



Please send completed application form to: 127 - 15th Road, Randjespark, Midrand | PO Box 209, Halfway House, 1685

COMPLAINT INITIATION FORM
(Initiating a complaint to the National Credit Regulator in terms of Section 136 of the Act)

General information

1. A complainant that wishes to submit a complaint must complete this form in full. For help in filing in this form, please phone the National Credit Regulator (0860 627 627)
2. If you are a third party, completing this form on behalf of an individual, kindly refer to the regulations for details on the documentation that should accompany this form. (Regulation 50)
3. The complaint form and the documentation must be submitted to the National Credit Regulator

Complaint Initiation Form

1. Name of Complainant

2. ID/CIPRO reg. No.

3. Date

4. Physical Address

 Postal Code

Postal Address

 Postal Code

5. Telephone number Fax number

5.1 Institution to which the complaint relates

5.2 Branch (if relevant)

5.3 Person representing institution

6. Short description of complaint. Add pages if required

7. I confirm that I want the National Credit Regulator to consider my complaint.

8. I understand that:

- The National Credit Regulator will handle my complaint according to the requirements of the National Credit Act, 2005.
- Confidential information may be considered by the National Credit Regulator in the process of handling my complaint.
- The National Credit Regulator may need to communicate with other organisations in respect of the complaint question and may need to exchange information in this regard.

9. Should the National Credit Regulator require me to issue a statement under oath in respect of information contained in this form, I will do so.

Date Place

Complainant's signature

(Complainant or person duly authorised to act on the complainant's behalf - power of attorney complying with Regulation 50 must be enclosed)

Signature of call centre operator in the event of the complaint being initiated by a telephone call.

Name of call centre operator Signature

List attached supporting documents relevant to this matter

1. _____
2. _____
3. _____
4. _____
5. _____

Advise what outcome you would like to receive

The NCR will provide you with details of the outcome of our assessment and in the event of such outcome indicating the lack of a reasonable suspicion of prohibited conduct, you may request the NCR to issue a Notice of Non-Referral in terms of section 139(1) to enable you to refer the matter directly to a consumer court or the Tribunal as contemplated in section 141 of the National Credit Act 34 of 2005.

You are also at this stage already advised of the contents of section 166 of the National Credit Act which provides for a limitation in bringing an action in that a complaint may not be referred or made to the Tribunal or to a consumer court more than three years after the act or omission that is the cause of the complaint or in the case of a course of conduct or continuing practice, the date that the conduct or practice ceased.

Disclaimer

By attaching your signature on the Form 29, you are confirming that you understand the following:

- *The National Credit Regulator will handle your complaint according to the requirements of the National Credit Act, 2005.*
- *Confidential information may be considered by the National Credit Regulator in the process of handling your complaint.*
- *The NCR may need to communicate with other organizations in respect of the complaint in question and may need to exchange information in this regard.*