

## CALL FOR NOMINATIONS

# MEMBERS OF THE BOARD OF THE OMBUD COUNCIL

Chapter 14 of the Financial Sector Regulation Act (FSR Act) establishes the Ombud Council as a juristic entity to assist in ensuring that financial customers have access to, and are able to use affordable, effective, independent and fair alternative dispute resolution processes for complaints about financial institutions in relation to financial products, financial services and services provided by market infrastructures. The entity will be operationalized from 01 April 2020.

The Ombud Council is a national public entity for purposes of the Public Finance Management Act. The functions of the Ombud Council are amongst others to:

- Recognize, in accordance with the law industry ombud schemes;
- Promote co-operation between, and the coordination of the activities of ombuds;
- Strive to protect the independence and impartiality of ombuds;
- Promote public awareness of ombuds and ombud schemes and the services that they provide; and
- Take steps to facilitate access by financial customers to appropriate ombuds.

The Board of the Ombud Council ("the Board") is an oversight

body that must ensure the efficiency and effectiveness of the management and administration of the Ombud Council.

**REQUIREMENTS:** Potential candidates, must be persons who: Are suited to serve on the Board by virtue of their qualifications, expertise and experience in the fields of: Strategic Leadership; Dispute Resolution, Alternative Dispute Resolution; Complaints Handling; Consumer Protection; Financial Services and Consumer Protection regulation and supervision; Financial Sector Laws; Governance in Financial Services; Expertise in other areas to enable oversight of operations by the Ombud Council, for instance, Human Resources, Information and Communications Technology, Finance, Legal, Auditing and Risk Management.

**FURTHER CONSIDERATIONS:** Nominations will be subject to the preferred candidates obtaining necessary security clearance. Preference will be given to candidates whose appointments will enhance representivity. Correspondence will be limited to short-listed candidates only.

The Minister of Finance determines the remuneration allowances and other benefits of the Chairperson and other Board members.

---

**Disclaimer:** The National Treasury reserves the right to amend, modify or withdraw this advert or to amend, modify or terminate any of the requirements set out herein at any time and from time to time, without prior notice and without liability to compensate or reimburse any party. Nominations don't mean acceptance as candidate and all nominees will be subject to the National Treasury's recruitment and selection process. The National Treasury reserves the right not to select any nominee as a candidate.

Please note the Board extracts of the relevant sections of the FSR Act have been posted on the National Treasury website ([www.treasury.gov.za](http://www.treasury.gov.za)) together with the Nomination Form and applicable rules for nomination.

Email nominations to [ombud.council@treasury.gov.za](mailto:ombud.council@treasury.gov.za) by no later than 13 December 2019.



**national treasury**

Department:  
National Treasury  
REPUBLIC OF SOUTH AFRICA

