

Ombud Council

Ensuring an accessible and trusted
financial sector ombud system

QUERY/FEEDBACK FORM

No	PROCESS	INFORMATION & SUPPORTING DOCUMENT/S
1.	Query/feedback may be submitted by email to: admin@ombudcouncil.org.za	
2.	Details required Please supply the following details when you lodge a query/feedback in the adjacent box: <ol style="list-style-type: none">1. Full details (Name, Surname, Cell Number, and email)2. Describe the nature of the query3. The customer's expected outcome	User Personal Details: Query: List documents if any to be submitted:
3.	Process for resolving the query Once a query has been lodged by email: <ol style="list-style-type: none">1. User will receive acknowledgment of the submitted query.2. The user will be processed, and written responses will be issued after the resolution.3. Where a query cannot be resolved the user will be notified and informed of possible further action if necessary.	Other options available <ol style="list-style-type: none">1. If you are not satisfied with the outcome from the Ombud Council with regard to ombud schemes, then you may approach the Financial Services Tribunal (FST) for the resolution of any dispute: contact the FST through: Telephone Numbers:<ul style="list-style-type: none">• Reception: (012) 741 4300• Fax: (012) 740 0001E-mail: Applications@fstribunal.co.za2. The Financial Sector Conduct Authority (FSCA) is the conduct regulator of financial institutions. If you believe that a financial institution has contravened a financial sector law, or that an entity is providing financial services without the necessary license, contact the FSCA through: Website www.fsca.co.za Telephone: 0800 20 37 22.
4.	For Official Use below:	
	<ol style="list-style-type: none">1. Received:2. Acknowledged:3. Case No.:4. Response:	