



26 September 2024

Dear Client

### **Important update: Introduction of the National Financial Ombud Scheme**

From March 2024, the newly-formed National Financial Ombud Scheme (NFO) has started its operations. This initiative consolidates the services of 4 former Ombud schemes into a single, comprehensive dispute resolution service. The NFO now includes the following:

- The Ombudsman for Banking Services
- The Credit Ombud
- The Ombudsman for Long-term Insurance
- The Ombudsman for Short-term Insurance

### **What this means for you**

All the services and assistance previously provided by these schemes are now available through the NFO. This amalgamation aims to leverage the success of the previous schemes while offering a more streamlined and coordinated dispute resolution framework for financial clients.

### **You can contact the NFO using the following details:**

Johannesburg	110 Oxford Road   Houghton Estate   Illovo   2198
Cape Town	6th Floor   Claremont Central Building   6 Vineyard Road   Claremont   7700
Tel	+27 860 800 900
Website	nfosa.co.za
Email	info@nfosa.co.za

We're busy updating our records to reflect the above changes, so you might still see some old details in our communications. We're working diligently to ensure that everything is updated as soon as possible.

If you have any questions, contact us on +27 800 333 111 or at [insurance@nedbank.co.za](mailto:insurance@nedbank.co.za)

Kind regards

**Nedbank Insurance**

### **Personal | Business | Investments**

Nedbank 135 Rivonia-Campus Rivonia Road 135 Sandown Sandton 2196 South Africa | PO Box 1144 Johannesburg 2000 South Africa  
T 0800 333 111 F 0860 333 398 @ Insurance@nedbank.co.za

Directors: AD Mminele (Chairperson) JP Quinn (Chief Executive) HR Brody (Lead Independent Director) BA Dames MH Davis (Chief Financial Officer) NP Dongwana EM Kruger P Langeni  
RAG Leith L Makalima MC Nkuhlu (Chief Operating Officer) Dr TM Nombembe S Subramoney  
Company Secretary: J Katzin 31.05.2024.

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