



Measures Implemented by FAIS Ombud – COVID 19

In light of the President's National address, and the rapid spreading of the COVID 19 virus, the Office of the FAIS Ombud has implemented measures to limit the spread of the virus in an effort to protect both employees and external stakeholders. All non-essential face to face meetings have been cancelled and any essential stakeholder engagements have been moved online.

Our staff will therefore not always be available to take telephone calls and will not be available at all for face to face meetings. However, the Office of the FAIS Ombud remains committed to being of service and delivering its mandate of resolving complaints ensuing from the provision of financial services.

The Office of the FAIS Ombud therefore requests that all contact with this Office is made via our telephone lines, e-mails and our website.

If you are unable to join us you are invited to contact this Office on:

Phone: (012) 762 500

Fax: (012) 348 3447

Sharecall: 086 066 FAIS (3247)

E-mail: info@faisombud.co.za

Website: www.faisombud.co.za

We reiterate and support the calls for all South Africans to practice the necessary social distancing protocols and to implement measures to protect themselves and their families.

We wish you well during these challenging times

Call 0800 111 509 to anonymously report incidences of fraud at the FAIS Ombud

Fairness in Financial Services: Pro Bono Publico

Kasteelpark, 2nd Floor, 546 Jochemus Street, Erasmuskloof, Pretoria
P O Box 74571, Lynnwood Ridge, 0040

Phone: (012) 762 5000 / (012) 470 9080; Fax: (012) 348 3447 / (012) 470 9097 Sharecall 086 066
FAIS (3247)

www.faisombud.co.za