

# Ombud Council

Ensuring an accessible and trusted  
financial sector ombud system

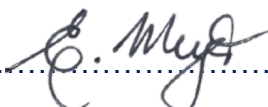
**Ombud Council**

**CERTIFICATE No. OC/004/22**

**It is hereby certified that with effect from 1 May 2022**

*THE OMBUDSMAN FOR SHORT-TERM INSURANCE*

**is recognised as an industry ombud scheme  
in terms of section 194 of the Financial Sector Regulation Act, 2017 (Act No.9 of 2017)  
subject to the conditions set out in the Annexure**



**E Meyer, Chief Ombud**

**Ombud Council**

# Ombud Council

Ensuring an accessible and trusted  
financial sector ombud system

## ANNEXURE

### SCHEME NAME: THE OMBUDSMAN FOR SHORT-TERM INSURANCE

RECOGNITION CERTIFICATE NO: OC/004/22

### CONDITIONS OF RECOGNITION

**The scheme is recognised subject to the following conditions:**

1. The scheme must make the following amendments to its governing rules:
  - 1.1. Replace all references in the governing rules to the Financial Sector Ombud Schemes (FSOS) Act; Financial Sector Ombud Schemes (FSOS) Council; and the Financial Services Board (FSB) with appropriate references to the Financial Sector Regulation Act, 2017; the Ombud Council; and the Financial Sector Conduct Authority (FSCA) respectively.
  - 1.2. Add a provision to the governing rules requiring members of the scheme to provide their financial customers with the information referred to in section 196(3)(b)(ii) of the Financial Sector Regulation Act, 2017.
2. The scheme must, after following any necessary internal procedures for amending its governing rules, submit a draft of the rule amendments referred to in paragraph 1 to the Ombud Council on or before 30 September 2022.