



22 On Sloane
Corner William Nicol Drive &
Sloane Street
Bryanston, 2191

Tel: +27 (0) 11 568 3497
info@StokFella.com
www.StokFella.com

Dear **Valuable StokFella Client**,

Complaints about your stokvel group, and especially more complicated complaints that relate to fraud or suspicious stokvel activities, are all regarded as serious matters in terms of our policy fraud and corruption prevention policy for stokvels and must be reported to us in writing for us to handle it efficiently.

Please complete this form with as much detail as possible and return to our office at your soonest convenience. Further note, all personal information and any persons who are the subject of a complaint shall be kept confidential and only used for the purposes of addressing the complaint and any follow-up actions in accordance to our Privacy Policy.

StokFella's Complaints Officer or Management will acknowledge receipt of your complaint within 2 working days of receipt and will provide a reference number together with the name and contact details of the person who will be responsible to investigate your complaint.

Once all the required documentation has been received and scrutinized, your complaint handler will be able to provide you with a timeline for resolution of your complaint, and further steps to be taken.

Address this Client Complaint Form to our Complaints Officer:

Tshepo Moloi

E-mail: tshepomoloi@stokfella.com and info@stokfella.com

Tel: 011 568 3497

CLIENT COMPLAINT SUBMISSION FORM

Client Name & Surname	
Client Contact number	
Client Email address	
Client Group Name	
Client Group Membership number (if applicable)	
Client ID number	
Date of Complaint	



StokFella (Pty) Ltd, Reg No 2016/033764/07, Directors: T. Moloi (M.Eng. Mechanical, M.Com. Finance); T.V. Mokgatlha (BCompt/CTA (Hons), CA (SA)).
StokFella is an authorised Financial Services (FSP48812) and Credit Provider (NCRCP12735).

**WEALTH
BUILDING
MADE
SIMPLE.**

PLEASE EXPRESS THE REASONS FOR YOUR DISSATISFACTION ABOUT YOUR STOKVEL IN AS MUCH
DETAIL AS POSSIBLE

PLEASE INDICATE YOUR DESIRED OUTCOME AND WHAT YOU WOULD LIKE TO ACHIEVE

PLEASE INDICATE ANY OTHER FACTORS YOU WOULD LIKE US TO CONSIDER



PLEASE PROVIDE AND LIST THE SUPPORTING DOCUMENTATION THAT YOU BELIEVE WOULD ASSIST US IN INVESTIGATING ACCURATELY YOUR COMPLAINT

For office use:

Date complaint received	
Complaint received by	
Contact number	
Email address	
Department	
Acknowledgement sent to client- date and reference number allocated to complaint if applicable	
Complaint recorded	
Next steps	



6. Rejection of complaint

Should your complaint be rejected by StokFella, our complaints handling officer will provide you with a clear decision and a thorough explanation of the reasons for the rejection and any further remedies available to you as a consumer of financial products and services.

7. Rules on Proceedings of the Office of the FAIS Ombud

In the event where StokFella has ***failed to address*** the complaint satisfactorily within 6 weeks and additional 10 days (in the event of internal review and escalation), from receipt thereof, ***or rejected the complaint***, the complainant must be referred to the relevant Ombudsman Schemes available to the complainant within 6 months of final response by StokFella.

Ombudsmen's Details

7.1 FINANCIAL SERVICES /FAIS OMBUD

P O Box 74571, Lynwood Ridge, 0040

Kasteel Office park, Oranje Building 2nd Floor, 546 Jochemus Avenue, Erasmuskloof Pretoria.

Tel: 012 762 5000

Fax: (012) 348 3447

Email: info@faisombud.co.za

www.faisombud.co.za

