@fsb.co.za>)  
Post : PO Box 35655, Menlo Park, 0102  
Website : [www.fsb.co.za](http://www.fsb.co.za) (<http://www.fsb.co.za>)

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## LIFE ASSURANCE

### Ombudsman for Long-term Insurance.

Sharecall : 086 066 2837  
Telephone : 021 657 5000  
Fax : 021 674 0951  
Email : [info@ombud.co.za](mailto:info@ombud.co.za) (<mailto:info@ombud.co.za>)  
Post : Private Bag X45, Claremont, 7735

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## MEDICAL SCHEME

### The Council for Medical Schemes

Sharecall : 086 112 3267  
Telephone : 012 431 0500  
Fax : 012 431 0560  
Email : [support@medicalschemes.com](mailto:support@medicalschemes.com) (<mailto:support@medicalschemes.com>)  
Post : Private Bag X34, Hatfield, 0028

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## PENSION FUND

### The Pension Funds Adjudicator

Telephone : 011 884 8454  
Fax : 011 884 1144  
Email : [enquiries-jhb@pfa.org.za](mailto:enquiries-jhb@pfa.org.za)  
Post : PO Box 651826, Benmore, 2010  
Website : [www.pfa.org.za](http://www.pfa.org.za) (<http://www.pfa.org.za>)

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## SHORT-TERM INSURANCE

### The Ombudsman for Short-term Insurance

Sharecall : 086 072 6890  
Telephone : 011 726 8900  
Fax : 011 726 5501  
Email : [info@osti.co.za](mailto:info@osti.co.za) (<mailto:info@osti.co.za>)  
Post : PO Box 32334, Braamfontein, 2017  
Website : [www.osti.co.za](http://www.osti.co.za) (<http://www.osti.co.za>)

