



Unhappy?


We want your experience to be perfect. If it isn't, for any reason, let us know.


For more information or to submit a complaint
Call 011 268 9600 or email rhona.schoeman@adviceworx.co.za

How it works

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1 To find the best resolution for you, we need to know more about you. We will need your account numbers and the nature of the complaint.
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2 We will acknowledge and inform you of our investigation timelines.
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3 You can expect your complaint to be resolved within a reasonable time. If not we will keep you updated on our progress.
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4 Once we've resolved the complaint we will use the learnings you've provided to improve our overall client experience.

Our principles

- 1** Information on how to lodge complaints will be clear and readily available.
- 2** We will be fair and practical in how we resolve your complaint timeously.
- 3** Complaints are dealt with by staff who are skilled in handling and resolving issues.
- 4** There will be a fair assessment for redress if required.
- 5** You are not charged for making a complaint.
- 6** You will be kept informed on the progress of your complaint.
- 7** You can expect a prompt, clear and fair response that addresses everything raised in your complaint.
- 8** All documents about the complaint are kept for reference as required.
- 9** If you're unhappy with the outcome, you'll get clear information on how to escalate the issue.

If you are still not satisfied please contact the relevant **External Dispute Resolution body**:

General complaints

- Financial Sector Conduct Authority
- Tel: 0800 20 37 22
- Email: info@fsca.co.za
- Web: www.fsca.co.za

Medical scheme complaints

- Council for Medical Schemes
- Tel: 086 112 3267
- Email: information@medicalschemes.co.za
- Web: www.medicalschemes.co.za

Advice & investment complaints

- FAIS Ombud
- Tel: 012 762 5000
- E-mail: info@faisombud.co.za
- Web: www.faisombud.co.za

Short-term insurance complaints

- Ombudsman for Short-Term Insurance
- Tel: 011 726 8900
- Email: info@osti.co.za
- Web: www.osti.co.za

Long-term insurance complaints

- Ombudsman for Long-Term Insurance
- Tel: 021 657 5000
- E-mail: info@ombud.co.za
- Web: www.ombud.co.za

Retirement Fund complaints

- Pension Funds Adjudicator
- Tel: 012 346 1738
- E-mail: enquiries@pfa.org.za
- Web: www.pfa.org.za