



Application for Assistance

The National Financial Ombud Scheme South Africa (NFO) resolves disputes between subscribing Participants of the scheme and Complainants on issues relating to banking services, credit (non-bank), credit bureau listings, non-life (short-term) insurance and life (long-term) insurance.

Have you complained to the Financial Services Provider (referred to as the Participant)?

Yes No

If the Participant is a bank and you selected yes, please provide the reference number supplied by the Participant:

Reference number: _____

If the Participant is an insurer or credit provider, no reference number is required.

If you selected no, please complete the form and forward to us at info@nfosa.co.za.

Our office will assist to forward your complaint to the relevant participant. It is important to understand that should we do this on your behalf, the matter is not a formal complaint in our office yet, but it will be recorded as a premature complaint. We will only convert the matter to a formal complaint, should the participant not settle the matter with you directly, or you are not satisfied with the settlement provided by the participant, or the participant does not respond to the premature complaint within the 21-day period.

NFO Jurisdiction

Please note that the NFO has certain jurisdictional limitations which are set out in our Rules, a copy of which can be viewed at www.nfosa.co.za.

***This information is compulsory and required for statistical purposes**

Complainant Details

Complete this Section if you are an Individual Complainant

*Name _____ *Surname _____

*ID/Passport No. _____

First language _____

Are you comfortable to correspond with us in English (yes/no) If no, please provide further details

Do you have any vulnerabilities we should be aware of? _____

A copy of the NFO's Vulnerabilities Policy can be viewed at www.nfosa.co.za

Physical/Postal address _____

Province _____ Telephone: *Cell _____ Work _____

Home _____ Fax _____ *E-mail _____

Information required for statistical purposes by the Regulator*:

Age: _____ Race: _____ Gender: _____

I Live in a: rural/farm area small town Large Town City

Education: No Matric Matric Diploma Degree Post Graduate degree Masters Doctorate

Salary Range: 0-80 000 80 000 – 250 000 250 000-500 000 500 000 – 1 000 000 1 000 000+

Complete this Section if the Complainant is a Juristic Person (Company)

Entity Name _____

Entity Type CC Pty Sole Proprietor Partnership Trust Other _____

Entity Registration No. _____ Entity Annual Turnover R _____ (only required for banking and credit complaints)

Physical/Postal address _____ Province _____

Telephone: Cell _____ *Work _____ Home _____

Fax _____ *E-mail _____

Contact Details of Complainant/Authorised Representative

(E.g. Complainant's parent, guardian, broker, legal representative, account signatory, spouse, family member, friend, company director, owner, member etc.) **Please include necessary authority to act on behalf of policy/account holder.**

Name _____ Surname _____

Physical/Postal address _____ Province _____

Telephone: Cell _____ *Work _____ Home _____

Fax _____ *E-mail _____

Participant Details

Name of Participant against whom the complaint is lodged _____

Account/ Policy holder name and surname _____

Account/Policy number _____ Type of account/policy _____ (if applicable)

NFO Rules

A copy of the NFO rules and POPI policy are available online at www.nfosa.co.za

Sign Agreement to the NFO Rules

By my signature below, I agree that my Complaint will be processed by the NFO in accordance with the NFO governing rules. The information provided in this form is, to my knowledge, true and correct.

Signature of Complainant / Complainant's Authorised Representative
(Attach Power of Attorney for representative)

Date

Contact Details:

JHB: 110 Oxford Road, Houghton Estate, Illovo, Johannesburg, 2198
CPT: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7708
Postal Address: P.O. Box 32334, Braamfontein, 2017
Tel: 0860-800-900. Fax: 086-575-7000. WhatsApp: 066 473 0157
info@nfosa.co.za. www.nfosa.co.za