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THE PRESIDENCY

No. 127 9 February 2005

It is hereby notified that the President has assented to the following Act, which is hereby published for general information:—

No. 37 of 2004: Financial Services Ombud Schemes Act, 2004.

OFISI KAMONGAMELI

Ino. 127 9 February 2005

Esi sisaziso sokuba uMongameli uwamkele lo mthetho ulandelayo nonikezelwa kuluntu jikelele kolu xwebhu:—

Ino. 37 ka 2004: uMthetho Weenkqubo Zomsombululi-Zikhalazo Kwiinkonzo Zemali, 2004.

(English text signed by the President.)
(Assented to 4 February 2005.)

ACT

To provide for the recognition of financial services ombud schemes; to lay down minimum requirements for ombud schemes; to promote consumer education with regard to ombud schemes; to co-ordinate the activities of ombuds of recognised schemes with the activities of the Pension Funds Adjudicator and the Ombud for Financial Services Providers; to develop and promote best practices for complaint resolution; to empower the Ombud for Financial Services Providers to act as a statutory ombud in certain cases; and to provide for matters connected therewith.

BE IT ENACTED by the Parliament of the Republic of South Africa, as follows:—

Definitions

1. In this Act, unless the context indicates otherwise—

- “**Adjudicator**” means the Pension Funds Adjudicator appointed in terms of section 30C(1) of the Pension Funds Act, 1956 (Act No. 24 of 1956);
- “**board**” means the Financial Services Board established by section 2 of the Financial Services Board Act;
- “**client**” means a person who uses the services of a financial institution or a person who enters into a transaction with a financial institution in respect of a product of that institution, and includes the—
- (a) successor in title of such person; and
 - (b) beneficiary of such service or product;
- “**complaint**” means a complaint by a client relating to any agreement with, or a financial service or product of, a financial institution, and in which it is alleged that the client has suffered or is likely to suffer financial prejudice or damage as a result of the financial institution—
- (a) having contravened or failed to comply with a provision of any agreement or the law or of a code of conduct subscribed to by the financial institution;
 - (b) having wilfully or negligently supplied, or failed to supply, a financial service or a product to the client;
 - (c) having treated the client unreasonably or inequitably; or
 - (d) having maladministered the implementation of an agreement with, or the supply of a financial service or a product to, the client;
- “**Council**” means the Financial Services Ombud Schemes Council established by section 2;
- “**financial institution**” means—
- (a) a bank as defined in section 1(1) of the Banks Act, 1990 (Act No. 94 of 1990), or a mutual bank as defined in section 1(1) of the Mutual Banks Act, 1993 (Act No. 124 of 1993);
 - (b) any financial institution contemplated in paragraph (a) of the definition of “financial institution” in section 1 of the Financial Services Board Act; or
 - (c) any person declared to be a financial institution in terms of section 17;

(English text signed by the President.)
(Assented to 4 February 2005.)

UMTHETHO

Wokumisela ukuvunywa kweenkqubo zomsombululi-zikhalazo kwiinkonzo zemali; ukuze kubekwe iimfuno ezisisiseko zenkqubo zomsombululi-zikhalazo; ukuze kuphakanyiswe imfuno yabasebenzisi zinkonzo ngokuphathelelene neenkqubo zomsombululi-zikhalazo; ukuze kuhlangukanyiswe imisebenzi yabasombululi-zikhalazo beenkqubo ezivunyiweyo kunye nemisebenzi yaBalamli beeNgxowamali zePenshele kunye nabasombululi-zikhalazo babaniki-nkonzo beeNkonzo zeMali; ukuphuhlisa nokuphakamisa iindlela zokusebenza ezizezona zingcono zokusombulula izikhalazo; ukuxhobisa uMsombululi-zikhalazo waBaboneleli beeNkonzo zezemali ukuba adlale indima yoMsombululi-zikhalazo wase-mthethweni kwiimeko ezithile kunye nokulungiselela imibandela eyayamene noku.

MAWENZIWE UMTHETHO yiPalamente yeRiphabhlikhi yaseMzantsi Afrika, ngolu hlobo lulandelayo:—

Iinkcazelo

1. Kulo Mthetho, ngaphandle kokuba okuqulathiweyo kubonisa enye into—
 - “**UMlamli**” uthetha uMlamli weeNgxowamali zePenshele otyunjwe ngokwecandelo 30C(1) lomthetho i-Pension Funds Act, 1956 (Umthetho Nombolo 24 ka-1956); 5
 - “**ibhodi**” ithetha iBhodi yeeNkonzo zeMali esekwe licandelo 2 lomthetho i-Financial Services Board Act;
 - “**iklayenti**” ithetha umntu osebenzisa iinkonzo zeziko lezemali okanye umntu ongenela ukusebenzisana neziko lezemali ngokuphathelelene nemveliso yelo ziko, yaye ibandakanya— 10
 - (a) umngeni-zihlangwini kwitayitile yaloo mntu; kunye
 - (b) nomzuzi waloo nkonzo okanye loo mveliso;
 - “**isikhalazo**” sithetha isikhalazo esenziwa yiklayenti esayamene naso nasiphina isivumelwano neziko lezemali okanye nenkonzo yezemali okanye imveliso yezemali, yaye apho kutyholwa ukuba iklayenti ithwaxeke okanye ngahle ithwaxwe lunyibebeleko ngokwezemali okanye ithwaxwe ngumonakalo ngenxa yeli ziko lezemali— 15
 - (a) laphule okanye alikwazanga ukuhambisana nommiselo waso nasiphina isivumelwano okanye umthetho okanye isibhambatho sokuziphatha ekubandakanyeka kuso eli ziko lezemali; 20
 - (b) linike ngabom okanye ngokungakhathali, okanye alikwazanga ukunika inkonzo yezemali kule klayenti;
 - (c) liphethe iklayenti ngokungenangqiqo okanye ngokungenalingano; okanye 25
 - (d) lilawule kakubi ukusetyenziswa kwesivumelwano nenkonzo yezemali okanye kunikwa kwenkonzo yezemali okanye imveliso kwiklayenti;
 - “**IBhunga**” lithetha iNkqubo zaBancedi-Zikhalazo kwiiNkonzo zeMali licandelo 2;
 - “**iziko lezemali**” lithetha— 30
 - (a) ibhanki njengoko ichazwe kwicandelo 1(1) lomthetho i-Banks Act, 1990 (Umthetho Nombolo 94 ka-1990), okanye ibhanki efanisanayo njengoko ichazwe kwicandelo (1) lomthetho i-Mutual Banks Act, 1993 (Umthetho Nombolo 124 ka-1993);

“Financial Services Board Act” means the Financial Services Board Act, 1990 (Act No. 97 of 1990);

“Minister” means the Minister of Finance;

“ombud” means a person who is empowered in terms of a scheme to resolve a complaint;

“Ombud for Financial Services Providers” means the Ombud for Financial Services Providers appointed in terms of section 21(1)(a) of the Financial Advisory and Intermediary Services Act, 2002 (Act No. 37 of 2002), and includes a deputy ombud appointed in terms of section 21(1)(b) of that Act;

“participant”, in relation to a scheme, means a financial institution that takes part in the scheme or its funding and that submits to the authority of the relevant ombud;

“person” includes a trust;

“prescribed” means prescribed by regulation;

“recognised scheme” means a scheme that has been granted recognition in terms of section 11;

“registrar” means the executive officer appointed as such in terms of section 13(1)(a) of the Financial Services Board Act;

“regulation” means a regulation made in terms of section 19;

“scheme”, notwithstanding any other law, means any scheme or arrangement established by or for a financial institution, or a group of financial institutions, in order to resolve a client’s complaint by an ombud—

(a) and includes any arrangement in terms of which resolution of the complaint is to be effected by mediation, conciliation, recommendation, determination or arbitration;

(b) but does not include any internal complaint resolution arrangement established by a financial institution either with or without any affiliate or subsidiary of the institution, nor the activities of the Ombud for Financial Services Providers, the Adjudicator and statutory ombud;

“statutory ombud” means the Ombud for Financial Services Providers, acting in the capacity contemplated in section 14;

“this Act” includes—

(a) any regulation; and

(b) any determination, decision, requirement or condition made, determined or imposed, and any notice published, by the Minister.

Establishment of Financial Services Ombud Schemes Council

2. (1) There is hereby established a council to be known as the Financial Services Ombud Schemes Council.

(2) The Council is an independent body having the powers and duties, and performing the functions, as set out in this Act.

(3) The Council is directly accountable to the Minister.

Composition of Council

3. (1) The Council consists of a chairperson, a deputy chairperson and at least three, but not more than five, other members appointed by the Minister after consultation with the board.

(2) (a) A member shall be appointed with due regard to—

(i) the person’s knowledge, experience and expertise with reference to the matters for which the Council has been established;

(ii) the demographic and gender profile of the South African population.

(b) No member may be actually engaged in the—

(i) business of a financial institution; or

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- (b) naliphina iziko lezemali ekucingwa ngalo kumhlathi (a) wenkcazelo “yeziko lezemali” kwicandelo 1 lomthetho i-Financial Services Board Act; okanye
- (c) nawuphi na umntu obhengezwe njengeziko lezemali ngokwecandelo 17; 5
“UMthetho i-Financial Services Board Act” uthetha i-Financial Services Board Act, 1990 (UMthetho Nombolo 97 ka-1990);
“UMphathiswa” uthetha uMphathiswa wezeMali;
“uMsombululi-zikhalazo” uthetha umntu onikwe amandla ngokwenkqubo yokuba asombulule isikhalazo;
“UMsombululi-zikhalazo waBaboneleli beeNkongo zemali” uthetha uMsombululi-zikhalazo waBaboneleli beeNkongo zemali otyunjwe ngokwecandelo 21(1)(a) lomthetho ka-2002, i-Financial Advisory and Intermediary Services Act, (uMthetho Nombolo 37 ka-2002), kwaye ubandakanya usekela msombululi-zikhalazo otyunjwe ngokwecandelo 21(1)(b) laloo Mthetho; 10
“umthabathi-nxaxheba”, ngokwayamene nenkqubo, uthetha iziko lezemali elithabatha inxaxheba kwinkqubo okanye kwinkxaso-mali yaso yaye eliphantsi kwegunya lomsombululi-zikhalazo obandakanyekayo; 15
“umntu” ubandakanya intsebenziswano okanye ithrasti;
“imiselwe umyalelo” ithetha ukumiselwa umyalelo ngumgqaliselo;
“inkqubo evunyiweyo” ithetha inkqubo enikwe ukuvunywa ngokwecandelo 11;
“igosa lolawulo” lithetha igosa lesigqeba elonyulelwe oko ngokwecandelo 13(1)(a) loMthetho i-Financial Services Board Act; 20
“umgqaliselo” uthetha umgqaliselo owenziwe ngokwecandelo 19;
“inkqubo”, ngaphandle kokubekela bucala nawuphi na omnye umthetho, ithetha naiphina inkqubo okanye ulungiselelo olusekwe liziko lezemali okanye olusekelwe iziko lezemali okanye intlaninge yamaziko ezemali, ukuze kusonjululwe isikhalazo seklayenti ngumsombululi-zikhalazo— 25
 (a) sikwabandakanya naluphina ulungiselelo apho isisombululo sesikhalazo siyakwenziwa ngokongenelelo lokuncedisa okanye ngokolamlo lwase-mthethweni, uxolelwaniso, iziphakamiso nokumiselwa;
 (b) kodwa asibandakanyi naluphina ulungiselelo lwangaphakathi lokusombulula isikhalazo olusekwe liziko lezemali, nemisebenzi yoMsombululi-zikhalazo waBaboneleli beeNkongo zemali, uMgwebi kunye noMsombululi-zikhalazo wasemthethweni, nokuba likwenza oku linalo naluphina uloyamo okanye ngaphandle kwalo naluphina uloyamo okanye icandelwana elingaphantsi kweli ziko; 35
“umsombululi-zikhalazo wasemthethweni” uthetha uMsombululi-zikhalazo waBaboneleli beeNkongo zemali, owenza umsebenzi wesikhundla esichazwe kwicandelo le-14;
“lo Mthetho” ubandakanya—
 (a) nawuphi na umgqaliselo; kunye 40
 (b) nasiphina isiqulungqo, isigqibo, imfuneko okanye umqathango owenziweyo, oqulungqiweyo okanye onyanzelisiweyo, kunye nasiphina isaziso esipapashiweyo, nguMphathiswa.

Ukusekwa kweBhunga leeNkqubo zaBasombululi-zikhalazo kwiiNkongo zeMali

2. (1) Apha ke ngoku kusekwa ibhunga eliyakwaziwa ngokuba liBhunga leeNkqubo zaBasombululi-zikhalazo kwiiNkongo zeMali. 45
 (2) IBhunga liziko elizimeleyo elinamagunya nemisebenzi, kwaye lenza imisebenzi emiselwe kulo Mthetho.
 (3) IBhunga liphendula kuMphathiswa ngemisebenzi layo.

Abantu abaliBhunga 50

3. (1) IBhunga linomhlali-ngaphambili, usekela mhlali-ngaphambili kunye “namalungu mathathu ubuncinane, kodwa angekho ngaphezulu kwesihlanu, namanye amalungu atyunjwe nguMphathiswa emva kokubonisana neBhodi. 55
 (2) (a) Ilungu liza konyulwa emva kokuba kuqwalaselwe oku—
 (i) ulwazi analo umntu, amava akhe kunye nobuchule bemiba elisekelwe yona iBhunga;
 (ii) ukuba ungowoluphi na uhlanga nesini kubemi boMzantsi Afrika.
 (b) Akukho lungu livumelekileyo ukuba lizibandakanye—
 (i) kwishishini leziko lezeMali; okanye

(ii) provision of a financial service or product of a financial institution to a client.

(3) The registrar is a member of the Council by virtue of the office of the registrar, without voting power.

Term of office of members of Council

4. (1) Members of the Council hold office for three years or such shorter period as the Minister may determine at the time of their appointment. 5

(2) A member whose term of office has expired is eligible for reappointment.

Vacating of office by members of Council

5. (1) A member of the Council must vacate office—

- (a) on resigning as a member; 10
- (b) if the member is discharged by the Minister on the grounds of misconduct or incapacity and such member is afforded a reasonable opportunity to be heard;
- (c) if the member becomes an unrehabilitated insolvent;
- (d) if the member has at any time been convicted (whether in the Republic or elsewhere) of theft, fraud, forgery or uttering a forged document, perjury, an offence under the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004), or any offence involving dishonesty for which the member has been sentenced to a period of imprisonment without the option of a fine or to a fine exceeding the prescribed amount; 15
- (e) if the member has been absent for more than two consecutive meetings of the Council without leave of the chairperson presiding at the meeting; or 20
- (f) if the member becomes subject to a disqualification referred to in section 3(2)(b). 25

(2) A member referred to in subsection (1)(f) must inform the Minister of the member's disqualification in terms of section 3(2)(b) and the Minister must appoint within a reasonable period of time a person under section 3(1) to act in the place of such member for the unexpired period of term of office. 25

Meetings and decisions of Council

6. (1) The Council must meet at least twice in any financial year, or such sufficient number of times so as to arrange for the performance of its functions and must regulate its meetings in accordance with the rules and procedures to be established by the Council within six months after the appointment of the first members to the Council. 30

(2) (a) The chairperson or the deputy chairperson presides at meetings of the Council, but if both are absent from a meeting the members present must elect another member to act as chairperson of that meeting. 35

(b) At least half the appointed members form a quorum.

(3) The decisions of the Council are valid if taken by a simple majority of members in office at the relevant time, and in the event of an equality of votes on any matter the chairperson presiding at the meeting in question shall have a casting vote in addition to the chairperson's deliberative vote. 40

Remuneration of members of Council

7. A member of the Council who is not in the full-time employment of the State or the board is paid the remuneration and allowances approved by the Minister, after consultation with the board, as well as all the expenditure incurred in the performance of the functions of the Council. 45

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(ii) linikezele ngenkonzo yezemali okanye ngeprowudakthi yeziko lezeMali kwiklayenti.

(3) Igosa lolawulo lililungu leBhunga ngenxa yesikhundla segosa lolawulo elingenalo igunya lokuvota.

Ixesha lokuhlala ezikhundleni kwamalungu eBhunga 5

4. (1) Amalungu eBhunga abamba isikhundla ixesha leminyaka emithathu okanye elo thuba lifutshane linokuqulungqwa nguMphathiswa ngexesha lokutyunjwa kwawo.

(2) Ilungu eliphelelwe lixesha lesikhundla livumelekile ukuba lingatyunjwa kwakhona.

Ukushiywa kwezikhundla ngamalungu eBhunga 10

5. (1) Ilungu leBhunga kufuneka lishiye isikhundla—

(a) ukuba ngaba liyeka isikhundla (*liyarizayina*) njengelungu;

(b) ukuba ngaba ilungu ligxothwe nguMphathiswa ngenxa yokuziphatha okugwenxa okanye ngenxa yokungakwazi ukusebenza kwaye eloo lungu linikezwa ithuba lokuba limanyelwe; 15

(c) ukuba ngaba ilungu alikwazi ukuhlawula amatyala yaye aliguqulekanga kule meko;

(d) ukuba ngaba ilungu like lafunyaniswa linetyala (nokubangaba kulapha kwiRiphabhlikhi okanye naphi na) lobusela, ubuqhetseba, ukufoja okanye ukuthetha umqulu ofojiweyo, ukuxoka phantsi kwesifungo, isenzo esingekho mthethweni phantsi koMthetho i-Prevention and Combating of Corrupt Activities Act, 2004 (UMthetho Nombolo 12 ka-2004), okanye nasiphina isenzo esingekho mthethweni esibandakanya ukungathembeki apho ke ilungu ligwetywe ixesha entolongweni ngaphandle kwefayini okanye linikwe ifayini engaphaya kwaloo mali imiselweyo; 25

(e) ukuba ngaba ilungu aliyanga kwiintlanganiso zeBhunga ezingaphezulu kwesibini zilandelelana ngaphandle kwemvumelwano nomhlali-ngaphambili owongamele loo ntlanganiso; okanye

(f) ukuba ngaba ilungu liye lasuswa esikhundleni ngokwemimiselo echazwe kwicandelo 3(2)(b). 30

(2) Ilungu ekubhekiswa kulo kwicandelo (1)(f) kufuneka ukuba lichazele uMphathiswa ngokususwa kwalo esikhundleni ngokwecandelo 3(2)(b) kwaye uMphathiswa kufuneka ukuba atyambe umntu kungadlulanga xesha lide, ngokwemimiselo yecandelo 3(1), ukuze loo mntu athabathe indawo yeloo lungu kweloo xesha liseleyo lesikhundla selungu eliyekayo. 35

Iintlanganiso nezigqibo zeBhunga

6. (1) IBhunga kufuneka ukuba lidibane ubuncinane kabini kunyaka-mali okanye lidibane amatyeli oneleyo ukuze likwazi ukuququzelela ukwenziwa kwemisebenzi yalo kwaye kufuneka ukuba lilawule iintlanganiso zalo ngokwemigaqo nemithetho emiselwe liBhunga zingaphelanga iinyanga ezintandathu emva kokonyulwa kwamalungu okuqala eBhunga. 40

(2) (a) Umhlali-ngaphambili okanye usekela mhlali-ngaphambili wongamela iintlanganiso zebhunga, kodwa, ukuba ngaba bobabini abekho entlanganisweni, amalungu akhoyo mawonyule elinye ilungu longamele loo ntlanganiso.

(b) Ubuncinane sisiqingatha samalungu esenza inani ekunokuqhutywa ngalo iintlanganiso (*ikhoram*). 45

(3) Izigqibo zeBhunga zifanelekile xa ngaba zithatyathwe sisininzi esilula samalungu asezikhundleni ngelo xesha libandakanyekayo, kwaye xa iivoti zithe zalingana kuwo nawuphi na umbandela, lo mhlali-ngaphambili ungumhlali-ngaphambili wentlanganiso uyakuba nevoti yokukhupha isigqibo ukwengeza kwivoti yakhe yeenjongo. 50

Ukuhlawulwa kwamalungu eBhunga

7. Ilungu leBhunga elingaqeshwanga isigxina nguMbuso okanye yiBhodi lihlawulwa intlawulo nezibonelelo ezamkelwe nguMphathiswa, emva kokubonisana neBhodi ndawonye nazo zonke iinkcitho ezenzeke ekwenziweni kwemisebenzi yeBhunga.

Functions of Council and registrar

- 8.** (1) The Council must—
- (a) consider and grant or refuse an application for the recognition of a scheme;
 - (b) monitor compliance with this Act by a recognised scheme;
 - (c) promote co-operation and co-ordination of the activities of an ombud of a recognised scheme, the Adjudicator, the Ombud for Financial Services Providers and the statutory ombud, including in relation to informing and educating clients with regard to available resolution forums;
 - (d) after consultation with the relevant ombud, develop and promote best practices for complaint resolution by the recognised scheme in question;
 - (e) ensure that the independence and impartiality of an ombud is not affected when the Council performs its functions; and
 - (f) perform such other functions as the Minister, after consultation with the board, may direct in order to achieve the objects of this Act.
- (2) The Council may—
- (a) issue guidelines to inform clients of the jurisdiction of different ombuds and of the procedures for the submission of a complaint; and
 - (b) if necessary, require an independent assessment on the compliance with this Act by any recognised scheme and may recover the cost from the scheme.
- (3) The registrar must assist the Council in performing its functions and implementing its decisions in addition to performing the administrative work of the Council.
- (4) The Council must each year submit to the Minister, and provide a copy to the board, a report on its affairs and functions during the preceding year ended on 31 December.

Expenditure and service fees

- 9.** (1) The expenditure connected with the functions of the Council is paid out of the funds of the board, and the approval of the board is required for all expenditure proposed to be incurred, or actually incurred, by the Council.
- (2) The board may charge a service fee in accordance with the prescribed tariff in respect of any service rendered by the Council to a scheme or participant.

Requirements for recognition of scheme

- 10.** (1) In order to qualify for recognition in terms of section 11, a scheme must comply with the following requirements:
- (a) A majority of financial institutions, based on asset value, gross income or client base (as the Council may determine in general or in a particular instance), in a particular category of financial institutions must participate in the scheme;
 - (b) a body that is not controlled by participants in the scheme and to which the ombud is accountable must—
 - (i) appoint the ombud, settle the remuneration and monitor the performance and independence of the ombud; and
 - (ii) monitor the continued compliance by the scheme with its constitution, the provisions of the scheme and this Act and report any non-compliance to the Council;
 - (c) the scheme must provide for minimum requirements relating to qualifications, competence, knowledge and experience with which the ombud must comply;
 - (d) the scheme must have sufficient human, financial and operational resources, funded by the participants in the scheme, to enable the ombud to function efficiently and timeously;

Imisebenzi yeBhunga neyegosa lolawulo**8. (1) IBhunga kufuneka—**

- (a) liqwalasele kwaye linike okanye lale isicelo sokuvunywa kwenkqubo;
- (b) libeke iliso ekuhambisaneni kwenkqubo evunyiweyo nalo Mthetho;
- (c) kukhuthazwe intsebenziswano nokulungelelaniswa kwemisebenzi yoMso- 5
mbululi-zikhalazo wenkqubo emkelweyo, uMgwebi, uMsombululi-zikhalazo
waBaboneleli ngeeNkonzo zemali noMsombululi-zikhalazo wasemthe-
thweni. kubandakanya nangokuphatelelele nokuchazela nokufundisa iikla-
yenti ngeeforam ezikhoyo zokusombulula izikhalazo;
- (d) emva kokubonisana nomsombululi-zikhalazo obandakanyekayo, livelise 10
kwaye liphakamise iindlela ezizezona zingcono zokusombulula izikhalazo
zeenkqubo ezivunyiweyo esibandakanyekayo;
- (e) liqinisekise ukuba ukuzimela geqe nokungakheth'icala komsumbululi-
zikhalazo akuchaphazeleki xa iBhunga lisenza imisebenzi yalo; kwaye
- (f) lenze neminye imisebenzi elinokuyiyalelwa nguMphathiswa, emva 15
kokubonisana neBhodi, ukuze kufezekiswe iinjongo zalo Mthetho.

(2) IBhunga—

- (a) lingakhupha izikhokelo ukuze lichazele iiklayenti malunga nemida 20
yabasombululi-zikhalazo abohlukeneyo namalunga nemigaqo yokufakwa
kwesikhalazo;
- (b) ukuba kuyimfuneko, angafuna uvavanyo oluzimeleyo malunga noku-
hambisana kwenkqubo evunyiweyo nalo Mthetho, kwaye unokubuyiselwa
loo mali ayisebenzisileyo kwiinkqubo.

(3) Igosa lolawulo kumele ukuba lincedise ibhunga ekwenzeni imisebenzi yalo 25
nasekuphumezeni izigqibo elizithabathileyo, konke oku likwenza ngaxeshanye
liqhubeka nomsebenzi walo lolawulo lwemisebenzi weBhunga.

(4) IBhunga kufuneka ngonyaka ngamnye lithi thaca ingxelo kuMphathiswa 30
emalunga nemibandela kunye nemisebenzi yayo yexesha lonyaka owanduleleyo ophela
ngomhla wama-31 Disemba, kwaye anikezele ngekopi kwiBhodi.

Inkcitho kunye neentlawulo zeenkono

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9. (1) Inkcitho eyayamene nemisebenzi yeBhunga ihlawulwa ngemali ephuma 35
kwingxowa-mali yeBhodi, yaye kufuneka invume yeBhodi kuyo yonke inkcitho
epoposhelwa ukwenziwa, liBhunga.

(2) IBhodi ingahlawulisa intlawulo yenkonzo ngokuhambisana nesiqingqo 35
esimisweyo ngokuphatelelene nayo nayiphi na inkonzo enikwe liBhunga kwisikim
okanye kumthabathi-nxaxheba.

Izinto eziyimfuneko ukuze kuvunywe inkqubo

10. (1) Ukuze inkqubo zibenako ukuvunywa ngokwecandelo 11, kufuneka 35
sihambisane nezi mfuno zilandelayo:

- (a) Isininzi samaziko ezemali, ngokusekelwe kwixabiso lezinto neempahla, 40
ingeniso-mali iyonke, okanye isiseko seeklayenti (njengoko iBhunga
lingaqulungqa jikelele okanye ngetyeri elithile), kwicandelo elithile lamaziko
ezemali, kufuneka sithabathe inxaxheba yale nkqubo;
- (b) iqumrhu elingaphethwanga ngabathabathi-nxaxheba kule nkqubo, nalapho 45
umsombululi-zikhalazo asabela khona iimfuno, kufuneka—
 - (i) lityumbe umsombululi-zikhalazo, likhuphe intlawulo kwaye libeke iliso
ekusebenzeni nasekuzimeleni geqe komsumbululi-zikhalazo; kwaye
 - (ii) libeke iliso ekuqhubekeni kokuhambisana kwe nkqubo nomgaqo-siseko
wayo, nemimiselo yenkqubo kunye nalo Mthetho, kwaye achazele
iBhunga nangaso nasiphi na isenzo sokungathotyelwa komthetho 50
omiselweyo;
- (c) inkqubo kufuneka zimisele imfuneko ezisisiseko eziphatelelene noku-
faneleka, ukukwazi ukwenza umsebenzi, ulwazi kunye namava ekufuneka
umsombululi-zikhalazo ahambisane nawo;
- (d) inkqubo kufuneka ibenabantu abaneleyo bokusebenza, iimali ezaneleyo 55
kunye nezinto zokuqhuba umsebenzi ezaneleyo, ezixhaswa ngemali
ngabathabathi-nxaxheba kwisikim, ukwenzela ukuba umsombululi-zikhalazo
asebenze ngobunono nangexesha elifanelekileyo;

- (e) the proposed procedures of the scheme must enable the ombud—
- (i) to resolve a complaint through mediation, conciliation, recommendation or determination;
 - (ii) to act independently in resolving a complaint or in making a determination;
 - (iii) to follow informal, fair and cost-effective procedures;
 - (iv) where appropriate, to apply principles of equity in resolving a complaint;
 - (v) to report to the registrar and to a body representative of the relevant category of financial institutions on matters which may be of interest to them;
- (f) provision must be made for the effective enforcement of determinations of the ombud;
- (g) provision must be made to ensure that the questions, concerns and complaints of consumers are treated equitably and consistently in a timely, efficient and courteous manner;
- (h) the scheme must provide for ways in which it will co-operate with the Council's functions of promoting the education of clients and co-ordinating the activities contemplated in section 8(1)(c); and
- (i) any other requirements that may be prescribed and that are not in conflict with the objects of this Act.
- (2) Nothing contained in subsection (1) precludes a scheme from providing that its participants are bound by other provisions set out in the scheme and that are not in conflict with the provisions of this Act.

Application for recognition by scheme

11. (1) A scheme must submit its application for recognition in the prescribed manner and form to the Council together with the supporting documentation and information determined by the board and a non-refundable prescribed fee.

(2) A properly authorised representative of the body referred to in section 10(1)(b) or of the participants concerned may appear before the Council in order to submit the scheme's application for recognition and to present its case in support of such recognition.

(3) The Registrar of Securities Services established under the Securities Services Act, 2004, must, in respect of any dispute resolution scheme submitted by a self-regulatory organisation under that Act—

- (a) facilitate, by forwarding the rules of that scheme to the Council, the recognition process described in subsection (1), excluding the non-refundable prescribed fee;
- (b) prior to approving a dispute resolution scheme included in the rules of a self-regulatory organisation submitted in terms of that Act, confirm with the Council that any such dispute resolution scheme included in such rules meets requirements materially equivalent to those of section 10 of this Act; and
- (c) facilitate the ongoing compliance by the self-regulatory organisation with the requirements of this Act.

(4) The Council must, after consideration of an application—

- (a) if satisfied that the scheme complies with the requirements of this Act, grant the application; or
- (b) if not so satisfied, refuse to grant the application and furnish the scheme with reasons for such refusal.

(5) At any time after a scheme has been recognised in terms of subsection (4)(a) and after affording the relevant scheme an opportunity to be heard, the Council may impose on such scheme any requirement contemplated in section 10(1)(i) prescribed after the date of recognition of the scheme.

(6) No change to—

- (a) the constitution of a recognised scheme;
- (b) the provisions under which a recognised scheme operates; and
- (c) the terms of reference of a recognised scheme's ombud,

is valid unless approved by the Council.

(7) If an application has been granted, the Council must issue a certificate of recognition in the prescribed manner to the relevant scheme and the registrar must publish the recognition by notice in the *Gazette*.

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- (e) imigaqo eYilwayo yenkqubo kufuneka yenze ukuba umsombululi-zikhalazo abenako—
- (i) ukusombulula isikhalazo ngongenelelo lokuncedisa, ulamlo lwase-mthethweni isiphakamiso sokucebisa okanye isiqulungqo;
 - (ii) athabathe amanyathelo ngokuzimele geqe ekusombululeni isikhalazo okanye ekwenzeni isiqulungqo; 5
 - (iii) alandele imigaqo engangqindililanga, enobulungisa kwaye eyonga iindleko;
 - (iv) apho kufanelekileyo, asebenzise imimiselo yolinganiso ekusombululeni isikhalazo; 10
 - (v) anike ingxelo kwigosa lolawulo nakwiqumrhu elimele icandelo elifanelekileyo lamaziko ezemali kwimibandela engabangumdlu kulo;
- (f) kufuneka kwenziwe amalungiselelo okunyanzeliswa okufezekisekayo kweziqu lungqo zomsombululi-zikhalazo;
- (g) makwenziwe amalungiselelo okuqinisekisa ukuba imibuzo, iinkxalabo nezikhalazo zabasebenzisi beenkonzo ziphathwa ngokunolingano nangokuyondeleleneyo, ngexesha elifanelekileyo, ngobunono nangokuchul'ukunyathela; 15
- (h) inkqubo mayibonelele ngeendlela esiza kusebenzisana ngazo neBhunga kwimisebenzi yalo yokukhuthaza ukufundiswa kweeklayenti nokulungelelanisa imisebenzi echaziweyo kwicandelo 8(1)(c); kunye 20
- (i) naziphi na ezinye iimfuneko ezingamiselwa imiyalelo yaye ezingangquzulaniyo neenjongo zalo Mthetho.
- (2) Akukho nto equlathwe kwicandelwana (1) ethintela inkqubo ekubeni imisele ukuba abathabathi-nxaxheba baso banyanzelekiswa yeminye imimiselo exelwe kwinkqubo yaye engangquzulaniyo nemimiselo yalo Mthetho. 25

Isicelo sokuvunywa yinkqubo

11. (1) Inkqubo mayifake isicelo sokuvunywa ngendlela emiselwe imiyalelo nakuxwebhu olumiselwe imiyalelo kwiBhunga yaye ihambe needotyumentu nenkcazelo equlungqwe yiBhodi kunye nentlawulo emiselweyo engabuyiswayo. 30
- (2) Ummeli ogunyaziswe ngokufanelekileyo wequmrhu elixelwe kwicandelo 10(1)(b) okanye wabathabathi-nxaxheba ababandakanyekayo angavela phambi kweBhunga ukuze athi thaca isicelo senkqubo yokuvunywa kwaye abeke izimvo zenkqubo exhasa oko kuvunywa.
- (3) I-Registrar of Securities Services emiselwe ngokomthetho i-Securities Services Act, ka-2004, kufuneka ukuba, kuso nasiphi na isikhalazo esifakwe liziko elizilawulayo ngokwalo Mthetho— 35
- (a) iququzelele inkqubo yokuqwalasela oko njengoko kuchaziwe kwicandelwana (1), ngokuthumela imigaqo yalo nkqubo kwiBhunga, kodwa ingabandakanywa intlawulo emiselweyo engabuyiselwayo; 40
 - (b) phambi kokuba yamkelwe inkqubo yokusombulula izikhalazo esibandakanywe kwiziko elizilawulayo esifakwe ngokwemimiselo yalo Mthetho, makuqinisekise kwiBhunga ukuba lo nkqubo yokusombulula izikhalazo siyayithobela iimfuno ezibalulekileyo ezilingana nezo zikwicandelo 10 lalo Mthetho; kwaye 45
 - (c) kuququzelelwe ukuthotyelwa kwemimiselo yalo Mthetho liziko elo lizilawulayo.
- (4) Nangaliphi na ixesha emva kokuba inkqubo ivunyiwe ngokwecandelwana (4)(a) yaye emva kokunika inkqubo ebandakanyekayo ithuba lokumanyelwa ezaso izimvo, iBhunga lingawisela kwezo nkqubo nayiphi na imfuneko ekucingwa ngayo kwicandelo 10(1)(i) emiselwe imiyalelo emva kokuvunywa kwesikim. 50
- (5) Akukho nguqu—
- (a) kumgaqo-siseko wenkqubo evunyiweyo;
 - (b) kwimimiselo nkqubo evunyiweyo esebenza phantsi kwayo; kunye
 - (c) nemida yobhekiso yomsombululi-zikhalazo wenkqubo evunyiweyo, iyakusebenza ngaphandle kokuba ivunyiwe liBhunga. 55
- (6) Ukuba ngaba isicelo sinikiwe, iBhunga kufuneka linike iinkqubo ezibandakanyekayo isatifiketi sokuvunywa ngendlela emiselwe imiyalelo kwaye igosa lolawulo kufuneka lipapashe ukuvunywa ngesaziso kwiGazethi.

Suspension, reinstatement or withdrawal of recognition

- 12.** (1) The Council may at any time suspend or withdraw recognition—
- (a) on application by the scheme;
 - (b) if the scheme has ceased to function; or
 - (c) if the scheme no longer complies with any provision of this Act. 5
- (2) The Council may reinstate the recognition of a suspended scheme if the reason for the suspension no longer exists.
- (3) The registrar must in the prescribed manner publish a notice of suspension, reinstatement or withdrawal of recognition in the *Gazette*.
- (4) A suspension or withdrawal of recognition for the reasons contemplated in paragraphs (b) and (c) of subsection (1)— 10
- (a) may only be made after the scheme in question has been afforded a reasonable opportunity to be heard; and
 - (b) is subject to an appeal by the scheme in question to the board of appeal established by section 26(1) of the Financial Services Board Act. 15
- (5) For the purposes of an appeal contemplated in subsection (4)(b) the provisions of section 26 of the Financial Services Board Act apply with the necessary changes.

Jurisdiction

- 13.** (1) The ombuds referred to in this Act have the following jurisdiction:
- (a) The Adjudicator and the Ombud for Financial Services Providers have jurisdiction as set out in their respective enabling Acts; 20
 - (b) an ombud of a recognised scheme has the jurisdiction provided by the procedures under which such scheme operates and the terms of reference of such ombud; and
 - (c) the statutory ombud has jurisdiction in respect of matters not within the jurisdiction of the ombuds referred to in paragraphs (a) and (b). 25
- (2) (a) No ombud of a recognised scheme has jurisdiction to resolve a complaint or settle a matter in respect of which the Adjudicator or the Ombud for Financial Services Providers has jurisdiction in terms of a law, except in the case of any such complaint in respect of which the Adjudicator or the Ombud for Financial Services Providers has in terms of a law declined to resolve the complaint or settle the matter. 30
- (b) If an ombud of a recognised scheme, the Adjudicator, the Ombud for Financial Services Providers or the statutory ombud does not have jurisdiction in respect of a specific complaint submitted to him or her, that ombud, Adjudicator, Ombud for Financial Services Providers or statutory ombud must submit such complaint without undue delay to the office which does have jurisdiction and must advise the client accordingly. 35
- (3) (a) In the case of uncertainty in respect of whom the complaint should be referred to, the relevant ombud, Adjudicator, Ombud for Financial Services Providers or statutory ombud involved in the uncertainty, must consult in order to determine who should deal with the complaint. 40
- (b) Failing agreement under paragraph (a), the matter will be referred to the statutory ombud to determine who may exercise jurisdiction in respect of the complaint, and the statutory ombud shall advise the client accordingly.

Authority of statutory ombud to entertain certain complaints

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- 14.** (1) Subject to sections 13 and 19, the statutory ombud may deal with complaints against a financial institution in the circumstances and on the basis set out in subsections (2), (3) and (4).

Ukunqunyanyiswa, ukubuyiselwa okanye ukurhoxiswa kokuvunywa

12. (1) Ngalo naliphi na ixesha, iBhunga lingakunqumamisa okanye likurhoxise ukuvunywa—

- (a) ngesicelo senkqubo;
- (b) xa inkqubo iyekile ukusebenza; okanye 5
- (c) xa inkqubo ingasahambisani nommiselo nawuphi na kulo Mthetho.

(2) Ibhunga lingakubuyisela ukuvunywa kwenkqubo enqunyanyisiweyo ukuba ngaba isizathu sokunqunyanyiswa asisekho.

(3) Igosa lolawulo kufuneka, ngendlela emiselwe imiyalelo, lipapashe isaziso sokunqunyanyiswa, sokubuyiselwa okanye sokurhoxiswa kokuvunywa *kwiGazethi*. 10

(4) Unqumamiso okanye urhoxiso lokuvunywa ngenxa yezizathu ekucingwa ngazo kwimihlathi (b) no (c) yecandelwano (1)—

- (a) lungenziwa kuphela emva kokuba inkqubo ebandakanyekayo inikwe ithuba elinengqiqo lokumanyelwa ezayo izimvo; kwaye
- (b) lungabhenelwa yinkqubo ebandakanyekayo kwiBhodi yesibhenno esekwe 15
licandelo 26(1) loMthetho i-Financial Services Board Act.

(5) Ngeenjongo zesibhenno ekucingwa ngaso kwicandelwano (4)(b) imimiselo yecandelo 26 loMthetho i-Financial Services Board Act iyasebenza, ikhatshwa ziinguqu eziyimfuneko.

Umda wegunya 20

13. (1) UMsombululi-zikhalazo ekubhekiswa kuye kulo Mthetho unala magunya alandelayo:

- (a) UMGwebi kunye noMsombululi-zikhalazo waBaboneleli beeNkonzo zemali banamagunya amiselwe kwiMithetho yabo ebalawulayo ngokwahlukileyo;
- (b) UMsombululi-zikhalazo wenkqubo ulawulwa ziinkqubo eqhuba ngazo 25
inkqubo nemigqaliselo yoMsombululi-zikhalazo lowo; kwaye
- (c) UMsombululi-zikhalazo wasemthethweni unolawulo kwimiba engekho phantsi kolawulo lwaBasombululi-zikhalazo ekubhekiswe kubo kwimihlathi u-(a) kunye no-(b).

(2) (a) Akukho msombululi-zikhalazo wenkqubo evunyiweyo unegunya 30
lokusombulula isikhalazo okanye enze isigqibo ngombandela apho uMlamli okanye uMsombululi-zikhalazo waBaboneleli beeNkonzo zemali anegunya khona ngokomthetho, ngaphandle kokuba ngokuphatelelene naloo mbandela uMlamli okanye umsombululi-zikhalazo wasemthethweni, ngokomthetho, walile ukusombulula eso sikhalazo okanye ukwenza isigqibo ngaloo mbandela. 35

(b) Ukuba ngaba uMsombululi-zikhalazo wenkqubo eyamkelweyo, uMGwebi, uMsombululi-zikhalazo waBaboneleli beeNkonzo zemali okanye uMsombululi-zikhalazo wasemthethweni akanamagunya okulawula kumba othile osisikhalazo esifakiweyo kuye, loo Msombululi-zikhalazo, uMGwebi, uMsombululi-zikhalazo waBaboneleli ngeenkonzo zemali okanye uMsombululi-zikhalazo wasemthethweni 40
kufuneka ukuba afake eso sikhalazo ngokukhawuleza kwi-ofisi enawo amagunya olawulo kwaye ayazise ngokufanelekileyo iklayenti ngoko.

(3) (a) Ukuba ngaba kukho intandabuzo ekhoyo malunga nokuba isikhalazo masibhekiswe kubani na, lowo unguMsombululi-zikhalazo ofanelekileyo, uMGwebi, uMsombululi-zikhalazo waBaboneleli beeNkonzo zemali okanye uMsombululi-zikhalazo wasemthethweni ubandakanyekayo koko kungaqiniseki kufuneka ukuba 45
abonisane nabanye abantu ukuze aqonde ukuba ngubani ekumele ukuba aqwalasele eso sikhalazo sifakiweyo.

(b) Ukuba ngaba akufikelelwa esigqibeni ngokomhlathi (a), umcimbi lowo uza kugqithiselwa kuMsombululi-zikhalazo wasemthethweni ukuze kukhangelwe ukuba 50
ngubani na onegunya lolawulo kweso sikhalazo, kwaye uMsombululi-zikhalazo wasemthethweni umele ukuyazisa ngokufanelekileyo iklayenti.

Igunya ngokomda lomsumbululi-zikhalazo wasemthethweni lokwamkela izikhalazo ezithile

14. (1) Ngokuthathela ingqalelo amacandelo 13 nele-19, umsombululi-zikhalazo 55
wasemthethweni angajongana nezikhalazo ezijoliswe kwiziko lezemali kwiimeko nangokusekelwe kumacandelwana (2), (3) kunye nele-(4).

- (2) The statutory ombud must deal with a complaint against a financial institution if—
- (a) the financial institution does not participate in a recognised scheme;
 - (b) the recognition of a scheme in which the financial institution participates is suspended or withdrawn in terms of section 12(1); or
 - (c) the financial institution participates in a recognised scheme, but the ombud concerned lacks jurisdiction in terms of the relevant scheme while the statutory ombud has jurisdiction to entertain such complaint. 5

(3) The statutory ombud must deal with complaints contemplated in subsection (2) in the manner and in accordance with the procedures, applied with the necessary consequential changes, provided for in Part I of Chapter VI of the Financial Advisory and Intermediary Services Act, 2002 (Act No. 37 of 2002). 10

(4) The statutory ombud who deals with a complaint in terms of this section may determine an amount payable by the financial institution in question in order to cover the costs of dealing with the complaint in accordance with guidelines set by the board, after consultation with the Council, and published by notice in the *Gazette*. 15

(5) The determination of an amount in terms of subsection (4) has the effect of a civil judgment given by a court in favour of the board for a liquid debt and any amount recovered becomes part of the funds of the board.

Prescription and saving of rights

15. (1) Official receipt of a complaint by an ombud or the statutory ombud suspends any applicable time barring terms, whether in terms of an agreement or any law, or the running of prescription in terms of the Prescription Act, 1969 (Act No. 68 of 1969), for the period from such receipt until the complaint has either been withdrawn by the complainant concerned or determined by any such ombud. 20

(2) No provision of this Act must be construed as affecting any right of a client or other affected person to seek appropriate legal redress by virtue of common or statutory law, before or after the consideration of a complaint by an ombud or the statutory ombud. 25

Report of ombud

16. (1) A recognised scheme must— 30

- (a) within six months after the end of every financial year of the scheme, submit to the Council, in the form and with the content required by the Council, a report on the affairs and functions of the office of the ombud during the financial year in question;
- (b) at the request of the Council at any time furnish the Council within a reasonable time with such information or report regarding the operation of the scheme and other matters relating to the scheme as may be necessary to ensure compliance by the scheme with the provisions of this Act. 35

(2) Notwithstanding subsection (1), a self-regulatory organisation contemplated in section 11(3) must submit to the Registrar of Securities Services an annual report on the affairs and functions of its scheme approved in terms of section 11(3). 40

(3) The Council must at the request of the board or the Minister, and may of its own accord, submit reports and information received from an ombud to the board or Minister, as the case may be, with such comment or recommendation as the Council deems necessary. 45

Declaration as financial institution

17. (1) The Minister may, by notice in the *Gazette* and after consultation with the board and the Council, declare any person as a financial institution.

(2) (a) Any person who has not been declared a financial institution and who wishes to be so declared may apply in writing to the board through the registrar for such declaration. 50

(b) An application contemplated in paragraph (a) must contain substantiating reasons for such application.

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(2) Lo msobululi-zikhalazo makajongane nesikhalazo esijoliswe kwiziko lezemali xa ngaba—

- (a) eli ziko lezemali alithabathi nxaxheba kwinkqubo evunyiweyo;
- (b) ukuvunywa kwenkqubo apho eli ziko lezemali lithabatha inxaxheba khona kuyanqunyanyiswa okanye kurhoxisiwe ngokwecandelo 12(1); okanye 5
- (c) eli ziko lezemali lithabatha inxaxheba kwiinkqubo ezivunyiweyo, kodwa umsombululi-zikhalazo obandakanyekayo, ngokomda akanagunya lokwamkela eso sikhalazo.

(3) Umsombululi-zikhalazo wasemthethweni makajongane nezikhalazo ekucingwa ngazo kwicandelwano (2) ngendlela nangokuhambisana nemigaqo, esetyenziswe ikhatshwa ziinguqu ezibalulekileyo, emiselwe kwiCandelo I leSahluko VI loMthetho i-Financial Advisory and Intermediary Services Act, 2002 (Umthetho Nombolo 37 ka-2002). 10

(4) Umsombululi-zikhalazo ojongana nesikhalazo ngokweli candelo angaqlungqa imali eyakuhlalulwa liziko lezemali elibandakanyekayo ukuze kubhataleke iindleko zokujongana nesikhalazo ngokuhambisana nezikhokelo ezibekwe yiBhodi emva kokubonisana neBhunga yaye ezipapashwe ngesaziso kwiGazethi. 15

(5) Ukuqulungqwa kwemali ngokwecandelwana (4) kunesiphumo sesigwebo sasekuhlaleni esinikwa yinkundla esilungiselela iBhodi yaye sisenzelwa ityala elikwaziyo ukuhlawuleka kunye nayiphi na imali ebuyiselekayo ibayinxenye yeengxowa-mali zeBhodi. 20

Ukumisela umyalelo kunye nokusindisa amalungelo

15. (1) Ukufunyanwa ngokusesikweni kwesikhalazo ngumsombululi-zikhalazo okanye umsombululi-zikhalazo wasemthethweni kunqumamisa nayiphi na imimiselo ethintela ixesha, nokuba ngaba oku kungokwesivumelwano okanye ngokwawo nawuphi na umthetho, ngokoMthetho i-Prescription Act, 1969 (UMthetho Nombolo 68 ka-1969), kwixesha elisukela koko kufunyanwa kuye kuthi ga kwixesha apho isikhalazo sirhoxisiweyo ngumkhalazi obandakanyekayo okanye siqulungqiwe nguye nawuphi na loo msombululi-zikhalazo. 25

(2) Akukho mmiselo walo Mthetho omawuthathwe ngokuba uchaphazela naliphi na ilungelo leklayenti okanye nawuphi na omnye umntu ochaphazelekayo, lokufuna ulungiselelo olufanalekileyo lwasemthethweni ngenxa yomthetho wesiqhelu okanye owiswe ngumbuso phambi okanye emva kokuphononongwa kwesikhalazo ngumsombululi-zikhalazo okanye ngumsombululi-zikhalazo wasemthethweni. 30

Ingxelo yomsombululi-zikhalazo

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16. (1) Umsombululi-zikhalazo wenkqubo evunyiweyo kufuneka—

- (a) kwisithuba seenyanga ezintandathu emva kokuphela konyaka-mali ngamnye wenkqubo, athi thaca kwiBhunga, ngendlela efunwa nangeziqulatho ezifunwa liBhunga, ingxelo ngemibandela nemisebenzi yesikhundla somsombululi-zikhalazo ngexesha lonyaka-mali obandakanyekayo; 40
- (b) ngokucelwa liBhunga ngalo naliphi na ixesha, anike iBhunga, kwisithuba sexesha elinengqiqo, loo nkcazelo okanye ngxelo imalunga nokusebenza kwenkqubo neminye imibandela ephathelelene nenkqubo njengoko inokuba yimfuneko ukuze kuqinisekise ukuhambisana kwenkqubo nemimiselo yalo Mthetho. 45

(2) Nangona kumiselwe kwicandelwana (1), iziko elizilawulayo, njengoko kuchaziwe kwicandelo 11(3), kufuneka ukuba lifake ingxelo yonyaka echaza imicimbi nemisebenzi eyenziwe sisikimi salo esamkelweyo kwi-Registrar of Securities Services, ngokwemimiselo yecandelo 11(3).

Ukubhengezwa njengeziko lezemali

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17. (1) UMphathiswa, ngesaziso kwiGazethi, yaye emva kokubonisana neBhodi kunye neBhunga, angabhengeza nawuphi na umntu njengeziko lezemali.

(2) (a) Nawuphi na umntu ongabhengezwanga ukuba uliziko lezemali yaye onqwenela ukubhengezwa ngolo hlobo, angenza isicelo esibhaliweyo kwiBhodi, sigqithe kwigosa lolawulo, ukuze abhengezwe. 55

(b) Isicelo ekucingwa ngaso kumhlathi (a) kufuneka siqulathe izizathu ezivokothisayo zeso sicelo.

(c) The board must submit any application received by it together with its recommendation and that of the Council to the Minister for final decision.

Prohibition and exemptions

- 18.** (1) Notwithstanding any other law, no financial institution may—
- (a) participate in a scheme; or 5
 - (b) require or invite any client to submit a complaint in terms of any such scheme, unless the scheme is a recognised scheme or the financial institution is exempted from compliance in terms of subsection (4).
- (2) Any participation, requirement or invitation in contravention of subsection (1) is null and void. 10
- (3) Despite subsection (1), any scheme existing and in operation immediately before this section came into operation may continue in accordance with the provisions of that scheme until the expiry of a period of 18 months from the date on which this section came into operation.
- (4) (a) The Minister may, after consultation with the board and the Council, exempt 15 any financial institution or category of financial institutions by notice in the *Gazette* from any provision of this Act relating to the resolution of a complaint by an ombud, if—
- (i) the resolution of a complaint against the financial institution or category of financial institutions by an ombud is already partially or wholly regulated by any other law; or 20
 - (ii) the granting of the exemption will not conflict with the public interest, prejudice the interests of clients or frustrate the achievement of the objects of this Act.
- (b) The Minister—
- (i) having regard to the factors mentioned in paragraph (a), may attach to any exemption so granted reasonable requirements or impose reasonable conditions with which the financial institution or category of financial institutions must comply either before or after the effective date of the exemption in the manner and during the period specified by the Minister; and 25
 - (ii) must determine the period for which the exemption will be valid. 30
- (c) Subject to paragraph (d), a conditional exemption lapses whenever the financial institution or a financial institution in the category in question contravenes or fails to comply with any such requirement or condition.
- (d) The Minister may on application condone any such contravention or failure and determine reasonable requirements or conditions with which the financial institution must comply on or after resumption of the exemption as if such requirements or conditions had been attached or imposed on the first granting of the exemption. 35
- (5) (a) No financial institution may use a name or description in respect of any internal complaint resolution arrangement referred to in paragraph (b) of the definition of “scheme” in section 1, which represents or constitutes a “scheme” as so defined, unless the financial institution— 40
- (i) has been authorised by the Council to do so; and
 - (ii) complies with the conditions determined by the Council.
- (b) A financial institution that contravenes any provision of paragraph (a) is guilty of an offence and on conviction liable to a fine not exceeding the prescribed amount. 45
- (c) Financial institutions not in compliance with this section, must be compliant within 18 months from the date fixed by the President in terms of section 20.

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(c) IBhodi kufuneka ise nasiphi na isicelo esifunyenwe yiyo ndawonye nesiphakamiso sayo neso seBhunga sokucebisa kuMphathiswa ukuze enze isigqibo sokugqibela.

Ukungavunyelwa kunye neminyenyevu yokungabandakanywa

18. (1) Ngaphandle kokubekela bucala nawuphi na omnye omthetho, akukho ziko lezemali— 5

- (a) lingathabatha inxaxheba kwinkqubo; okanye
(b) lingafuna okanye lingamema nayiphi na iklayenti ukuba ise isikhalazo ngokwenkqubo nayiphi na yeyo, ngaphandle kokuba lenkqubo inkqubo evunyiweyo okanye iziko lezemali linikwe umnyenyevu woku- ngabandakanyeki ngokwecandelwana (4). 10

(2) nakuphi na ukuthabatha inxaxheba, imfuneko okanye ukumenywa okwaphula icandelwana (1) kungamampunge yaye akusebenziseki konke konke.

(3) Nangona nje kukho icandelwana (1), nayiphi na inkqubo ekhoyo nebisebenza kufutshane nje phambi kokuba eli candelo lisebenze ingaqhubeka, ngokuhambisana nemimiselo yalo nkqubo kude kuphele ixesha leenyanga ezili 18 ukusukela kumhla wokusebenza kweli candelo. 15

(4) (a) UMphathiswa, emva kokubonisana neBhodi, kunye neBhunga anganika naliphi na iziko lezemali okanye icandelo lamaziko ezemali, ngesaziso kwi*Gazethi* umnyenyevu wokungabandakanyeki kummiselo walo Mthetho ngokuphathelelene nokusonjululwa kwesikhalazo ngumsombululi-zikhalazo, ukuba ngaba— 20

- (i) ukusonjululwa kwesikhalazo esijoliswe kwisiko lezemali okanye kwicandelo lamaziko ezemali ngumsombululi-zikhalazo sele kugqaliselwe ngokuyinxenyana okanye ngokupheleleyo nguwo nawuphi na omnye umthetho; okanye 25

(ii) ukunikwa komnyenyevu wokungabandakanyeki akusayi kungquzulana nomnqweno woluntu, kunyibele iminqweno yeeklayenti okanye kudandathekise ukufezekiswa kweminqweno yalo Mthetho.

(b) UMphathiswa—

- (i) ethathele ingqalelo imibandela exelwe kumhlathi (a), angathi bhaxu kuwo nawuphi na umnyenyevu wokungabandakanyeki onikiweyo, iimfuneko ezinengqiqo okanye awisele imiqathango enengqiqo ekuyakufuneka iziko lezemali okanye icandelo lamaziko ezemali lihambisane nayo nokuba kuphambi okanye kusemva komhla wokusebenza komnyenyevu wokungabandakanyeki, ngendlela echazwe nangexesha elichazwe nguMphathiswa; kwaye 30 35

(ii) makaqulungqe ithuba lexesha oyakusebenza ngalo lomnyenyevu wokungabandakanyeki.

(c) Ngokuthathela ingqalelo umhlathi (d), umnyenyevu wokungabandakanyeki onemiqathango uyaphelelwa naninina xa iziko lezemali okanye iziko lezemali kwicandelo elibandakanyekayo laphule okanye lingaphumeleli ukuhambisana nayo nayiphi na loo mfuneko okanye loo mqathango. 40

(d) UMphathiswa, xa kwenziwe isicelo, angakuxolela oko kwaphulwa okanye oko kungakwazi kwaye aqulungqe iimfuneko ezinengqiqo okanye imiqathango enengqiqo iziko lezemali emalihambisane nayo ekuqaliseni okanye emva kokuqalisa komnyenyevu wokungabandakanyeki ngokungathi ezo mfuneko okanye loo miqathango ibhaxekiwe okanye iwisiwe ekunikweni kokuqala komnyenyevu wokungabandakanyeki. 45

(5) (a) Akukho ziko lezeMali linokusebenzisa igama okanye inkcazelo ephathelele kwisivumelwano sokusonjululwa kwesikhalazo njengoko kumiselwe kumhlathi (b) wenkcazelo “yenkqubo” kwicandelo 1, elichaza okanye limisele “iinkqubo” njengoko kuchaziwe, ngaphandle kokuba elo ziko lezeMali— 50

(i) ligunyaziswe liBhunga ukuba likwenze oko; nokuba

(ii) liyayithobela imiyalelo emiselwe liBhunga.

(b) Iziko lezeMali elingayithobeliyo imimiselo yomhlathi (a) linetyala kwaye ukuba ngaba lithe lagwetywa liza kuhlululwa isohlwayo esingadlulanga kwimali emiselweyo. 55

(c) Amaziko ezemali angalithobeliyo eli candelo, kufuneka ukuba alithobele zingadlulanga iinyanga ezili-18 ukususela kumhla omiselwe nguMongameli ngokwecandelo 20. 60

Regulations

19. The Minister may, after consultation with the board and the Council and by notice in the *Gazette*, make regulations regarding—
- (a) the proceedings of the statutory ombud;
 - (b) the limitations on the jurisdiction of the statutory ombud, having regard to— 5
 - (i) the factual or legal complexity of any complaint dealt with by the statutory ombud;
 - (ii) the nature of the client whose complaint is dealt with by the statutory ombud;
 - (iii) the maximum amount involved in the dispute between the client and the financial institution; and 10
 - (iv) the legal relationship between the client whose complaint is to be dealt with and the financial institution;
 - (c) any matter which in terms of this Act is required or permitted to be prescribed; and 15
 - (d) any other matter which it is necessary to prescribe in order to achieve the objects of this Act.

Short title and commencement

20. This Act is called the Financial Services Ombud Schemes Act, 2004, and comes into operation on a date fixed by the President by proclamation in the *Gazette*. 20

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Imigqaliselo

19. UMphathiswa, emva kokubonisana neBhodi nangesaziso kwi*Gazethi*, angenza imigqaliselo malunga—

- (a) iinkqubo zomsombululi-zikhalazo wasemthethweni
- (b) izithintelo kumda wegunya zomsombululi-zikhalazo wasemthethweni, 5
malunga ne-
 - (i) zikalazo ezisemthethweni adilishana nazo umsombululi-zikhalazo wasemthethweni
 - (ii) imeko yomkhalazi onesikhalazo umsombululi-zikhalazo wasemthethweni odilishana naso 10
 - (iii) ixabiso eliphezulu ekuxoxwa ngalo phakathi lomkhalazi neziko lezemali, kunye
 - (iv) ubudlelwane obusemthethweni phakathi lomkhalazi onesikhalazo ekuxoxwa ngaso kunye nezilo lezemali
- (c) nawo nawuphi na umbandela ofuneka okanye ovumeleke ukuba umiselwe imiyalelo ngokwalo Mthetho; kunye 15
- (d) nakuwo nawuphi na omnye umbandela apho kungxamisekileyo ukuba umiselwe imiyalelo ukuze kufezekiswe iinjongo zalo Mthetho.

Isihlokwane esifutshane kunye nokuqalisa komthetho

20. Lo Mthetho ubizwa ngokuba UMthetho Osayilwayo Weenkqubo Zomsombululi-zikhalazo Kwiinkonzo Zemali ka-2004, yaye uqala ukusebenza ngomhla obekwe nguMongameli ngesihlokomiso kwi*Gazethi*. 20