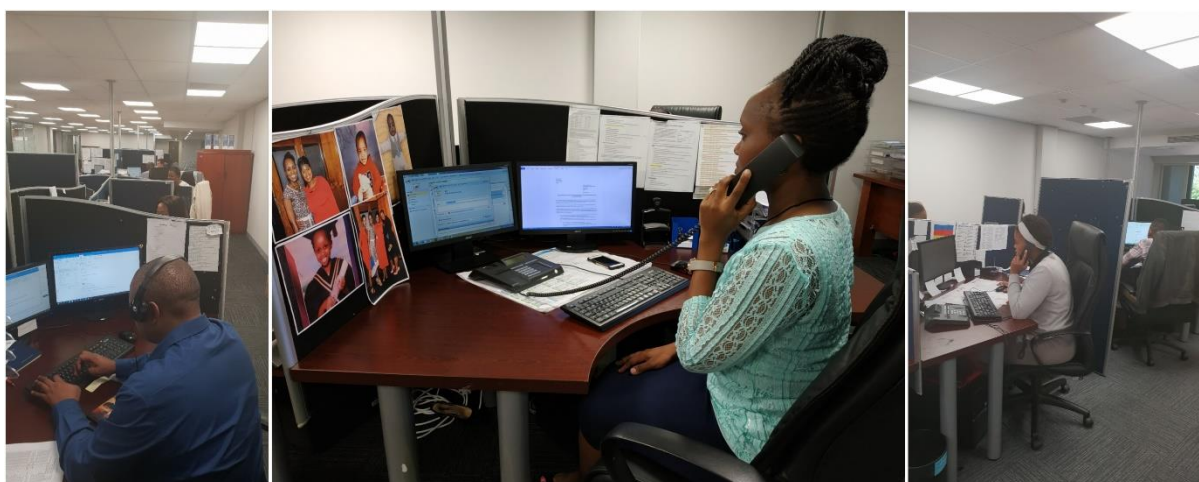


Press Release- FAIS Ombud Client Care Centre

The Office of the Ombud for Financial Service Providers ('FAIS Ombud') constantly strives to be a preferred, world-class dispute resolution forum providing an accessible, impartial, efficient and professional service, which is respected by all stakeholders, and provided by committed and passionate staff. In doing so, we ensure the dignity of those we serve, by treating all parties with the utmost respect and courtesy.



To this end, the FAIS Ombud has, on 22 March 2019, established a Client Care Centre to assist this Office in not only achieving upon the values that remain central to the service we provide, but to enhance the customer experience. The Client Care Centre shall ensure that this Office is able to not only efficiently deal with incoming calls related to existing complaints and enquiries, but to continue to effectively register complaints received.

The Client Care Centre shall give life to some of our core values, which include the education of those we serve and the promotion of access to justice. These values are achieved through efforts to increase awareness of this Office and the service it provides, and by ensuring that regardless of whether a complaint falls within the jurisdiction of this Office, that complaints received are directed to the correct forum on behalf of the complainant to ensure that they receive the required assistance.

The FAIS Ombud Client Care Centre 'We Hear You'.

