

# USE YOUR MONEY WISELY



# 2.

## A financial guide for South Africans

Read how to

- get out of financial trouble
- work for a secure future
- take control of your financial affairs



## How well do YOU sleep at night?

# How to find your way through this book

**Use Your Money Wisely** can answer most of your money questions.

Find the answers here!

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#### STEERING COMMITTEE

The Banking Council  
The Banking Association of South Africa  
JSE Limited  
Association of Collective Investments (now ASISA, formerly Association of Unit Trusts)  
The Life Offices' Association (now ASISA)  
The South African Insurance Association  
Institute of Retirement Funds  
Financial Intermediaries Federation of South Africa  
National Consumer Forum  
Consumer Affairs Committee, Department of Trade and Industry

#### REVIEW COMMITTEE

Bank Supervision Department  
The Banking Association of South Africa  
The Banking Council  
South African Institute of Financial Markets  
Fund Managers Association of South Africa  
Association of Collective Investments (now ASISA, formerly Association of Unit Trusts)  
Institute of Retirement Funds  
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Department of Trade and Industry

#### EXPERT PANEL

Department of Education  
Yellowwood Brand Consultants  
Financial Services Board

*Use Your Money Wisely* (Second Edition) was developed by the Educational Support Services Trust (ESST) on behalf of the Financial Services Board (FSB) as part of an ongoing Consumer Education Project to help all South Africans.

Most service providers are members of industry representative bodies which have strict codes of conduct. Consumers may also approach these bodies with enquiries or complaints.

## ASSOCIATIONS FOR PRODUCT SUPPLIERS

### The Association of Savings and Investment SA (ASISA)

PO Box 413255, Craighall, 2024  
Tel: (011) 325 6223 Fax: (011) 325 6160

PO Box 23525, CLAREMONT, 7735  
South Africa Tel (021) 673 1620

## SHORT-TERM INSURANCE COMPANIES

### The South African Insurance Association (SAIA)

PO Box 30619, BRAAMFONTEIN 2017  
Tel: (011) 726 5381 Fax: (011) 726 5351  
E-mail: info@saia.co.za  
Website: <http://www.saia.co.za/>

## BANKS

### The Banking Association of South Africa

3<sup>rd</sup> Floor, Sunnyside Ridge  
32 Princess of Wales Terrace, PARKTOWN  
Tel: (011) 645 6700 Fax: (011) 645 6896  
E-mail: mediaenquiries@banking.org.za

### JSE LIMITED

Private Bag X 991174, SANDTON 2146  
Tel: (011) 520 7127/8/9  
Fax: (011) 520 8605  
E-mail: education@jse.co.za

### BOND EXCHANGE OF SOUTH AFRICA

PO Box 77, MELROSE ARCH 2076  
Tel: (011) 215 4000 Fax: (011) 215 4100  
E-mail: mailbox@besa.za.com

## ASSOCIATIONS FOR INTERMEDIARIES

### Financial Intermediaries Association of South Africa (FIA)

PO Box 11901, Centurion, 0046  
Tel: (012) 665 0085  
Fax: (012) 665 0534

### Black Brokers Forum (BBF)

58 Market Street, POLOKWANE 0700  
Tel: (015) 291 1537 Fax: (015) 291 1537  
E-mail: extricate@lantic.net

### Forex Investment Association

PO Box 3178, MONTANA PARK 0159  
Tel: (012) 543 9040 Fax: (012) 543 0293  
E-mail: infor@forex.org.za  
Website: <http://www.forex.org.za/>

### South African Underwriting Managers Association (SAUMA)

PO Box 3129, CRAMERVIEW 2060  
Tel: (011) 781 6580 Fax (011) 781 6579  
E-mail: sauma@hixnet.co.za

## BANKS

Should you have a particular problem regarding service from your bank and if your bank does not resolve the problem to your satisfaction, you may approach the office of:  
The Ombudsman for Banking Services  
PO Box 5728,  
JOHANNESBURG 2000  
Tel: 0860 800 900 Fax: (011) 838 0043  
E-mail: info@obssa.co.za

## SUSPECTED ILLEGAL BANKING BUSINESS

(deposit-taking by entities other than registered banks)  
Registrar of Banks  
PO Box 8432  
PRETORIA 0002  
Tel: 08600 800 900 Fax: (012) 313 3758  
E-mail: info@obssa.co.za

The Office of Consumer Protection (OCP)  
For complaints about an unfair business practice, pyramid schemes and general consumer complaints and information, contact the DTI Consumer Contact Centre at 0861 843 384



## CREDIT

For complaints about credit bureaux or credit providers and for information on the credit industry contact:

The Credit Information Ombud:

Tel: 0861 66 28 37

E-mail: [ombud@creditombud.org.za](mailto:ombud@creditombud.org.za)

## National Credit Regulator:

The NCR was established in terms of the National Credit Act No 34 of 2005 to register credit providers, credit bureaux and debt counsellors. For complaints or more information, contact:

Toll-share: 0860 627 627

E-mail: [info@ncr.org.za](mailto:info@ncr.org.za) or [complaints@ncr.org.za](mailto:complaints@ncr.org.za)

## PYRAMID SCHEMES OR MISREPRESENTATION

For complaints about unfair business practice, pyramid schemes and general consumer complaints and information, contact The Office of Consumer Protection (OCP) at the DTI Consumer Contact Centre at:

Tel: 0861 843 384

## Department of Trade and Industry

Consumer Affairs Committee (CAFCOM)

Department of Trade and Industry

Private Bag X84,

Pretoria 0001

Tel: (012) 394 1551/2

Fax: (012) 394 2551/2

E-mail: [ebimo@thedti.gov.za](mailto:ebimo@thedti.gov.za) or [dinki@thedti.gov.za](mailto:dinki@thedti.gov.za)

## OMBUD FOR FINANCIAL SERVICES PROVIDERS

The office of the Ombud for Financial Services Providers (FAIS ombud) was established by the Financial Advisery and Intermediary Services Act 37 of 2002 (FAIS Act). For complaints about financial service providers, contact:

Tel: 0860 324 766

E-mail: [info@faisombud.co.za](mailto:info@faisombud.co.za)

## LIFE INSURANCE POLICY

For complaints about life policies, funeral cover and other long-term insurance matters, contact:

The Ombudsman for Long-Term Insurance

Private Bag X45, Claremont 7735

Tel: (021) 657 5000 Fax: (021) 674 0951

Toll-free: 0860 103 236

E-mail: [info@ombud.co.za](mailto:info@ombud.co.za)

## SHORT-TERM INSURANCE POLICY

For disputes between members of the short-term insurance industry and consumers, contact:

The Ombudsman for Short-Term Insurance

PO Box 32334, BRAAMFONTEIN 2017

Tel: (011) 726 8900 Fax: (011) 726 5501

E-mail: [info@osti.co.za](mailto:info@osti.co.za)

## RETIREMENT FUND

If you have a problem with your pension, provident, preservation or retirement fund that you have not been able to resolve with your employer, you may lodge a complaint in writing with the

Pension Funds Adjudicator

PO Box 23005, CLAREMONT 7735

Johannesburg:

Tel: (011) 884 8454; Fax: (011) 884 1144

E-mail: [jhb@pfa.org.za](mailto:jhb@pfa.org.za)

Cape Town:

Tel: (021) 674 0209 Fax: (021) 674 0185

E-mail: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)

If your complaint does not fall into any of the above categories you can contact the Financial Services Board's Call Centre at 0800 202 087.



**Help us build a crime-free society and a country with the best financial services in the whole world!**