



4th Floor
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PRETORIA
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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			

By lodging this complaint form you agree to the following:

- You wish the OPFA to investigate your complaint on your behalf;
- Information submitted by you to this Office will be used solely for the purpose of investigating and adjudicating your complaint;
- We will at all times respect your privacy and keep your personal information confidential;
- You give consent to this Office to forward any information submitted by you to the office with the correct jurisdiction, if the complaint does not fall within this office's mandate;
- Where your complaint does fall under this Office's jurisdiction that this office may share information submitted by you with any of the relevant parties involved in the complaint to find out important information about your case – this consent will also 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 have the right to object to the sharing of your personal information with other parties. Should this be the case, then this Office will not be able to investigate your complaint and your file may be closed.

DATE

SIGNATURE

FREE SERVICE - NO CHARGE