



BOND WITH US SA Home Loans

OMBUDSMAN & REGULATOR CONTACT DETAILS

➤ **FAIS Ombudsman Details (Intermediary Services or Product Related Complaints)**

Name: FAIS Ombudsman

Postal Address: P.O. Box 41, Menlyn Park, 0063

Telephone: (012) 762 5000

Sharecall: (0860) 663 274

Email: info@faisombuds.co.za

Website: www.faisombuds.co.za

➤ **National Financial Ombuds Scheme South Africa**

Name: National Financial Ombuds Scheme South Africa (NFOSA)

Postal Address: P.O. Box 32334, Braamfontein, 2198

Telephone: (0860) 800 900

Fax: (0865) 757 000

Email: info@nfosa.co.za

Website: www.nfosa.co.za

➤ **Financial Sector Conduct Authority (Regulator for Financial Services):**

Name: The Financial Sector Conduct Authority

Postal Address: P.O. Box 35655, Menlo Park, 0102

Telephone: (012) 428 8000

Fax: (012) 346 6941

Email: info@fsca.co.za/complaints@fsca.co.za

Website: www.fsca.co.za



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➤ **The National Credit Regulator (Regulator for Credit Related Matters):**

Name: The National Credit Regulator
Address: 127 – 5th Road, Randjespark, Midrand
Telephone: (011) 554 2700/2600
Email: complaints@ncr.org.za (complaints and queries)/
dccomplaints@ncr.org.za (debt counselling complaints) Website:
www.ncr.org.za

➤ **The Information Regulator (Regulator for all Personal Information matters):**

Name: The Information Regulator
Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017
Tel: (010) 023 5204
Email: enquiries@infoeregulator.org.za (general enquiries)/
PAIAComplaints@infoeregulator.org.za (PAIA Request Complaints)/
POPIAComplaints@infoeregulator.org.za (Personal Information
Complaints)
Website: <https://www.justice.gov.za/infoereg/>