

OMBUDSMAN & REGULATOR CONTACT DETAILS

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

Name: FAIS Ombudsman
Postal Address: P.O Box 41, Menlyn Park, 0063
Telephone: (012) 762-5000
Sharecall: (0860) 663 274
Email: info@faisombud.co.za
Website: www.faisombud.co.za

➤ National Financial Ombudsman Scheme South Africa

Name: National Financial Ombud Scheme South Africa (NFOSA)
Postal Address: P.O. Box 32334, Braamfontein, 2198
Telephone: 0860-800-900
Fax: (0865) 757 000
Email: info@nfosa.co.za
Website: www.nfosa.co.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: (0800) 20 37 22
(012) 428 8000
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
Postal Address: 127 – 15th Road, Randjespark, Midrand, 1683
Telephone: (011) 554 2700
(0860) 627 627
Email: Complaints and Queries:
complaints@ncr.org.za
dccomplaints@ncr.org.za
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
Telephone: (010) 023 5200
Email: General Enquiries:
enquiries@inforegulator.org.za
PAIA Request Complaints:
PAIAComplaints@inforegulator.org.za
Protection of Personal Information Complaints:
POPIAComplaints@inforegulator.org.za
Website: <https://www.justice.gov.za/infoereg/>