



Taking care of our own

Customer Care Consultants Contact List

Our customer care consultants are stationed nationwide and are available for Face-2-Face visits at your place of work. **We are waiting for your call.**

NAME	EMAIL ADDRESS	FAX-TO-EMAIL	CELL	AREA	JOB TITLE
Amanda Lawrence	amandal@thethani.co.za	0866599378	084 441 6033	Free State, Western Cape, Northern Cape	Assistant Regional Manager
Bradley Thyse	bradleyt@thethani.co.za	0866978813	084 403 4532	Eastern Cape Port Elizabeth	Assistant Regional Manager
Chris Kleynhans	chrisk@thethani.co.za	0867433232	073 103 2660		General Manager
Dwayne Engelbrecht	dwaynee@thethani.co.za	0866883831	079 956 9533	Eastern Cape, East London	Customer Care Consultant
Enrico Phillips	enricop@thethani.co.za	0866593248	082 314 6205	Western Cape	Customer Care Consultant
Giepie Nel	giepien@thethani.co.za	0866788472	083 515 6541	Northern Cape	Customer Care Consultant
Joel Lekoloanae	joell@thethani.co.za	0866750128	072 882 1840	Limpopo	Customer Care Consultant
Joseph Moloto	josephm@thethani.co.za	0866750668	082 784 5997	Northern KZN, Eastern Free State & Southern Mpulalanga	Customer Care Consultant
Judith van Zyl	judithz@thethani.co.za	0866978818	076 751 9075	Free State, Western Cape, Northern Cape	Regional Manager
Karen Joseph	karenj@thethani.co.za	0866735958	082 560 6626	KZN	Customer Care Consultant
Kenneth van der Walt	kennethw@thethani.co.za	0866921030	083 267 0980	Gauteng, North West, MP & Limpopo	Regional Manager
Leon Engelbrecht	leone@thethani.co.za	0866591992	072 603 6409	KZN & Eastern Cape	Regional Manager
Mashudu Takalani	mashudut@thethani.co.za	0866978819	083 693 5277	Gauteng	Customer Care Consultant
Annelize de Beer	annelizeb@thethani.co.za	0866796953	084 626 0854	Mpumalanga	Customer Care Consultant
Nolan Noah	nolann@thethani.co.za	0865916677	079 109 1697	Gauteng	Customer Care Consultant
Sbo Gumede	sbog@thethani.co.za	0866700103	071 831 9987	KZN Pietermaritzburg	Customer Care Consultant
Shadi Mkhethoni	shadim@thethani.co.za	0866540154	082 524 4862	West Rand, JHB, Vaal Triangle and Randburg	Customer Care Consultant
Vernon Seale	vernons@thethani.co.za	0866772462	079 490 5536	Western Cape	Customer Care Consultant
Werner Niemand	wernern@thethani.co.za	0866550771	082 491 9439	Northern Gauteng, Limpopo & Mpumalanga	Assistant Regional Manager



FIAS Disclosure

Introduction

Thethani Customer Care & Communications, an authorised financial services provider (FSP 27838), we believe in empowering clients through:

Information - an informed client is a loyal client = retention

Education - educated clients are empowered clients = knowledge

Communication - simple, effective and using a language that clients understand = accessibility

Our Key Individual, Mr Wagener is Fit and Proper in terms of the applicable legislation.

We provide services in the Financial Industry to Moto Health Care and Retail Motor Industry and earn an administration fee from our clients.

Should you have any comments and Complaints, please be advised that Thethani has an internal complaints resolution Process and it is detailed herein.

Complaints Process

Definition:

"Complaint" refers to a specific complaint relating to a financial service rendered by Thethani or its representatives to the complainant on or after the date 30th of September 2004, and in which it is alleged that Thethani-

(a) has contravened or failed to comply with a provision of the FAIS Act and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage;

(b) has willfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or

(c) has treated the complainant unfairly;

Thethani has a complaints resolution which is detailed in this document:

The process can be followed should you not be satisfied with any of our services.

Complaints Process

This complaints process will be applied to complaints relating to services rendered after the 30th of September 2004.

All complaints must be submitted in writing and e-mailed or mailed to the following addresses:

Email: complaints@thethani.co.za

Building 2

Constantia Park

546 16th Road

Midrand

1682

Upon receipt of a written complaint we will provide written acknowledgement of receipt of the complaint within twenty four (24) hours. We will endeavour to resolve your complaint within seventy two (72) hours from receipt of a written complaint. Should there be any delays in this, we will advise you timeously.

Should you not be satisfied with our final response with regard to your complaint, you may direct a written complaint to the Office of the Ombudsman for Financial Services Providers within 6 months from receipt of a final response from us.

The contact details for the Ombudsman of the Financial Services Provider are as indicated below:

Ombudsman of the Financial Services Provider

P.O. Box 35655

Menlo Park

0102

We pride ourselves in being a company that really takes clients' issues to heart and that helps clients to connect meaningfully with their employees.

Let's talk

 **thethani**
customer care & communications