



Financial Planning  
Institute of Southern Africa

**THE PROFESSIONAL STANDARD**

## **Complaints Information and Other Forums**

## Introduction

The FPI investigates the conduct of their members in terms of its **Code of Ethics and Professional Responsibility**. We are not able to order a defaulting member to pay any amounts for damages suffered by clients. We are, however, in a position to suspend or terminate a defaulting member's membership and right to use our marks (the CFP<sup>®</sup> mark and various others).

The following complaints, generally, does not constitute complaints against our members and can be proceeded with in the following manner:

### 1. **FAIS Ombud**

Complaints where the financial advisor involved is not a member of the FPI; the Financial Services Board would be the appropriate forum to hear the matter and can be contacted at:

Address: Riverwalk Office Park, Block B  
41 Matroosberg Road  
Ashlea Gardens, Extension 6  
Menlo Park, Pretoria

Postal Address: PO Box 35655, Menlo Park, 0102

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

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

### 2. **Banking Services Ombud**

Complaints in respect of your relationship with your bank, for instance: banking service complaints, credit account complaints, bond complaints etc. The Ombudsman for Banking Services would be the appropriate forum to hear the matter and can be contacted at:

Address: 5<sup>th</sup> Floor  
28 Harrison Street  
Johannesburg  
South Africa

Postal Address: PO Box 5728, Johannesburg, 2000

Telephone: (011) 838 0035

Fax: 086 066 2837

Email: [info@obssa.co.za](mailto:info@obssa.co.za)

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

### 3. Pension Funds Adjudicator

Complaints in respect of provident fund or pension fund claims, the Pension Funds Adjudicator would be the appropriate forum to hear the matter and can be contacted at:

Address: Ground Floor, Corporate Place  
23 Fredman Drive  
Sandton  
2196

Postal Address: PO Box 651 826, Benmore, 2010

Telephone: 087 942 2700

Fax: 087 942 2644

Email: [enquiries-jhb@pfa.org.za](mailto:enquiries-jhb@pfa.org.za)

Website [www.pfa.org.za](http://www.pfa.org.za)

### Other useful links

Long-Term Ombud  
[www.ombud.co.za](http://www.ombud.co.za)

Short-Term Ombud  
[www.osti.co.za](http://www.osti.co.za)

Council for Medical Schemes  
[www.medicalschemes.com](http://www.medicalschemes.com)

Motor Industry Ombud  
[mi.ombudsman@netactive.co.za](mailto:mi.ombudsman@netactive.co.za)

Financial Intermediaries Association  
[www.fia.org.za](http://www.fia.org.za)

Association for Savings and Investment South Africa (ASISA)  
[www.asisa.co.za](http://www.asisa.co.za)