

WE VALUE YOUR FEEDBACK



COMPLAINT LOGGING PROCESS

Ithala is committed to deliver excellent customer service at all times. If you unhappy with our service or products.

Please follow 3 easy steps to lodge your complaint:

1. Request to speak to the Supervisor or Branch Manager regarding your unhappiness.
2. If you still don't find any joy with the outcome of the engagement. Request and complete the complaints registration form and insist on the reference number for the purpose of tracking the status of the resolution.
 - Alternatively you can register your unhappiness directly with our Customer Contact Centre by calling this Toll Free number **0801331130** or send an email to: **customerservice@ithala.co.za**
3. If your complaint has not been satisfactorily dealt with by Ithala, you have the right to refer the matter to the Ombudsman or Regulator. For your convenience, the details of the Ombuds and regulators are given below:

FAIS Ombud (advice/intermediary services or product related complaints):

Kasteel Park Office Park, Orange Building,
2nd Floor, c/o Nossob & Jochemus Street, Erasmus Kloof,
Pretoria,
0048

Tel: +27 12 762 5000 /+27 12 470 9080
Fax: +27 86 764 1422 /+27 12 348 3447 /+27 12 470 9097
Email: info@faisombud.co.za
Enquiries on status of complaints: enquiries@faisombud.co.za
Website: www.faisombud.co.za

Ombudsman for Long-Term Insurance (product related complaints):

3rd Floor, Sunclare Building
21 Dreyer Street
Claremont
7708

Tel: +27 21 657 5000/0860 103 236
Fax: +27 21 674 0951
Share call: 0860 103 236
Email: info@ombud.co.za
Website: www.ombud.co.za

Ombudsman for Short-Term Insurance (product related complaints):

1 Sturdee Avenue, 1st Floor, Block A,
Rosebank,
Johannesburg,
2196

Tel: +27 11 726-8900
Fax: +27 11 726-5501
Sharecall: 0860 726 890
Email: info@osti.co.za
Website: www.osti.co.za

Ombudsman for Short-Term Insurance (product related complaints):

1 Sturdee Avenue, 1st Floor, Block A,
Rosebank,
Johannesburg,
2196

Tel: +27 11 726-8900
Fax: +27 11 726-5501
Sharecall: 0860 726 890
Email: info@osti.co.za
Website: www.osti.co.za

Ombudsman for Banking Services (all banking and banking credit related complaints):

Ground Floor
34 & 36 Fricker Road Illovo
Johannesburg,
2041

Tel: +27 11 712 1800
Sharecall: 0860 800 900
Email: info@obssa.co.za
website: www.obssa.co.za