

## Making Insurance Simple & Personal

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### **TSA Complaints Procedure**

Should you wish to pursue a complaint against TSA Administration (TSA), or an employee or Key Individual of TSA, you should address the complaint in writing to [greg@tichsmith.co.za](mailto:greg@tichsmith.co.za).

If you cannot settle your complaint with us, you are entitled to refer it to the Office of the FAIS Ombud, at [info@faisombud.co.za](mailto:info@faisombud.co.za) or telephone number 086 066 3274. The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice or conduct that you feel may have been received by you.