



T Tshingombe
Percy Street 103
Yehoville
JOHANNESBURG
1030

Email: tshingombekb@gmail.com

Dear Sir/Madam.

COMPLAINT IN TERMS OF SECTION 30A OF THE PENSION FUNDS ACT, 24 OF 1956 (“the Act”): T TSHINGOMBE (“complainant”) v PRIVATE SECURITY SECTOR PROVIDENT FUND (“fund”); SALT EMPLOYEE BENEFITS (PTY) LTD (“fund administrator”) AND NOGADA SECURITY (“employer”)

We wrote to you on **22 March 2023** requesting that you furnish us with the following information to enable us to investigate your complaint further:

1. That you re-complete our complaint form as we cannot investigate labour matters, filling out all the required sections and indicating what assistance you need from our office related to provident fund issues. Under the background section, please indicate your previous employment history as a security officer, where you have worked before Nogada Security and when (dates).
2. Copy of your ID for verification process.

The Office of the Pension Funds Adjudicator was established in terms of Section 30B of the Pension Funds Act, 24 of 1956. The service offered by the Pension Funds Adjudicator is free to members of the public.

Centralised Complaints Helpline for Other Financial Ombud Schemes 0860 OMBUDS (086 066 2837)

3. Proof of fund membership, in the form of a payslip showing provident fund deductions made by the employer and a copy of any fund benefit statement.

You were requested to respond to this office by no later than **23 April 2023** however, you neglected to do so. Follow up attempts for outstanding information were also unsuccessful.

Without the further particulars to establish your standing as a complainant in terms of the Act, this office has no option but to close your file as it is impossible to investigate any further.

Tracking your complaint online

The status of this complaint can be tracked online by going to the PFA website (<https://www.pfa.org.za>). Click on **Check Complaint Status** on the home page and search using the case reference number given in this letter, your ID or Passport Number.

Yours sincerely



W GROENEWALD
NCU ASSISTANT ADJUDICATOR