



# OMBUDSMAN

OF FINANCIAL SERVICES

*Umlamuli wetindzaba tetimali*

3rd Floor, West Wing, Ingcamu (PSPF) Building, Mhlambanyatsi Road, Mbabane, Swaziland, Post Office Box 232, Mbabane H100  
Tel: +268 2404 7653/ 2404 4464, Fax: +268 2404 0636, E-mail: info@www.org.org.sz, Website: www.ombudsf.org.sz,  
Lakhiwe ngephasi kwemtsetfo i-Financial Service Regulatory Authority Act 2010, Sigaba 74

## LIFOMU LEKUFKA SIKHALO

Inombolo  
yelifayela

**Caphela:** Uyacelwa kulifundza lonkhe lelifomu, ubese unakisisa Sicephu 4 ngaphambi kwekuligcwalisa

### SICEPHU 1

Sitjele ngawe:

Sibongo:

	Sigaba:	
	Mr/Ms/ Mrs	

Libito/Emabito:

Umsebenti wakho  
(uma sewatsatsa  
umhlala-  
phansi, umsebenti  
bewuwenta):

Inombolo yamatishi:


Likheli noma indzawo lapho singatfumela khona tincwadzi takho :

Inombolo yelucingo ngesikhatsi semsebenti (emini):	Mahlal ekhikh ini/ma khalek hukhw ini:	

***Iminingwane yalowo noma labo labanye labanesikhalo kunye nawe noma labangatsintseka kulenzaba:***

Sibongo:

	Sigaba: Mr/Ms/Mrs	
--	----------------------	--

Libito/Emabito:

Umsebenti wakho (uma sewatsatfwa umhlaba-phansi, umsebenti bewuwenta):

--

Inombolo yamatishi:

--

Likheli noma indzawo lapho singatfumela khona tincwadzi takho :

--

Inombolo yelucingo ngesikhatsi semsebenti (emini):

	Mahlalekhikhini/makha lekhukhwini:	
--	------------------------------------	--

i-Fax:

	i-E-mail:	
--	-----------	--

## **SICEPHU 2**

**Imininingwane yemuntfu noma inkampani/inhlangano lokhala ngaye/ngayo:**

Libito lemuntfu  
noma inkampani  
leyaniketa lusito:

Emakheli abo:

Likheli leliposi:		Indzawo lapho atfolakala khona:	
Inombolo yeLucingo:		Inombolo ye-Fax:	

Inombolo ye-  
policy/Bulunga/sivumelwano  
selusito:

--

**Uma unayo, sinike imininingwane yalowo lowakusita kulenkampani noma inhlangano nawutsenga lolusito noma macondzana nalenzaba:**

Libito lemuntfu noma  
inkampani/inhlangano:  
Emakheli abo:

Likheli leliposi:	Indzawo lapho i-/batfolakala khona:

**CAPHELA:**

- (i) Uma lendzaba yakho, noma luhlangotsi tsite lwayo lukhulunyiswa enkantolo noma-ke senguliphi lelinye libandla leligunyatwa ngumtsetfo kuyikhuluma/kuyikhulumisa lendzaba, *UMLAMULI*/ute emandla ekuyisebenta lendzaba;
- (ii) Phendvula yonkhe imibuto ngeliciniso nangekwetsembeka;
- (iii) Uma lesikhalo sakho bewusengakasifaki kulomuntfu/inkampani/inhlangano lakhala ngayo *UMLAMULI*/unawo emandla kukucondzisa kutsi ucale usifake kuloyo muntfu noma inkampani/inhlangano lokhala ngaye/ngayo

**(lapho-ke kutawufuneka kutsi uletse bufakazi balokubhaliwe kutsi vele lesikhalo ucale wasifaka kulo lokhala ngaye)**

Inombolo yelucingo:		Inombolo ye-Fax:	

**BUFAKAZI LOBUBHALIWE LOBUSEKELA LENDZABA:  
(DVWEBA/TJENGISA UMUSHI/LILAYINI EBHOKISINI LELIFANELE)**

		Yebo	Cha
Lokuvamile	i-Copy yesivumelwane selusito		
	Sitatimende senzuzo/ Sifakazelo semholo		
	Tincwadzi lekubhalelwene tona		
Temphilo/Kukhubateka	i-copy yembiko ngekukhubateka, kugula noma kulimala		
Emalungelo emva kwekufa kwemuntfu	i-copy yesitifiketi sekutalwa nesekufa		
Lobunye bufakazi lobubhaliwe	Kungaba noma ngabe yini lengasita kulendzaba; sicela ifakwe nayo ihambisane nalelifomu		

**SICEPHU 3**

**Sitjele kafishane-nje ngemlandvo walesikhalo sakho, uphindze usho lusuku, inyanga, umnyaka, noma sikhatsi lesento lokhala ngaso lesenteka ngaso noma lowati ngaso kutsi sentekile.**






## SICEPHU 4

### Imvumo yakho kutsi sichubeke nalenzaba:

Ngiyavuma kutsi *UMLAMULI* ayisebente lenzaba yami, futsi ngiyagcizelela kutsi:-

1. Lenzaba yami ayikhulunyiswa yinkantolo, noma senguliphi-ke lelinye libandla emtsetfweni;
2. Ngiyacondza kutsi *UMLAMULI* netisebenti telihhovisi lemlamuli tisebenta ngendlela leyehlukile kuleyo lesetjentiswa etinkantolo: bangalusebentisa lucingo, incwadzi noma liposi lembane; bayadzinga kuntjintjiselana imininingwane ngetikhalo labatisebentako kunye naletinye tinhlango kuze batfole lwati kusombulula/kucatulula sikhalo sami, bayativetela esiveni tibonelo tetimo letingakahanjiswa ngekulandzela umtsetfo, babe batitsatsela kuletibikwa *KUMLAMULI*. Kuletimo letinye imininingwane ngelibito lami nako konkhe lokuyimfihlo akuvetwa ebaleni; kugcinwa kuyimfihlo.
3. Ngiyetsembisa, ngiyatibophelela kutsi kute imininingwane leyetfulwe macondzana nalesikhalo lephatselene nemuntfu noma inkampani/inhlango tsite noma leyimfihlo lengitayivetela sive;

Sayina: \_\_\_\_\_

Lusuku: \_\_\_\_\_

**LOFAKA SIKHALO**

Lifungelwe/Licinisekiselwe embi-kwami lapha \_\_\_\_\_ mhlaka \_\_\_\_\_ enyangeni \_\_\_\_\_ kumnyaka wa 20\_\_\_. Lolobhalile avuma/avumile kutsi uyakwati konkhe loku lokubhalwe kulelifomu kunye nako konkhe lokuhamba nalo.

\_\_\_\_\_  
**UMFUNGI**

\_\_\_\_\_  
**UMFUNGISI**

Libito Nesibongo: .....

Sigaba: .....

### Kusebentiswa Lihhovisi Kugcwaliswa

<b>Lusuku Lwekwemukela</b>	
<b>Inombolo yelifayela</b>	
<b>Lemukelwe ngu-</b>	
<b>Sisebenti</b>	