

SIYALUHLONIPHA UVO LWAKHO

UMGUDU WOKUFAKA IZIKHALAZO

Ithala lizibophezele ukunika isevisi ephezulu kuma khasimende alo ngaso sonke iskhathi. Uma ungajabulile nge sevisi yethu noma ngemkhiqizo yethu;

Ungalandela lemigudu emithathu ukufaka isikhalazo sako:

1. Cela ukukhuluma nomphathi we-Ithala ebelikusiza ngokunganeliseki kwakho.
2. Uma ungagculiseki ngemiphumela noma izinqumo emva kokubika, cela uphinde ugcwalise ifomu lezikhalazo zakho uphinde ucele inamba yesikhalazo sakho ukuze uzokwazi ukulandela ukuxazululwa kwaso.
 - ungaphinde futhi ubike ukungagculiseki kwakho kwi nombolo yethu yamahhala **0801331130** noma uthumele i-imeyili ku **customerservice@ithala.co.za**
3. uma ungagculisekile ngendlela Ithala elixazulule ngayo isikhalazo sako, unalo ilungelo lokusedlulisela ku-ombudsman noma ku-regulator. Imininingwane ka Ombudsman kanye nama regulators anikeziwe ngaphansi:

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