



4<sup>th</sup> Floor  
 Riverwalk Office Park  
 Block A, 41 Matroosberg Road  
 Ashlea Gardens  
**PRETORIA**  
**SOUTH AFRICA**  
 0181

P.O. Box 580, **MENLYN**, 0063  
 Tel: 012 748 4000 // 346 1738 Fax: 086 693 7472  
 E-Mail: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)  
 Website: [www.pfa.org.za](http://www.pfa.org.za)

**How must we communicate with you? Email  / Post**

**COMPLAINT FORM**

**NOTE**

**In terms of section 30A of the Act, before lodging a complaint with our Office, you may first lodge the complaint in writing with the fund/administrator to allow it an opportunity to resolve the complaint directly with you.**

**COMPLAINANT'S DETAILS**

<b>Surname:</b>		
<b>Full Name/s:</b>		
<b>Identity Number</b>		
<b>Postal Address</b>		
		<b>Postal Code:</b>
<b>Residential Address: (if not same as postal)</b>		
		<b>Postal Code:</b>
<b>Contact details:</b>	<b>Phone Number:</b>	
	<b>Alternative Number:</b>	
	<b>Email address:</b>	
	<b>Fax Number:</b>	

**Please notify us immediately when there is a change of personal contact details on your side**

**FUND / ADMINISTRATOR DETAILS**

<b>Name and Contact details of the Fund:</b>	
<b>Name and Contact details of the Administrator</b>	

## EMPLOYER'S DETAILS

<b>Name of Company:</b>		
<b>Address of Company:</b>		
		<b>Code:</b>
<b>Contact Details of Company:</b>	Tel:	
	Fax:	
	Email:	
	Contact person:	
<b>Date of Joining Company:</b>		
<b>Date of Leaving Company:</b>		

## SUPPORTING DOCUMENTS: ATTACHED

<b>General documents required:</b>	ID of complainant and/or member belonging to the fund	
	Fund benefit statement / Payslip	
	Correspondence to and from the fund / administrator / Employer	
<b>Divorce Matters</b>	Divorce Order with Settlement Agreement (if applicable)	
<b>Retirement Annuity Fund matters</b>	Policy Number / Copy of policy investment statement	
<b>Disability Matters</b>	Copy of Disability finding / Report	
<b>Death Benefit Matters</b>	Copy of Member's Death Certificate	
	Copy of ID/birth certificates of minors	

## DETAILS OF COMPLAINT

**(Must complete all sections - please attach a letter if not enough space)**

<b>A. On what date did you first become aware of the issue(s) that you have described in your complaint?</b>	<div style="font-size: 1.2em; font-family: monospace;">             ___ / ___ / ___              (dd/mm/yyyy)           </div>
<b>B. If 3 years have passed since you first became aware of the issues, provide the reason(s) why you did not lodge your complaint sooner</b>	



**By lodging this complaint form with the Adjudicator, you confirm that you agree to or that you are aware of the following:**

- ❖ You wish the Adjudicator to investigate your complaint;
- ❖ The Adjudicator is assisted, in fulfilling her functions, by staff employed by the Office of the Pension Funds Adjudicator (OPFA);
- ❖ Information submitted by you to the Adjudicator will be processed for the purpose of investigating and adjudicating your complaint;
- ❖ The Adjudicator will at all times seek to protect your personal information as far as may be reasonably practicable;
- ❖ The Adjudicator is required, by law, to keep a permanent record of the proceedings relating to the adjudication of a complaint and the evidence given. Any member of the public may obtain a readable copy of the record on payment of a fee determined by the Adjudicator. This means that personal information submitted to the Adjudicator by any party to a complaint may be obtained by any member of the public;
- ❖ You give consent to the Adjudicator forwarding any information submitted by you to an ombudsman with jurisdiction, if the complaint does not fall within the Adjudicator's jurisdiction;
- ❖ Where your complaint does fall under the Adjudicator's jurisdiction, any personal information submitted by you will be shared with any of the relevant parties to the complaint to afford them an opportunity to respond to the complaint – this may include details of minor children (if applicable), i.e. birth certificates of minors or any similar document, where they are beneficiaries with regards to death benefit claims;
- ❖ You may object to the sharing of your personal information with other parties. Should this be the case, then the Adjudicator will not investigate your complaint and your file will be closed.
- ❖ Please note that once a determination is issued, the OPFA may publish the details of such determination in a law report, website or media publication. By signing and lodging this form with the Adjudicator you give the OPFA consent to such publication.
- ❖ You confirm and declare that the information in this Complaint Form is complete, accurate and not misleading. Any changes to the information submitted, including your contact information, will be submitted to the Adjudicator without delay.

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE