

# Ombud Council

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24 May 2023

Adv. J Simpson  
Ombud for Financial Services Providers  
125 Dallas Avenue, Menlyn Central  
Waterkloof Glen  
Pretoria  
0010

Per email: [John@faisombud.co.za](mailto:John@faisombud.co.za)

Dear Advocate Simpson

## DESIGNATION TO MANAGE COMPLAINTS PREVIOUSLY DEALT WITH UNDER THE FSOS ACT

1. The Ombud Council has previously designated the Ombud for Financial Services Providers (FAIS Ombud) under section 211(1) of the Financial Sector Regulation Act (FSR Act) to deal with and resolve certain complaints, in order to enable the Ombud to continue fulfilling the role it had played as a statutory ombud under section 14 of the repealed Financial Services Ombud Schemes Act, 37 of 2004 (FSOS Act). The designation was initially granted for the period 1 June 2021 to 31 May 2022, and extended in June 2022 for a further twelve month period, ending 31 May 2023. For ease of reference, I attach a copy of the Ombud Council's letter of 24 June 2022, confirming the extension of the designation and the terms on which the extended designation was granted.
2. Under section 211(1) of the FSR Act, the Ombud Council hereby extends the above-mentioned designation, on the terms set out in paragraphs 2 to 5 of the Ombud Council's letter of 24 June 2022. The designation will remain in place, on those terms, unless or until the Ombud Council notifies the FAIS Ombud of withdrawal of the designation or a change in its terms.
3. In accordance with section 217(1) of the FSR Act, the Ombud Council requests the FAIS Ombud to provide the Ombud Council with a quarterly report on complaints handled in terms of this designation. The report should cover each calendar quarter during which this designation remains in place, and be submitted one month after the end of the quarter. The report should provide information on the number and type of complaints; trends observed and analysed; how complaints have been resolved; and an explanation of why the complaints or types of complaints concerned fall within the scope of the designation rather than within the jurisdiction of a recognised industry scheme or a statutory scheme (including the ordinary jurisdiction of the FAIS Ombud under the FAIS Act), as the case may be.

Yours sincerely,



**Leanne Jackson**

**Chief Ombud (CEO)**

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*Ensuring an accessible and trusted financial sector ombud system*

**Board of Directors:**

Chairperson: Ms S. Khubeka, Deputy Chairperson: Ms D. Chabedi, Mr A. Horowitz, Mr E. Lekgau, Ms C. Soobramoney, Ms L. Senne  
Ex Officio: FSCA Commissioner - Mr U. Kamlana, Chief Ombud - Ms L. Jackson