



THE OMBUDSMAN

For Short-Term Insurance

(Incorporated under Section 21) (Registration Number 2000/030638/08)

PRESS RELEASE

1. The Ombudsman for Short-term Insurance, Dennis Jooste has announced that an appeal mechanism to consider final rulings issued by the Ombudsman will become effective with effect from the 1st December 2013. This will entitle both insurers and consumers to appeal a final ruling provided that leave to appeal is granted by the Ombudsman. The Ombudsman's office provides a free service to consumers who have a complaint against an insurer in order to resolve disputes informally and independently.
2. The Appeal Tribunal consists of the Chairman, the Honourable Mr Justice Sandile Ngcobo, former Chief Justice, the Honourable Mr Justice P.M. Nienaber and the Honourable Mr Justice T.D. Cloete, both former judges of the Supreme Court of Appeal.
3. An application for leave to appeal must be lodged within 30 days. Parties may be represented at the appeal hearing at their own cost. Further in regards to costs, the Ombudsman may in his discretion call upon a consumer who is the appellant to pay a deposit which shall be refunded to the consumer if the appeal succeeds. If the appeal fails the deposit is forfeited. However, no cost awards can be made against the unsuccessful party.
4. The rules which must be complied with are accessible on the Ombudsman's website at www.osti.co.za.

DENNIS JOOSTE
OMBUDSMAN FOR SHORT-TERM INSURANCE

05.11.2013

Directors: JF Myburgh (Non-Executive Chairman), WL Knowler (Vice Chairman); L Bennie, P Crankshaw, JI Dixon, GW Genis, B Scott, RS Steyn, PG Walters, NN Zungu.

Professional Staff: DE Jooste (Ombudsman), EMB Teixeira-Mckinon (Deputy Ombudsman); Senior Assistant Ombudsmen: DC Harkison, KP Nkhuna.

Assistant Ombudsmen: CJ Bester, T Dawood, J Janse van Rensburg, D Jogie, AJ Lombard, A Mazwi, PN Mfeka, VD Mngadi, JP Theunissen.

Junior Assistant Ombudsman: A Ngidi-Mkhwanazi

MK Matabane (Operations Manager/Company Secretary), AMC du Plessis (Office Manager),

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