

Author Maya Fisher-French

How to get help from the Ombudsman for Banking Services during the lockdown

The OBS has taken stringent measures to protect both our employees and complainants.

During lockdown, the OBS staff will be working remotely from home. However, the office is fully operational from 8am to 16:30pm, on Mondays and Wednesdays. When the office is closed, complainants cannot visit the OBS premises.

OBS staff are available to assist with enquiries and we encourage complainants to log complaints through our online and telephonic services. Complainants can lodge a complaint in one of the following ways:

- o Online submissions (<https://www.obssa.co.za/resolving-complaints/make-a-complaint/>);
- o By email: info@obssa.co.za;
- o By phone: 0860 800 900;
- o By WhatsApp: 066 473 0157
- o By downloading an application form from the website., (<https://www.obssa.co.za/wp-content/uploads/2018/04/Application-for-Assistance-form-FINAL.pdf>)

Complainants who have already lodged a complaint may track their complaint online by clicking on the following link: <https://www.obssa.co.za/track-a-complaint/>. Alternatively, they can call the office to speak to our staff on 0860 800 900.

How to complain

“It is important that the proper protocol is followed when lodging a complaint. A formal, written complaint can be lodged directly with your bank's dispute resolution department. During this process, it is important to ask for a complaint reference number from your bank. Complainants also need to allow the bank 20 working days in to respond to your complaint. Finally, complainants need to obtain a written response from their bank,” says Steyn.

Alternatively, consumers can contact the office of the Ombudsman for Banking Services for free assistance if they experience any banking problems or would like us to assist them with lodging a complaint against their bank.

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LOLA LAZARUS OF BULLION PR & COMMUNICATION
CELL: 083 271 5336
EMAIL: LOLA@BULLIONPR.COM