

get in touch

We deal with complaints quickly and thoroughly so that we can resolve them effectively. Compliments are shared and celebrated, and are added motivation to serve you better.

Step 1

Talk to us

If you have a complaint, query, compliment or would like to give feedback, contact us:

- Email us at ClientCareCentre@capitecbank.co.za
- Call our 24hr Client Care Centre on **0860 10 20 43**
- Visit your nearest branch

In the event of a complaint, once we have received it, we will:

- Acknowledge your complaint and give you a reference number
- Contact you within 24 hours to provide you with feedback
- Try to resolve the matter and keep you informed
- Escalate your complaint further should we not be able to resolve it to your satisfaction

Please give us time to resolve your complaint before escalating it.

Step 2

Escalate your complaint

Unresolved complaints will be escalated to Complaint Management.

- We will acknowledge receipt of your complaint and give you the contact details of the person investigating it
- We will contact you within 24 hours and keep you informed until your complaint has been resolved or finalised
- If you are still not satisfied with the outcome, we will give you the relevant ombudsman's contact details

Step 3

Contact an ombudsman

You can contact an ombudsman to investigate your complaint only if you have followed step 1 and step 2

Service/Products

Ombudsman for Banking Services

T 0860 80 09 00 (sharecall)/011 712 1800
F 0866 76 63 20/011 483 3212
E Info@obssa.co.za
obssa.co.za

Credit

National Credit Regulator

T 0860 62 76 27
E Info@ncr.org.za
ncr.org.za

Credit Insurance/Funeral Cover

Ombudsman for Long-term Insurance (OLTI)

T 0860 10 32 36 (sharecall)/021 657 5000
F 021 674 0951
E Info@ombud.co.za

You may submit a complaint to the OLTI's office if you have raised a complaint with the Insurer but the insurer has not been able to resolve the complaint to your satisfaction.

The Insurer's contact details are available on your Policy Schedule you received from us.

You can approach the OLTI if you have raised a complaint and the resolution was not to your satisfaction, relating to the following:

- Where your claim has been declined
- If you are dissatisfied with the policy performance and maturity values
- Poor service
- Lapsing of your policy
- If you are dissatisfied with your surrender or paid-up values
- Partial payment of claims
- Credit Retrenchment insurance

Step 3 (continued)

Financial Services

FAIS Ombud

T 012 762 5000
F 012 348 3772
E Info@faisombud.co.za
faisombud.co.za

You may submit a complaint to the FAIS Ombud if the facts that give rise to your complaint arose during the rendering of a financial service by Capitec Bank, where you are of the opinion that the bank has:

- Contravened the provisions of the Financial Advisory and Intermediary Services Act (FAIS) and you have suffered or are likely to suffer financial prejudice or damage
- Acted willfully or negligently in rendering the financial service and has caused or is likely to cause prejudice or damage to you
- Treated you unfairly

share your feedback

Have a compliment or complaint?

#SimplifyBanking #LiveBetter



capitecbank.co.za
0860 10 20 43

All information correct at time of going to print, 28/05/2020, and subject to change. Capitec Bank Limited is an authorised financial services provider (FSP46669) and registered credit provider (NCRCP13). Capitec Bank Limited Reg. No.: 1980/003695/06

8035 Feedback Flyer



8035 Feedback Flyer May'20 FA

SIGN OFF

DATE: _____
COPYWRITER NAME: _____
SIGNATURE: _____

DATE: _____
HOD NAME: _____
SIGNATURE: _____

DATE: _____
CREATIVE NAME: _____
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LEGAL NAME: _____
SIGNATURE: _____

DATE: _____
FA NAME: _____
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DATE: _____
FINANCE NAME: _____
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DATE: _____
JOB OWNER NAME: _____
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DATE: _____
COMPLIANCE: _____
SIGNATURE: _____

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|-----------------------------------|--|-------------------------|
| EPIC NUMBER 8035 | DATE 28 May 2020 | PROCESS Litho/Digital |
| DIMENSION 198mm (W) X 210mm (H) | BLEED 5mm | SUBSTRATE -- |
| COLOUR SPECS PROCESS | CAPITEC COLOUR PALETTE PANTONE PROCESS | |
| | | PRODUCTION SPECS |
| CYAN MAGENTA YELLOW BLACK | PANTONE 302 C100 M30 Y0 K58 PANTONE CYAN C100 M0 Y0 K0 PANTONE RED 032 C0 M88 Y79 K0 PANTONE 187 C0 M100 Y79 K20 PANTONE BLACK 7 C0 M7 Y10 K92 | |
| DATE: _____ | DATE: _____ | DATE: _____ |
| RISK: _____ | RISK: _____ | RISK: _____ |
| SIGNATURE: _____ | SIGNATURE: _____ | SIGNATURE: _____ |

