

# Complaints Resolution Process

Property Protector Financial Services (Pty) Ltd and ooba Administration  
Services (Pty) Ltd

*FSP: 216 & 46293*



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## 1. Process

Should you feel that any representative of Property Protector Financial Services (Pty) Ltd and ooba Administration Services (Pty) Ltd has contravened or failed to comply with a provision of this Act, and that as a result thereof you have suffered or are likely to suffer financial prejudice or damage; or if any representative of Property Protector Financial Services (Pty) Ltd and ooba Administration Services (Pty) Ltd have willfully or negligently rendered a financial service to you which has, or is likely to cause prejudice or damage to you; or where you believe you have been treated unfairly, you have the right to complain.

### 1.1 First Step in Process

- a. Your complaint must be lodged in writing with the Compliance Officer of Property Protector Financial Services (Pty) Ltd and ooba Administration Services (Pty) Ltd, Kudzai Kagoro. She can be contacted on [kudzai.kagoro@ooba.co.za](mailto:kudzai.kagoro@ooba.co.za) or [compliance@ooba.co.za](mailto:compliance@ooba.co.za), or on 021 481 7300.
- b. The Compliance Officer must acknowledge receipt of your complaint in writing to you.
- c. The Complaint must be recorded into a “complaints register” at Property Protector Financial Services (Pty) Ltd and ooba Administration Services (Pty) Ltd (all relevant facts and supporting documentation must be kept on record too).
- d. The complaint must be resolved within six (6) weeks of receipt.

### 1.2 Second Step in Process

Should you not be entirely satisfied with the resolution of the complaint you may now complain to the **Ombud for Financial Services Providers**. The Office of the Ombud will not investigate a complaint unless it has been lodged with the Compliance Officer of the Financial Services Provider first.

### Ombud Contact Details

Toll free no:	0860FAISOM (0860324766)
Telephone:	+27 12 470 9080
Facsimile:	+ 27 12 348 3447
E-mail address:	<a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>
Website:	<a href="http://www.faisombud.co.za">www.faisombud.co.za</a>
Postal Address:	P.O. Box 74571, Lynnwood Ridge, 0040