

4th Floor Riverwalk Office Park Block A, 41 Matroosberg Road Ashlea Gardens PRETORIA SOUTH AFRICA 0181

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E-Mail: enquiries@pfa.org.za
Website: www.pfa.org.za

How must we communicate with you? Email □ / Post □ COMPLAINT FORM

NOTE

In terms of section 30A of the Act, before lodging a complaint with our Office, you may first lodge the complaint in writing with the fund/administrator to allow it an opportunity to resolve the complaint directly with you.

	COMPLAINANT'S DETAILS	
Surname:		
Full Name/s:		
Identity Number		
Postal Address		
		Postal Code:
Residential Address:		
(if not same as postal)		
		Postal Code:
Contact details:	Phone Number:	
	Alternative Number:	
	Email address:	
	Fax Number:	

Please notify us immediately when there is a change of personal contact details on your side

FUND / ADMINISTRATOR DETAILS			
Name and Contact details of the Fund:			
Name and Contact			
details of the Administrator			

EMPLOYER'S DETAILS				
Name of Company:				
Address of Company:				
Octob Dataile of Common	Code:			
Contact Details of Company	Tel:			
	Fax:			
	Email:			
	Contact person:			
Date of Joining Company:				
Date of Leaving Company:				
SUPPORTING DOCUMENTS: ATTACHED				
General documents	ID of complainant and/or member belonging to the			
required:	fund			
	Fund benefit statement / Payslip			
	Correspondence to and from the fund / administrator			
Divorce Matters	/ Employer Diverse Order with Settlement Agreement (if applicable)			
	Divorce Order with Settlement Agreement (if applicable)			
Retirement Annuity Fund matters	Policy Number / Copy of policy investment statement			
Disability Matters	Copy of Disability finding / Report			
Death Benefit	ppy of Member's Death Certificate			
Matters	ppy of ID/birth certificates of minors			
DETAILS OF COMPLAINT				
(Must complete all sections - please attach a letter if not enough space)				
A. On what date did you first become aware of the issue(s) that you have described in your complaint?				
	(dd/mm/yyyy)			
B. If 3 years have passed since you first became aware of the issues, provide the				
reason(s) why you did not lodge your complaint sooner				

C. BACKGROUND INFORMATION		
D. WHAT YOU ARE DISSATISFIED ABOUT		
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E. THE DESIRED OUTCOME / RELIEF SOUGHT		
E. THE DESIRED OUTCOME / RELIEF SOUGHT		
In addition to the above him to TIOK the relevant have		
In addition to the above, kindly TICK the relevant box:		
4. Would you like the Adjudicator to investigate whather there are		ondina (ouroer)
1. Would you like the Adjudicator to investigate whether there are a contributions that the employer is required to pay to the fund of	•	
deductions have been made?	Yes	
deductions have been made?	res	NO L
2. Have you instituted legal (court) proceedings in this matter?	Yes 🗌	No 🗆
- If "Yes", in which Court (name): Case no		110
- II Tes , III Which Court (Harrie).	 	
3. Has this complaint been sent to any other Ombud?	Yes \square	No□
- If "Yes", which Ombud (name): Ref:		
4. Did you address the relevant retirement fund or administrator in w	_	
your complaint before lodging it with the Adjudicator?	Yes 🗌	NO
 If "Yes", you must provide proof of such correspondence held. If "No", your complaint will first be referred to the retirement fund or a 	dministrat	or for a possible
resolution of your complaint within 30 days. If not resolved after 30 days.		-
investigated by the Adjudicator.	adyo, it Will	
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By lodging this complaint form with the Adjudicator, you confirm that you agree to or that you are aware of the following:

- You wish the Adjudicator to investigate your complaint;
- ❖ The Adjudicator is assisted, in fulfilling her functions, by staff employed by the Office of the Pension Funds Adjudicator (OPFA);
- Information submitted by you to the Adjudicator will be processed for the purpose of investigating and adjudicating your complaint;
- ❖ The Adjudicator will at all times seek to protect your personal information as far as may be reasonably practicable;
- The Adjudicator is required, by law, to keep a permanent record of the proceedings relating to the adjudication of a complaint and the evidence given. Any member of the public may obtain a readable copy of the record on payment of a fee determined by the Adjudicator. This means that personal information submitted to the Adjudicator by any party to a complaint may be obtained by any member of the public;
- ❖ You give consent to the Adjudicator forwarding any information submitted by you to an ombudsman with jurisdiction, if the complaint does not fall within the Adjudicator's jurisdiction;
- ❖ Where your complaint does fall under the Adjudicator's jurisdiction, any personal information submitted by you will be shared with any of the relevant parties to the complaint to afford them an opportunity to respond to the complaint this may include details of minor children (if applicable), i.e. birth certificates of minors or any similar document, where they are beneficiaries with regards to death benefit claims;
- ❖ You may object to the sharing of your personal information with other parties. Should this be the case, then the Adjudicator will not investigate your complaint and your file will be closed.
- Please note that once a determination is issued, the OPFA may publish the details of such determination in a law report, website or media publication. By signing and lodging this form with the Adjudicator you give the OPFA consent to such publication.
- ❖ You confirm and declare that the information in this Complaint Form is complete, accurate and not misleading. Any changes to the information submitted, including your contact information, will be submitted to the Adjudicator without delay.

DATE	SIGNATURE