



Step 1

If you are not satisfied with our service you can raise a complaint with the UCount Rewards Contact Centre as follows:

- a) Call them on **0860 UCOUNT (82 68 68)**, or
- b) Send an email to **enquiries@UCount.co.za**; or **businessenquiries@UCount.co.za**, or
- c) Send a fax to **+27 (0)21 700 8758**.

We will give you a reference number and a timeline for resolution of your complaint and we will give you regular feedback until your complaint is resolved.

Step 2

If you are not satisfied with the outcome of the complaint, you can escalate it to the Complaints Resolution Centre (the CRC) as follows:

- a) Call them on **+27 (0)860 101 101**, or International: **+27 (0)10 249 0057**
- b) Send an email to **Complaint.ResolutionCentre@standardbank.co.za**,
- c) Click here to log the complaint on our website;

Please give the CRC the reference number you got from the UCount Rewards Contact Centre as well as all relevant information about your complaint, including correspondence with the UCount Rewards Contact Centre.

The CRC will:

- Acknowledge receipt of your complaint and give you a reference number within 24 hours after you have lodged the complaint by email or fax or on the website.
- Allocate a case manager who will manage your complaint with the relevant business area or product supplier.
- Keep you updated on the progress of our investigation.
- Resolve your complaint within eight working days. Your case manager will let you know if the Centre needs more time to investigate the matter.

Step 3

If we do not resolve your complaint, or if you are not satisfied with the outcome, you are welcome to make use of the services mentioned below. These services are available at no cost to you and are meant for consideration of any complaint that we have not been able to resolve. You can also refer your complaint to the relevant regulator.

You need to lodge a formal complaint with the relevant ombudsman or regulator. The ombudsmen and regulators require complaints to be lodged generally within four to six months after you have received an outcome from us. It is very important that you contact the relevant ombudsman or regulator as soon as possible to find out their requirements and time periods within which you can lodge your complaint.

Ombudsman for Banking Services (banking related complaints)

34 and 36 Fricker Road
Ground Floor
34 Fricker Road
Illovo
Johannesburg

Tel **+27 (0)860 800 900** or **+27 (0)11 712 1800**
Fax **+27 (0)866 766 320** or **+27 (0)11 483 3212**
Email **info@obssa.co.za**
Website **www.obssa.co.za**

The National Consumer Commission (body put in place under the Consumer Protection Act)

Berkely Office Park
8 Bauhinia Road Technopark
Centurion

Tel **+27 (0)12 761 3000 /3400**
Toll-free **+27 (0)860 00 3600**
Fax **+27 (0)86 758 4990**
Email **complaints@thencc.org.za**