



Ukusingathwa kwezikhhalazo inqubo



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Ngabe awuthokozile ngensiza noma nemikhiqizo yethu?

Sicela usitshela. Ukubuyisa kwakho umbiko kubaluleke kakhulu kuthina. Sithathela phezulu zonke izikalazo bese sizinikela ekuzibhekeleleni ngokushesha ngendlela okungenzeka ngayo.

Okumele ukwenze

Uma ungathokozile nganoma yini ngokuphathelele nensiza noma imikhiqizo yethu, sicela usazise ngokukhulu ukushesha ngenye yalezi zindlela ezilandelayo:



Faka isikalazo sakho ku-inthanethi
ku-www.alexforbes.com/za/en



Sithumelele i-imeyili
contactus@alexforbes.com



Sishayele ucingo ngezikhathi zomsebenzi ku-
0860 000 279 noma 011 669 7026
Ungathinta ne-consultant yakho.



Ungeza uzosibona
Vakashela noma yiliphi igatsha lethu bese uxoxa nomunye wama-service consultants ethu.

Thola igatsha eliseduzane nawe kanye namahora okuvula alo ku-
www.alexforbes.com/za/en/contactus/branches
noma usishayele ucingo ukuze uthole igatsha eliseduze nawe.



Sithumelele ifekisi
011 263 0555



Sibhalele
Sithumelele incwadi ngeposi ku:-
Complaints Office
PO Box 787240
Sandton
2146

Yini okumele uyifake esikhalazweni sakho

Sicela usihlinzeke ngayo yonke imininingwane efanele ukuze sibhekelele isikhalazo sakhho ngokukhulu ukushesha. Nazi izinhlobo zemininingwane esidinga ukuzazi:

- Amagama akho aphelele kanye nemininingwane yokuxhumana (izinombolo zocingo kanye nekhelile-imeyli). Sicela ucacise ukuthi ngabe ukhetha ukuthi sikuphendule ngokuthi siphinde sikushaye ucingo noma nge-imeyli uma siphendula ngokuphathelele nesikhalazo sakho.
- Inombolo yakho yokutshalwa kwemali, inombolo yakho yobulungu, inombolo ye-policy noma inombolo yakho kamazisi kanye negama lesikhwama noma lomqashi (lapho kufanele khona). Le mininingwane isenza siqinisekise ukuthi singena kumarekhodi omuntu ofanele.
- Imininingwane mayelana nesikhalazo sakho.
- Ubani obuxhumene naye futhi nini, uma unayo le mininingwane.
- Yini ongathanda ukuthi siyenze ukuze sikulungisele izinto.
- Imvume yakho yokuthi sisebenzisele lonke lolu lwazi osinikeze lona ukuze sixazulule isikhalazo sakho.

Yini esizoyenza

Ngaphandle kwemizamo yethu emihle, kungenzeka ukuthi ungajabuli ngombono wethu ngalolu daba noma nangendlela esisingathe ngayo isikhalazo sakho.

- **Sizokwazisa ukuthi ubani okuzomele uxhumane naye ngokuphathelele nesikhalazo sakho**
Kungekapheli usuku olulodwa (1) lomsebenzi kutholakele isikhalazo sakho, sizokwazisa ukuthi sisitholile isikhalazo sakho nokuthi ubani ozobe ebhekelele lolu daba.

- **Sizoxazulula isikhalazo sakho**
Sizokwenza konke okusemandleni ethu ukusixazulula kungekadluli izinsuku zomsebenzi ezine (4), bese sikwazisa ngokwenzekayo.
- **Kungekadluli izinsuku zomsebenzi ezine (4):**
Sizokwenza konke okusemandleni ethu ukusixazulula kungekadluli izinsuku zomsebenzi ezine (4), bese sikwazisa ngokwenzekayo.

Ezinye izikhhalazo kungenzeka zibe nzima futhi zihlanganise izinto eziningi. Ezimweni ezifana nalezi, uma singakwazanga ukusixazulula ezinsukwini ezine (4) zomsebenzi, sizokugcina uhlale wazi okwenzekayo njalo ngemva kwesikhathi esithile ukuze wazi ngenqubekela phambili eseyenzekile.

Sizobhekelela isikhalazo size sixazululwe.

Uma ungeneme ngendlela okusingathwe ngayo isikhalazo sakho

Sizobhekelela isikhalazo sakho ngokushesha kanye nangokungenzeleli ngokusemandleni ethu. Uma sithola ukuthi udaba olungekho bucayi, sizokwazisa ngokwenzekalayo ngesikhathi silulungisa.

- **Sazise**
Uma uzwa sengathi uphathwe ngokungafanele noma awenelisekile ngesinqumo sesikhalazo sakho, sicela uthumele i-imeyli ku- complaintescalation@alexforbes.com futhi isikhalazo sakho sizobuyezwa kungekadluli izinsuku eziyi-10 zomsebenzi.
- **Khuluma nomphenyi wezikhhalazo (ombudsman) noma umahluleli ofanele**
Uma namanje unganelisekile ngomphumela wokudluliselwa kwesikhhalazo kwabakhulu kwangaphakathi kanye nenqubo yokubuyezwa, ungadlulisela isikhalazo sakho kumphenyi wezikhhalazo (ombudsman) noma kumlamuli ofanele. Lezi yizihlangano ezizimele ezisungulelwe ukuxazulula izikhhalazo phakathi kwamakhasimende nabahlinzeki bezinsiza zezemali abangakwazanga ukuzixazulula ngempumelelo phakathi kwabo.



Ngezikhhalazo mayelana nendlela esisingathe ngayo isikhhalazo sakho somshwalense wesikhathi eside, xhumana Nomphenyi Wezikhhalazo Zomshwalense Wesikhathi Eside:

Inombolo yocingo: 021 657 5000

Inombolo yesikhahlamezi: 021 674 0951

Ikheli leposi: Private Bag X45
Claremont, Cape Town, 7735

I-imeyili: info@ombud.co.za

Ikheli lendawo: 3rd Floor, Sunclare Building
21 Dreyer Street
Claremont, Cape Town, 7700

Isizindalwazi: www.ombud.co.za

Ngezikhhalazo ngokuphathelene nendlela esisingathe ngayo isikhhalazo sakho esihlobene nezululeko, xhumana Nomphenyi Wezikhhalazo obhekelele Abahlinzeki Bezinsiza Zezezimali (ephinde yaziwe nangokuthi i-FAIS Ombud):

Inombolo yocingo: 012 470 9080

Inombolo yesikhahlamezi: 012 348 3447

Ikheli leposi: PO Box 74571
Lynnwood Ridge
Pretoria
0040

I-imeyili: info@faisombud.co.za

Ikheli lendawo: Sussex Office Park,
Ground Floor, Block B
473 Lynnwood Road
Cnr Lynnwood Road and
Sussex Avenue
Lynnwood, 0081

Isizindalwazi: www.faisombud.co.za

Ngokuphathelene nezikhhalazo ngendlela esisingathe ngayo isikhhalazo sakho sesikhwama sempesheni, xhumana Nomehluleli Wezikhwama Zempesheni:

Inombolo yocingo: 012 346 1738

Inombolo yesikhahlamezi: 086 693 7472

Ikheli leposi: PO Box 580
Menlyn, Pretoria, 0063

I-imeyili: enquiries@pfa.org.za

Ikheli lendawo: 4th Floor Block A,
Riverwalk Office Park
41 Matroosberg Road
Ashlea Gardens, Pretoria, 0081

Isizindalwazi: www.pfa.org.za

Sizoqinisekisa ukuthi ulwazi lwakho uqobo oluphathelene nezikhhalazo lugcinwa luyimfihlo

U-Alexforbes uthatha ukuvikelwa kwedatha njengento ebalulekile. Sihambisana nemithetho eshayiwe evikela idatha kanye nolwazi lwabantu efana Nomthetho Wokuvikela Ulwazi Lomuntu Uqobo.

Sizogcina ulwazi lomuntu uqobo lwamakhasimende ukuze sixazulule izikhhalazo zawo futhi uma kufanele sihambisane nanoma yimuphi umthetho ofuna lokho. Uma singasenaso isidingo noma isisekelo sezomthetho sokugcina ulwazi lwamakhasimende uqobo sizolucima, noma sisuse ulwazi lomuntu uqobo.

Uma ukholwa ukuthi asizange sihambisane nemithetho yokuvikela idatha ngokuphathelene nokusebenzisa ulwazi lakho uqobo, uzimisele ukuxazulula nanoma yikuphi okungakuphetha kahle no-AlexForbes. Uma unganelisekile ngomphumela wale nqubo, ungafaka isimangalo Umlawuli Wolwazi usebenzisa ikheli le-imeyli lokufaka izikhhalazo:

I-imeyili: POPIAComplaints@info regulator.org.za | **I-imeyili:** PAIAComplaints@info regulator.org.za

