

## Complements and Complaints

At Aris Brokers we welcome compliments however where you feel treated unfairly, we urge you to contact Ms Youlanda Tshuma on 011 047 9694 or via e-mail address: Youlanda@arisbrokers.co.za to enable us to do our utmost to resolve the matter to your satisfaction.

Having pursued this channel and you feel that the matter has still not been resolved to your satisfaction, you may pursue the matter via the following organizations:

### **The Ombudsman**

The Office of the Ombudsman for Short-Term Insurance provides consumers with a free, efficient and fair dispute resolution mechanism. It offers consumers a “no risk” mechanism to resolve disputes with insurers.

**Physical Address:** Sunnyside Office Park, 5th Floor, Building D, 32 Princess of Wales Terrace, Parktown

**Postal Address:** Postal Address P O Box 32334 Braamfontein, 2017

**Telephone:** 011 726-8900 011 726-8900

**Contact Centre** 0860 726 890 / 0860 726 890 FREE

**Facsimile:** (011) 726-5501

**Email Us:** [info@osti.co.za](mailto:info@osti.co.za)

**Website:** [www.osti.co.za](http://www.osti.co.za)

### **The Financial Sector Conduct Authority**

The Financial Sector Conduct Authority is a unique independent institution established by statute to oversee the South African Non-Banking Financial Services Industry in the public interest. The FSCA is committed to promote and maintain a sound financial investment environment in South Africa.

**Physical Address:** Riverwalk Office Park, Block B  
41 Matroosberg Road (Corner Garsfontein and Matroosberg Roads)  
Ashlea Gardens, Extension 6 ,Menlo Park  
Pretoria, South Africa , 0081

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

**Switchboard:** (012) 428-8000 (012) 428-8000 FREE

**Contact Centre** 0800 110 443/0800 110 443/ 0800 20 20 87

**Facsimile:** (012) 346-6941

**Email Us:** [info@fsb.co.za](mailto:info@fsb.co.za)

**Website:** [www.fsb.co.za](http://www.fsb.co.za)

**FSB Fraud and Ethics Hot-Line:** 0800 313 626/0800 313 626

Email: [fsb@tip-offs.com](mailto:fsb@tip-offs.com)