



	Quantity	Description
246.63		Interdum odio
855.75		Pellentesque
594.67		Maecenas molestie
492.74		Integer varius nisi
356.40		Quisque luctus turpis
400.50		

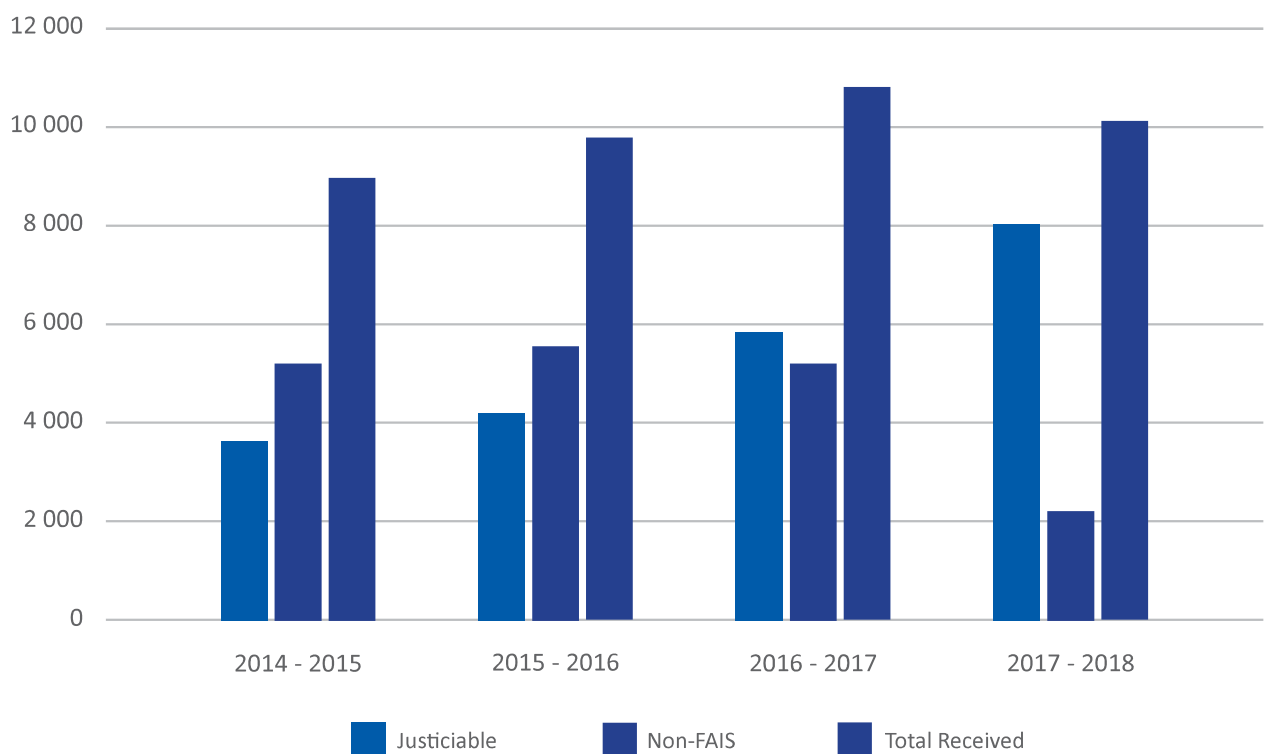
2019

Complaints received during the financial year 2017 – 2018

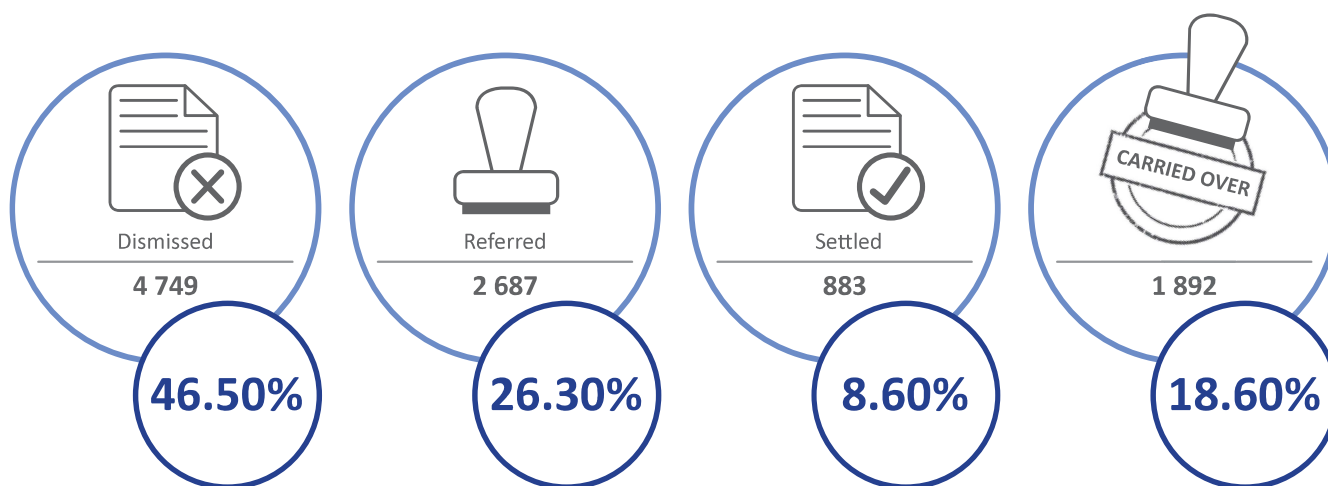


Complaints received during the financial year

Financial year	Justiciable	Non-FAIS	Total received
2014 – 2015	3 699	5 304	9 003
2015 – 2016	4 263	5 628	9 891
2016 – 2017	5 630	5 216	10 846
2017 – 2018	7 969	2 242	10 211

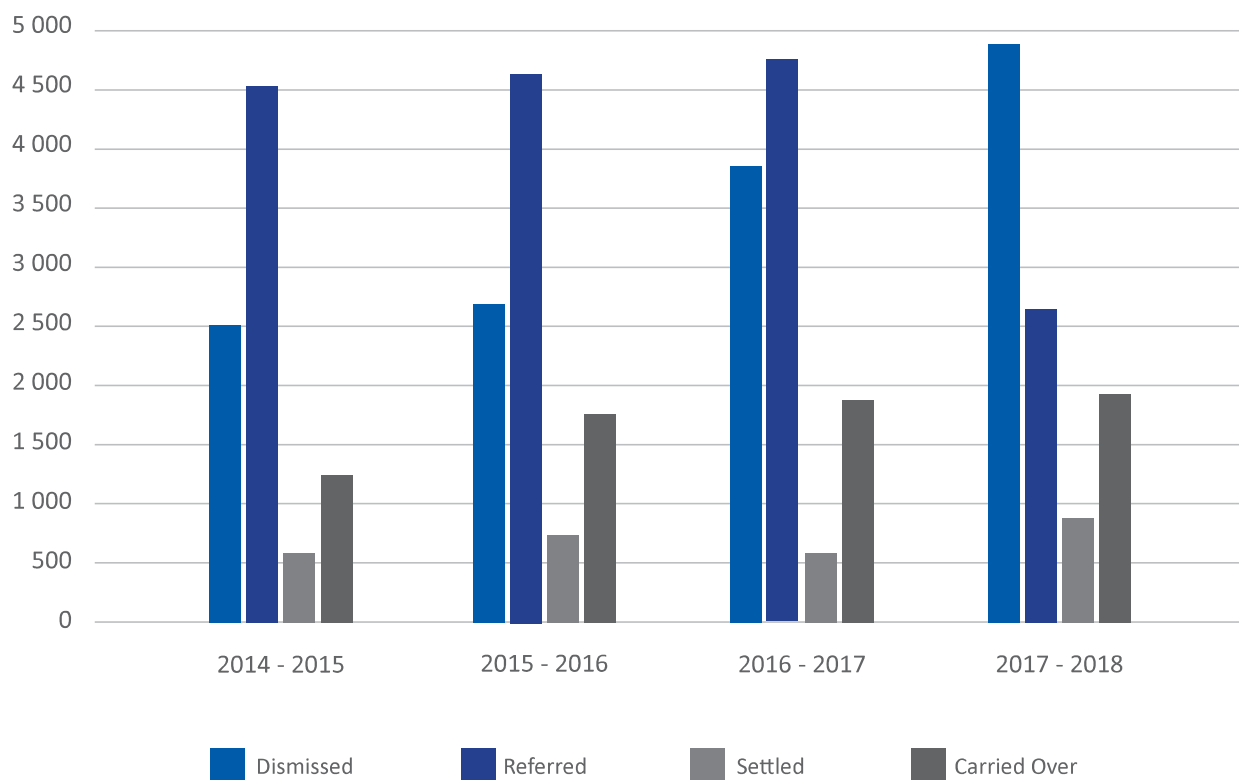


Resolution of complaints received during the financial year 2017 – 2018

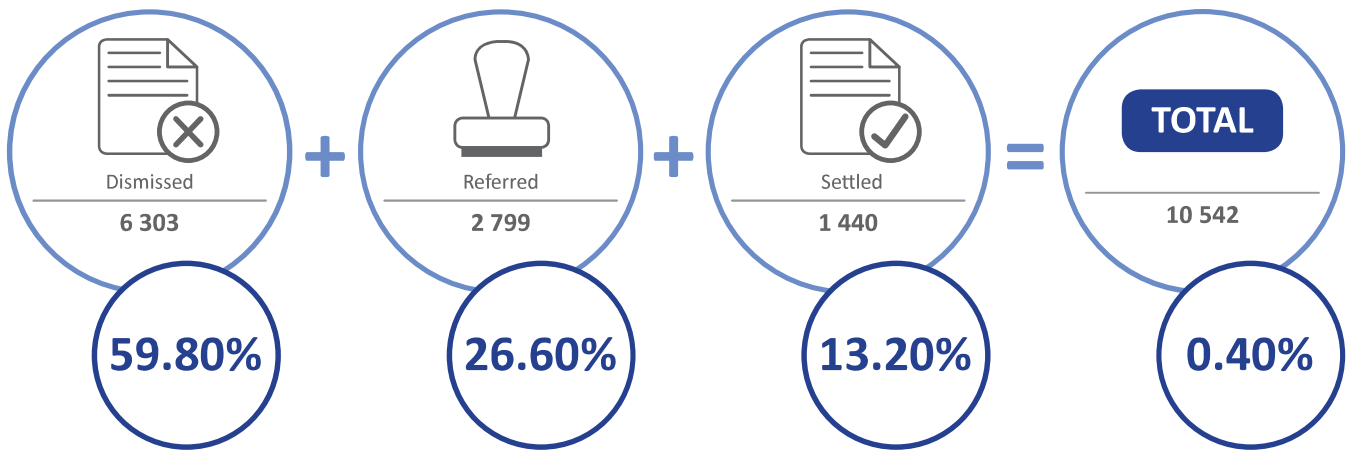


How complaints were resolved

New cases resolved	No	Percentage
Dismissed	4 749	46.50
Referred	2 687	26.30
Settled	883	8.60
Carried over	1 892	18.60

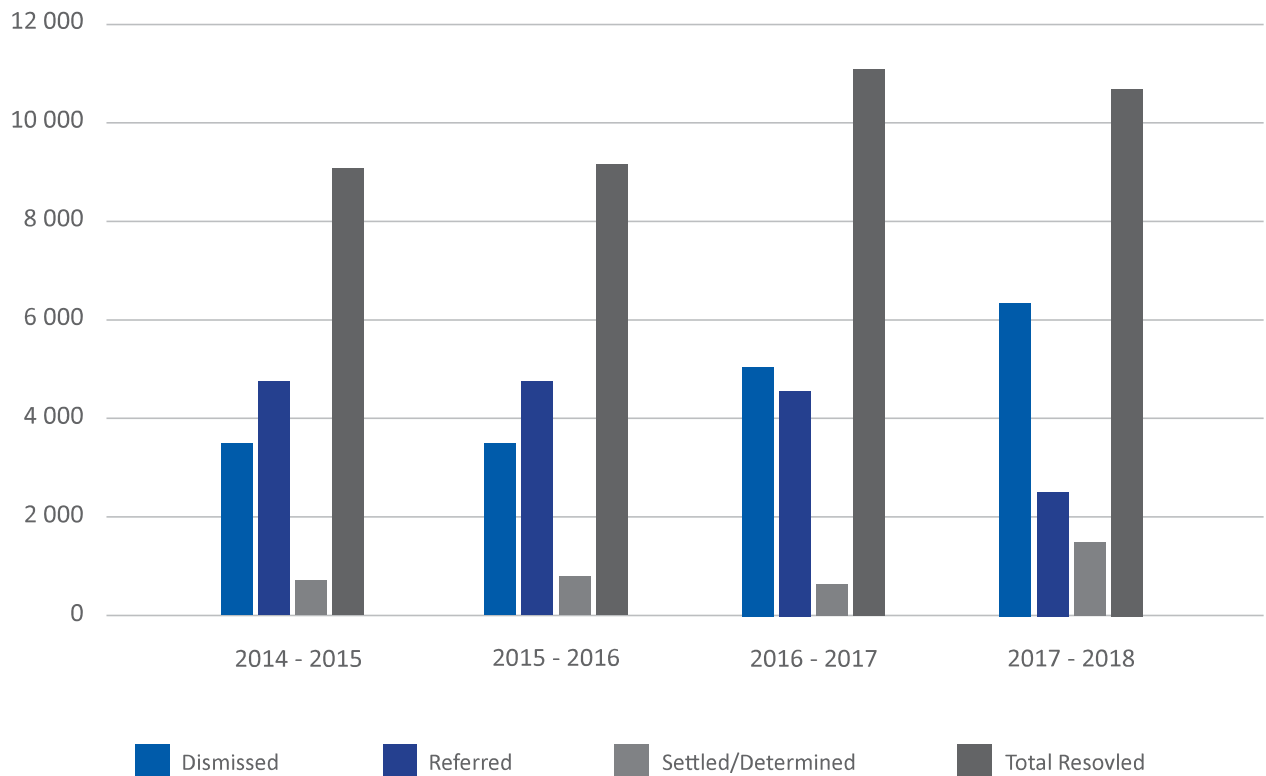


All complaints resolved in a financial year 2017 – 2018

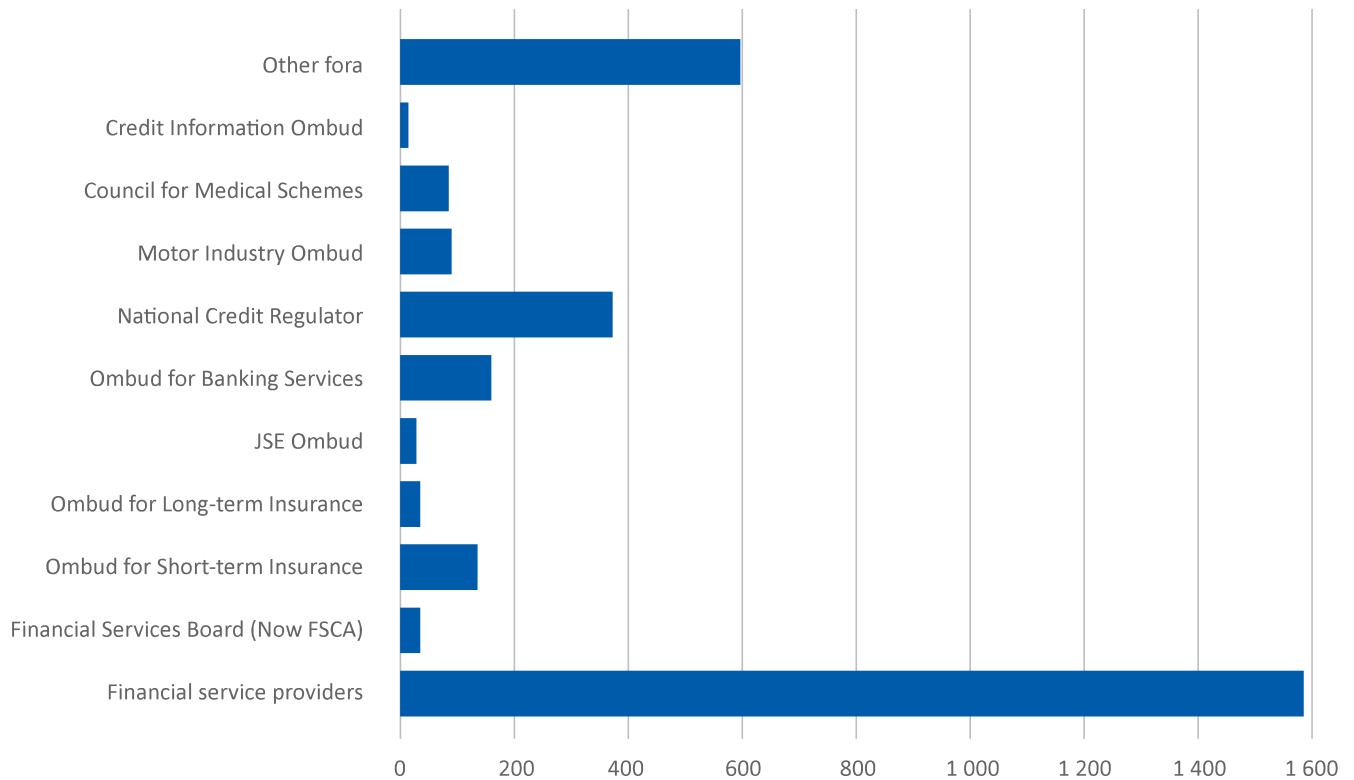


How all complaints were resolved

All cases resolved	No	Percentage
Dismissed	6 303	59.80
Referred	2 799	26.60
Settled	1 392	13.20
Determined	48	0.40
Total	10 542	100



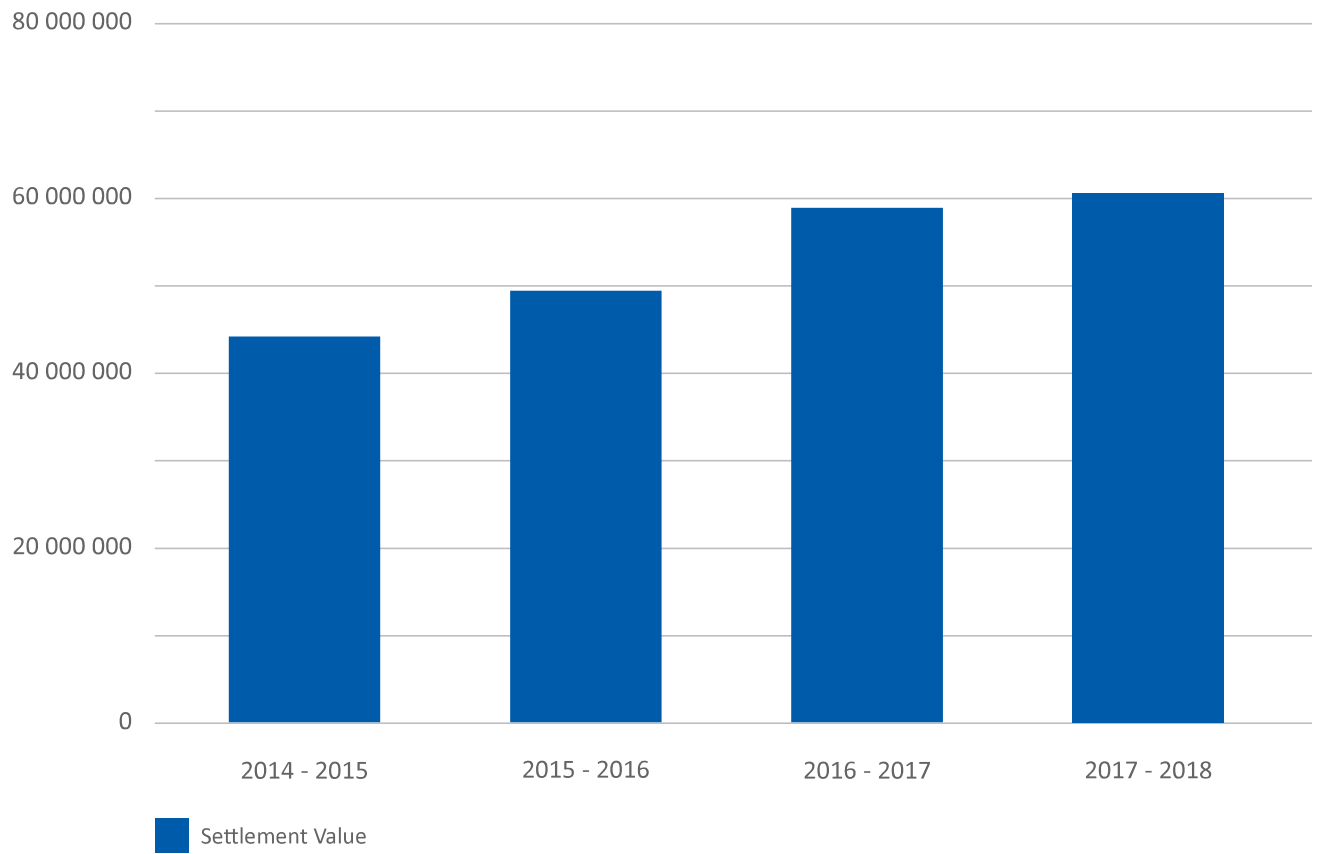
Referrals to other fora



How all complaints were resolved

Institution	Total number referred
Financial Service Providers	1 387
Financial Services Board (Now FSCA)	17
Ombud for Short-term Insurance	124
Ombud for Long-term Insurance	22
JSE Ombud	4
Ombud for Banking Services	141
National Credit Regulator	330
Motor Industry Ombud	66
Council for Medical Schemes	35
Credit Information Ombud	12
Other Fora	549

Settlement value

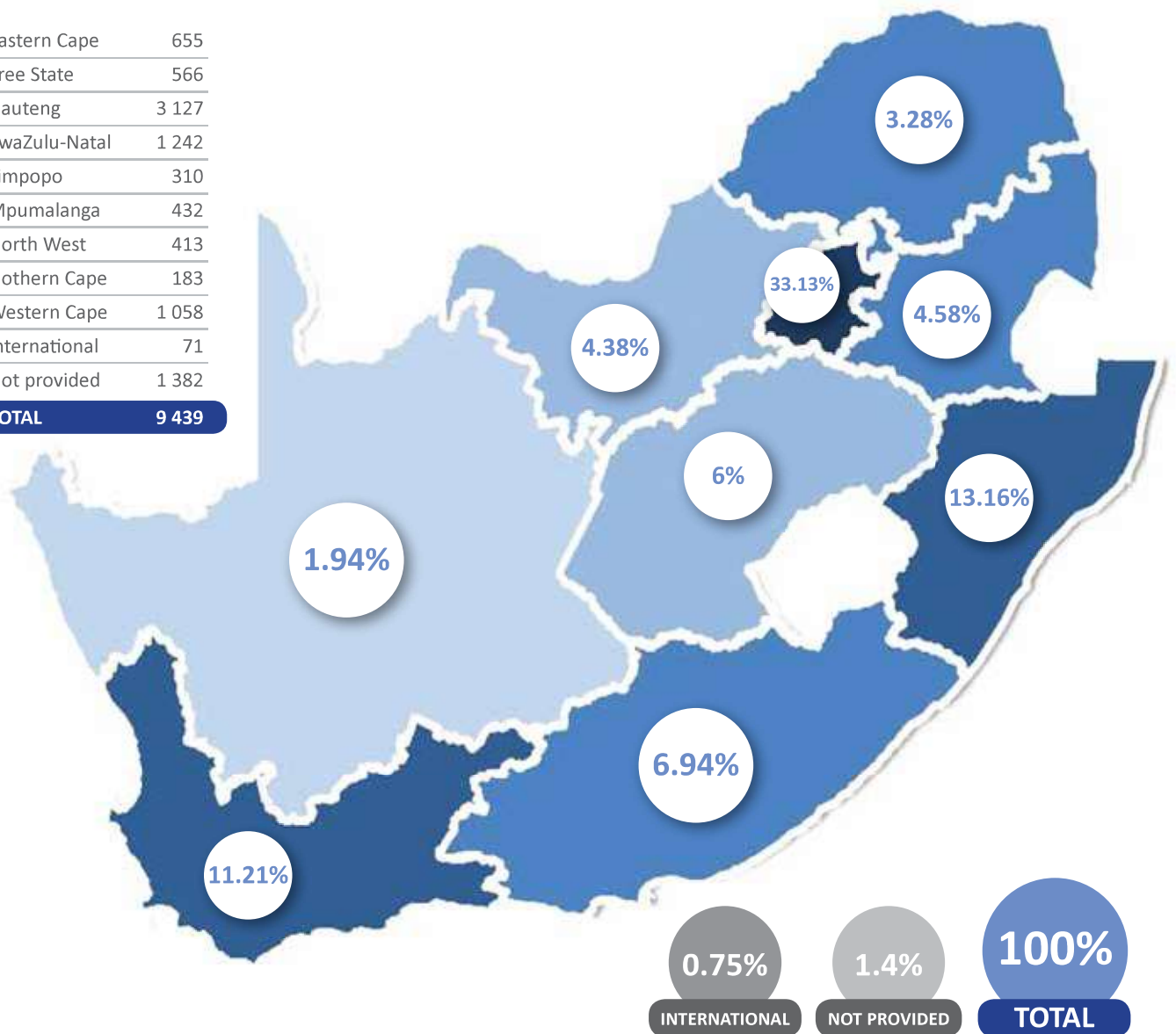


How all complaints were resolved

Financial year	Settlement value
2014 – 2015	R46 630 471
2015 – 2016	R50 215 518
2016 – 2017	R58 343 824
2017 – 2018	R60 889 786

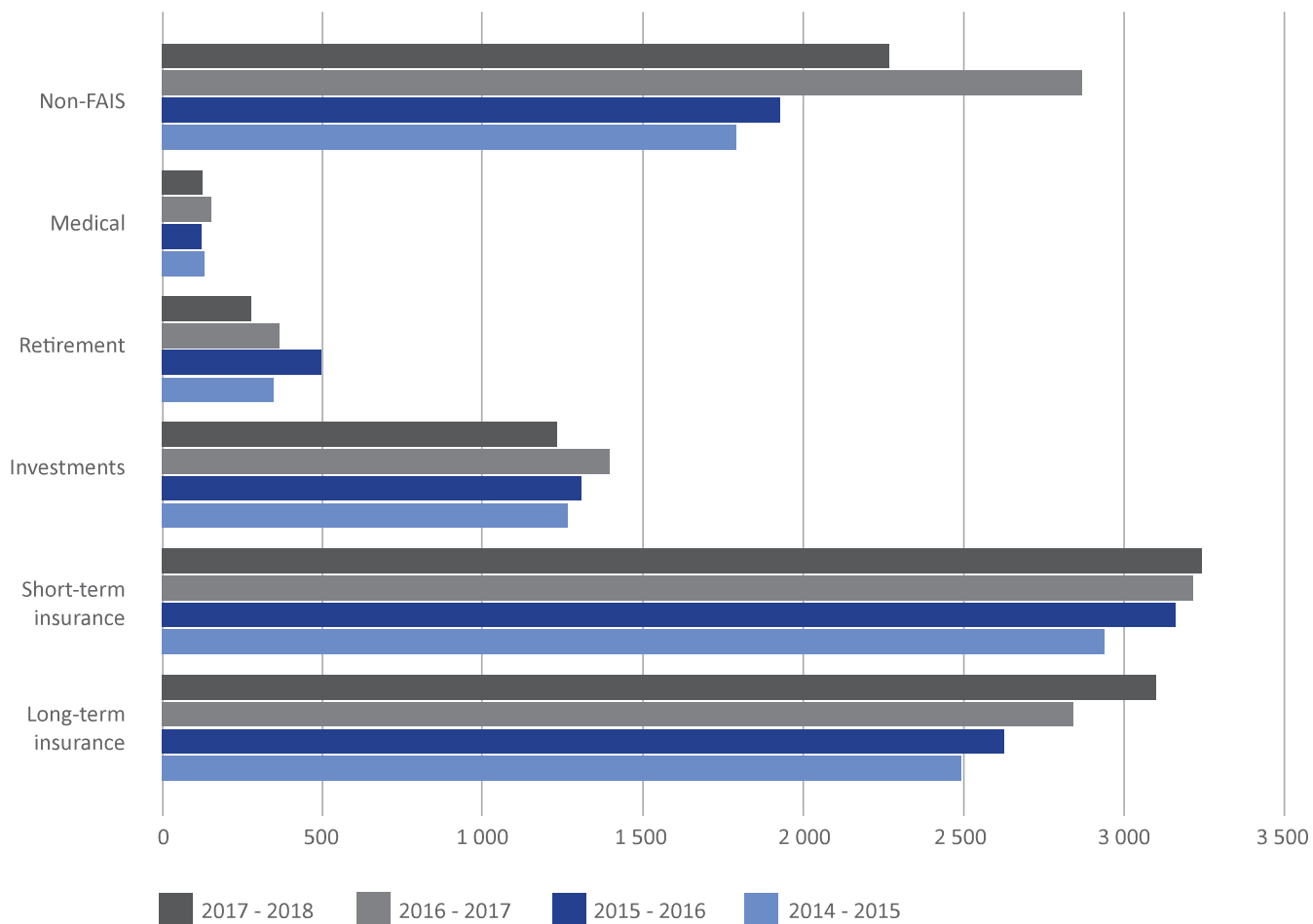
Complaints received by province

Eastern Cape	655
Free State	566
Gauteng	3 127
KwaZulu-Natal	1 242
Limpopo	310
Mpumalanga	432
North West	413
Nothern Cape	183
Western Cape	1 058
International	71
Not provided	1 382
TOTAL	9 439



Province	2014 - 2015	2015 - 2016	2016 - 2017	2017 - 2018
Gauteng	2 986	3 228	3 779	4 271
KwaZulu-Natal	1 183	1 268	1 510	1 465
Western Cape	1 120	1 233	1 476	1 482
Eastern Cape	636	752	834	851
Free State	454	504	544	517
Limpopo	282	378	352	338
Mpumalanga	351	415	458	417
North West	319	353	447	383
Nothern Cape	216	208	193	264
International	67	74	112	82
Not Provided	1 389	1 418	1 141	141

Products complained about



Product	2014 - 2015	2015 - 2016	2016 - 2017	2017 - 2018
Long-term Insurance	2 491	2 627	2 841	3 100
Short-term Insurance	2 940	3 161	3 215	3 243
Investment	1 266	1 307	1 396	1 231
Retirement	347	497	367	277
Medical	132	124	152	126