

Communique

Office of Ombudsperson for Financial Services - Complaints Procedures

The Public is hereby informed that the Ombudsperson for Financial Services Act 2018 has been proclaimed and provides for the setting up of an Office of the Ombudsperson for Financial Services.

Accordingly, effective 01 March 2019, all complaints of the public pertaining to financial services will have to be directed to the Office of the Ombudsperson for Financial Services, by following the procedures laid down in the Act.

The Bank of Mauritius will no longer receive complaints from the public.

Procedures to follow for making a complaint to the Office of Ombudsperson for Financial Services:

Step 1: A complainant should first make his complaint to his financial institution;

Step 2: If after having made his complaint to the financial institution, the complainant still feels aggrieved by the decision of the financial institution or he does not receive a reply to his complaint after a period of 3 months as from the date the complaint was made, he may then lodge a complaint in writing to the Office of Ombudsperson for Financial Services.

Step 3: The complaint to the Office of Ombudsperson for Financial Services should be duly accompanied by the following:

1. The name and address of the complainant;
2. The name and address of the financial institution against which the complaint was made;
3. The nature of the complaint and the fact and circumstances giving rise to the complaint;
4. The relief sought;
5. A written declaration to the effect that the complaint was made to his financial institution by registered post, with advice of delivery, and that he has sufficient interest in the subject matter of the complaint;
6. A declaration as to whether the financial institution replied to the complaint;
7. A copy of the reply, if any, from the relevant financial institution to which the complaint was made; and
8. A copy of the documents on which he proposes to rely.

The contact details of the Office of the Ombudsperson for Financial Services are as follows:

Office of Ombudsperson for Financial Services

8th Floor, SICOM Tower

Wall Street

Ebene

Telephone number: 468 6475

Fax number: 468 6473

Email: ombudspersonfs@myt.mu

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