

Welcome to FAIS Ombud complaints portal.

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- Better, fast, and easy way to submit your complaint using the portal.
- Firstly, you must register a profile, use your active email address, and create a secure password.
- You can submit complaints and track each case status.

Follow the steps below create a Profile.

- Open your internet browser and enter the link <https://fais.powerappsportals.com/> then press enter.
- You will be directed to the landing page as illustrated below.



Steps to create a Profile.

Register for a new local account

Register using an external account

* Email [Azure AD](#)

* Username

* Password

* Confirm password

[Register](#)

Click on the Register tab, (example)

1. Enter email address. john@gmail.com
2. Enter Username john
3. Fill in the Password. john@001
4. Repeat the same password on Confirm password.

Creating a Profile

Profile

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.

The **Email Address** and **Phone** number will not be displayed on the site.

Your **Organization** and **Title** are optional. They will be displayed with your comments and forum posts.

Your email requires confirmation. [Confirm Email](#)

Your information

First Name * Tivani

Last Name * Mushwana

E-mail tivani@xerox.co.za

Business Phone 0114523030

Organization Name

How may we contact you? Select all that apply.

Email

Fax

Phone

Mail

[Update](#)

5. Fill in your First Name.
6. Fill in your Last Name.
7. Business Phone
8. Click on the **“Submit”** button

Sign in

Click on the Sign in button

1. Fill in your Username.
2. Fill in your Password.
3. Click on the **“Sign in”** button.

Steps to Submit a Complaint.

The form contains 3 sections.

1. Complainant Details

- Select the complaint type.
- Province
- Mobile number - for receiving alert.

2. Financial Provider Complaining About

- Fill in details of the financial adviser you are complaining about.

3. Complaint Details

- Search for product and product category
- Attach supporting documents.

Navigation Menu

[Lodge a Complaint](#) | [My Cases](#) | [Contact Us](#) | [Tivani Mushwana](#)

[Submit a complaint](#) | [View submitted Complaints](#) | [Contact information](#) | [Sign in User](#)

How to reset Password

Sign in with a local account

* User name

* Password

Remember me?

[Sign in](#) [Forgot your password?](#)

1. Click on Forgot your password button.
2. Fill in your email address.
3. Click on the **Send** Button
4. Check your email, a link will be sent you your email.
5. Click on the link then enter a new password.