



OMBUDSMAN

OF FINANCIAL SERVICES

Umlamuli wetindzaba tetimali

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Established in terms of Section 74 of the Financial Service Regulatory Authority Act 2010

COMPLAINT FORM

**OUR
REFERENCE**

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Note: Kindly read through the form and consider Section 4 before lodging your complaint.

SECTION 1

Tell us about yourself:

Surname:

Title:

First Name(s):

Occupation (if
retired, previous
occupation):

Identity Number:

Postal or Physical
address to which we
may send
your letters:

Telephone daytime:

Cell:

Details of anyone complaining with you or who might have an interest in the matter:

Surname:		Title:	
First Name(s):			
Occupation (if retired, previous occupation):			
Identity Number:			
Postal or Physical address to which we may send your letter:			
Telephone daytime:		Cell:	
Fax:		E-mail:	

SECTION 2

Details of the person against whom you are complaining:

Name of person or service provider:			
Their address:	Postal:	Physical:	
	Phone:		Fax:

Your
policy/membership/loan
account/client number:

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Where applicable, give us details of who you dealt with when you were buying the product or that you dealt with pertaining to the matter:

Name of person
or service
provider:

Their address:

Postal:		Physical:	
Phone:		Fax:	

**SUPPORTING DOCUMENTS ATTACHED:
(PLEASE TICK THE APPROPRIATE BOX)**

		YES	NO
GENERAL	COPY OF CONTRACT / PAYMENT AGREEMENT		
	BENEFIT STATEMENT / PAY SLIP		
	CORRESPONDENCE / LETTERS		
MEDICAL / DISABILITY	COPY OF DISABILITY FINDING / REPORT		
DEATH BENEFIT	COPY OF BIRTH AND DEATH CERTIFICATE		
ANY OTHER DOCUMENTS	(PLEASE ATTACH THOSE THAT ARE RELEVANT TO THE CASE)		

NOTE:

- (i) IF THE SUBJECT MATTER OF YOUR COMPLAINT IS PENDING BEFORE A COURT OF LAW OR ANY OTHER FORUM, PLEASE BE ADVISED THAT THE OFS CANNOT LOOK AT IT.
- (ii) PLEASE ENSURE THAT YOU ANSWER ALL THE QUESTIONS CORRECTLY.
- (iii) IF YOU HAVE NOT COMPLAINED TO THE PERSON OR SERVICE PROVIDER THE OMBUDSMAN HAS A DISCRETION TO REQUEST THAT YOU DO SO PRIOR TO LODGING A COMPLAINT WITH THE OFS.

(you will be required to provide proof that you have complained to the person or service provider)

SECTION 3

Please tell us in a few words a brief background of your complaint

What are you unhappy about (State clearly in precise relevant terms)

How would you like your complaint to be resolved? (Outcome expected)

SECTION 4

Your permission for us to go ahead:

I would like the OFS to investigate my complaint and therefore confirm that:-

1. My matter is not pending at a court of law or any other forum.
2. I understand that the Ombudsman or his/her staff may:
handle complaints in a different way from the court (by phone, letter and email);
need to exchange information about my complaint with other organisations (for example to find out important information about my case);
publish examples of where things can go wrong, based on real cases but will always respect my privacy and keep my personal information confidential.
3. I undertake not to share personal or confidential information with members of the public that was submitted by other parties to my complaint during investigation.

Signature: _____

Date: _____

COMPLAINANT

THUS SWORN/ AFFIRMED TO BEFORE ME AT _____ ON THIS
THE _____ DAY OF _____ 20___. THE DEPONENT HAVING
ACKNOWLEDGED THE CONTENTS HEREIN.

DEPONENT

COMMISSIONER OF OATHS

FULL NAME:

DESIGNATION:

FOR OFFICE USE ONLY

DATE RECEIVED	
FILE REFERENCE	
CAPTURED BY	
OFFICER RESPONSIBLE	