



OMBUDSMAN IMPORTANT CONTACT INFORMATION

BANKING SERVICES OMBUDSMAN (Banking Services Matters):

Tel: 011 712 1800 | **Fax:** 011 483 3212 | **Sharecall:** 0860 080 900

Email: info@obssa.co.za | **Website:** www.obssa.co.za

Postal Address: PO Box 87056, Houghton, 2041

FAIS OMBUDSMAN (FAIS Related Matters):

Tel: 012 762 5000 | **Fax:** 012 348 3447 | **Sharecall:** 086 066 3247

Email: info@faisombud.co.za | **Website:** www.faisombud.co.za

Postal Address: PO Box 74571, Lynwood Ridge, 0040

INFORMATION REGULATOR (Interference With Personal Information):

Complaints Email: complaints.IR@justice.gov.za | **General Enquiries:** inforeg@justice.gov.za

Postal Address: PO Box 31533, Braamfontein, Johannesburg, 2017

CREDIT-RELATED COMPLAINTS

CREDIT OMBUDSMAN (Credit Bureau Listing & Debt Review Complaints):

Tel: 0861 OMBUDS (0861 662 837) | **Fax:** 086 674 7414

Email: ombud@creditombud.org.za

Physical Address: Fernridge Office Park, Hunter Street, Ferndale, Randburg

Postal Address: PO Box 805, Pinegowrie, 2123

THE NATIONAL CREDIT REGULATOR (Regulator for Credit-related Matters):

Tel: 011 554 2700 | **Toll Share:** 0860 NCR(0860 627 627)

Email: complaints@ncr.org.za | **For complaints about Debt Counselling email:** dccomplaints@ncr.org.za

Physical Address: 127 - 15th Road, Randjespark, Midrand

NATIONAL CONSUMER COMMISSION (Consumer type Complaints):

Tel: 012 428 7000 | **Switchboard:** 012 428 7726

Email: complaints@thenc.org.za