

Important Contact Details

PROVINCIAL CONSUMER AFFAIRS OFFICES

EASTERN CAPE

| Postal address | Street address | Telephone & Fax |
|--|---|--|
| The Director: Consumer Affairs Private Bag X0054, Bisho, 5605 | Pick 'n Pay Building Office 223 Bisho | Tel: 045 808 4000 Fax: 045 838 3981 |

FREE STATE

| Postal address | Street address | Telephone & Fax |
|--|---|---|
| The Director: Consumer Affairs P O Box 6590, Bloemfontein, 9300 | Tourist Centre 60 Park Road Willows, Bloemfontein | Tel: 051 400 4852/54 Fax: 051 400 9440/9 051 400 9606 |

GAUTENG

| Postal address | Street address | Telephone & Fax |
|---|--|---|
| The Director: Consumer Affairs Private Bag X091, Marshalltown , 2017 | Ground Floor Matlotlo House 94 Main Street Johannesburg | Tel: 0860 428 8361 011 355 8012/ 8117 Fax: 011 355 8019 |

KWAZULU-NATAL

| Postal address | Street address | Telephone & Fax |
|---|--|---|
| The Director: Consumer Affairs Private Bag X001, Bishopsgate, 4008 | 1st Floor The Marine Building 22 Gardiner St Durban | Tel: 031 310 5300 Fax: 031 310 5416/42 |

LIMPOPO

| Postal address | Street address | Telephone & Fax |
|--|--|---|
| The Director: Consumer Affairs Private bag X9484, Polokwane, 0700 | Ismini Towers 46 Hans van Rensburg Street Polokwane | Tel: 015 293 8300/8529 Fax: 015 291 1336 015 295 7010 |

MPUMALANGA

| Postal address | Street address | Telephone & Fax |
|---|----------------------------------|---|
| The Director: Consumer Affairs Private Bag X11215, Nelspruit, 1200 | 106 Ferreira Street Nelspruit | Tel: 013 752 3761 Fax: 013 752 2729/3729 |

NORTHERN CAPE

| Postal address | Street address | Telephone & Fax |
|---|-------------------------------------|---|
| The Director: Consumer Affairs P O Box 3238, Kimberley, 8300 | 18–22 Stockdale Street Kimberley | Tel: 053 839 4000 053 830 4835/08 Fax: 053 831 3668 053 830 4838 |

NORTH WEST PROVINCE

| Postal address | Street address | Telephone & Fax |
|--|---|---|
| The Director: Consumer Affairs Private Bag X2060, Mmabato, 2735 | East Wing Ground Floor Agri Centre Building James Moroka Street Mafikeng | Tel: 018 387 7700/84 Fax: 018 392 5550 018 387 7900 |

WESTERN CAPE

| Postal address | Street address | Telephone & Fax |
|--|------------------------------|--|
| The Director: Consumer Affairs P O Box 979, Cape Town, 8000 | 142 Long Street Cape Town | Tel: 0860 142 142 021 483 5735 Fax: 021 483 5872 |

NATIONAL CONSUMER COMMISSION

Customer Contact Centre: 0860 003600 or 012 761 3000

E-mail: complaints@thencc.org.za

FURTHER COMPLAINTS BODIES BY TYPE OF TRANSACTION

ADVERTISING

Advertising Standards Authority Tel: (011) 781 2006 Fax: (011) 781 1616

AUCTIONS

SA Institute of Auctioneers Tel: 0861 847 426/
082 659 1476 Fax: 086 505 7497

ARCHITECTURAL SERVICES

SA Institute of Architects Tel: (011) 782 1315 Fax: (011) 782 8771

BANKING & FINANCIAL

Ombudsman for Banking Services Tel: (011) 712 1800 or
0860 800 900 Fax: (011) 483 3212

Financial Services Ombud Tel: (012) 470 9080 Fax: (012) 348 3447

CREDIT

Credit Bureau Association Tel: (011) 463 8218 Fax: (011) 463 8386

Credit Ombudsman Tel: 0861 66 28 37 Fax 086 683 4644

The National Credit Regulator Tel: 0860 627 627

DIRECT MARKETING

Direct Marketing Association Tel: 0861 362 362 Fax: 0866 260 758

ESTATE AGENTS

Estate Agency Affairs Board Tel: 087 285 3222 Fax: (011) 880 9725/
9831

FRANCHISE

Franchise Association of Southern
Africa Tel: 0861 2372624473 Fax: (011) 615 3679

INSURANCE

Long Term Insurance Ombudsman Tel: 0860 103 236 Fax: (021) 674 0951

Short Term Insurance Ombudsman Tel: (011) 726 8900 Fax: (011) 726 5501

INTERNET

Internet Service Providers
Association Tel: (010) 500 1200

LAWYERS

Law Society of South Africa Tel: (012) 366 8800 Fax: (012) 362 0969

MEDIA & PRESS

Press Ombudsman of South Africa Tel: (011) 484 3612 Fax: (011) 484 3619

MEDICAL AIDS

Council of Medical Schemes Tel: (012) 431 0500 Fax: (012) 431 0608

MEDICAL DOCTORS

South African Medical Association Tel: (012) 481 2000 Fax: (012) 481 2100

MOTOR

Motor Industry Ombudsman Tel: 0861 164 672 Fax: 086 630 6141

PENSION

Registrar of Pension Funds Tel: (012) 428 8000/
0800 110 483 Fax: (012) 347 0221/
8787

**SOUTH AFRICAN NATIONAL
CONSUMER UNION**

Tel: (012) 428 7122 Fax: 0866 728585