



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