

PAYPROP DEPOSITGUARANTEE

COMPLAINTS AND CLAIMS CONTACT INFORMATION

OFFICE 087 820 7260 | **FAX** 086 615 0176 | support@paypropcapital.com | www.paypropcapital.com

For any complaints relating to claims problems which are not satisfactorily resolved:

Complaints Officer: Arnold Schoombee and/or Janine Abrahams
Telephone Number: 011 685 7600
Facsimile Number: 011 784 9858
Postal Address: PO Box 652659, Benmore, 2010
E-mail: Arnold.schoombee@rmbsi.co.za and/or Janine.abrahams@rmbsi.co.za

Particulars of the short-term insurance ombudsman

The Ombudsman is available to advise you in the event of claims problems which are not satisfactorily resolved by PayProp Capital (Proprietary) Limited or RMB Structured Insurance Limited.

Address: PO Box 32334, Braamfontein, 2017
Telephone number: 0860 726 890 or 011 726 8900
Facsimile number: 011 726 5501
Email address: info@osti.co.za

Particulars of the fais ombud

In the event that your complaint relating to FAIS is not resolved to your satisfaction you may contact the FAIS Ombud.

Address: PO Box 74571, Lynwood Ridge, 0040
Telephone number: (012) 470 9080
Fax number: (012) 348 3447 or (012) 470-9097
Email: info@faisombud.co.za