

Assist Family Funeral Policy

2024/05/26

DEAR ASSIST FAMILY FUNERAL POLICYHOLDER

****This communication is for information purposes only. You do not need to take any action.***

The newly formed National Financial Ombud scheme (NFO) started operating on 1 March after being granted recognition by the Ombud Council.

The NFO is the outcome of a project to amalgamate four financial sector ombud schemes: the Credit Ombud, the Ombudsman for Banking Services (OBS), the Ombudsman for Long-term Insurance (OLTI), and the Ombudsman for Short-term Insurance (OSTI). These four schemes have now become divisions within the NFO.

All the services and assistance previously provided to individuals and companies by the four predecessor schemes are now available through the NFO, at no cost to consumers.

All policy documentation and disclosure notices have been updated with the new details.

Please see the updated details below:

Particulars of the National Financial Ombud Scheme

(For claims/service-related matters)

Physical address: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7708

Telephone: 0860 800 900

Email address: info@nfosa.co.za

Website: www.nfosa.co.za

Particulars of the FAIS Ombudsman

(For product/advice related matters)

Postal address: PO Box 41, Menlyn Park, 0063

Telephone: +27- 12- 762- 5000

Sharecall: +27- 86- 066- 3274

Email address: info@faisombud.co.za

Particulars of the Financial Sector Conduct Authority

(For market conduct related matters)

Postal address: PO Box 35655, Menlo Park, 0102

Telephone: +27-12- 428-8000

Fax number: +27- 12- 346- 6941

Email: info@fsca.zo.za

Particulars of the Information Regulator

(For complaints relating to the use of Personal Information)

Postal address: PO Box 31533, Braamfontein, Johannesburg, 2017

Telephone: +27- 10- 023- 5200

Email: POPIAComplaints@info regulator.org.za

Please note this will not affect the policy in any way with no impact on your current insurance premiums or policy benefits. Furthermore, all of our contact details remain the same.

If you have any questions regarding the above, please do not hesitate to contact us on 0792592933 or on admin@metrofin.co.za and one of our agents will be more than willing to assist you.

Yours sincerely

Alistair Charman

Assist Family Funeral

Mandated through a binder agreement with Guardrisk Life Limited, an authorised financial services provider (FSP No 76)