



**MOTOR INDUSTRY OMBUDSMAN
OF SOUTH AFRICA**

FOUNDER MEMBER OF THE OMBUDSMAN ASSOCIATION OF SOUTH AFRICA NPC
2001/004871/08

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Press Release Volume 2

COVID-19 NATIONAL LOCKDOWN AND THE MOTOR INDUSTRY OMBUDSMAN OF SOUTH AFRICA (MIOSA)

The MIOSA as a responsible corporate citizen, has heeded the State President's call to embark on national lockdown. We have educated our staff on the lockdown Regulations and continue to do so remotely as the Regulations are amended from time to time.

In order for us to give consumers access to our service, we have established teams that are currently working from home. These teams include the Operations, Administration, Information and Liaison, Case Management, Finance, Legal, Inspectorate and Public Affairs departments.

The MIOSA is the custodian of the South African Automotive Industry Code of Conduct (Code). The purpose of the Code is to regulate relations between persons conducting business within the automotive industry and to provide for a scheme of alternative dispute resolution between consumers and all participants in the automotive industry.

We will be rolling out ongoing awareness to educate consumers and the automotive industry participants through media (radio, social media and our website) about their rights and responsibilities.

Board of Directors:
Chairperson: Dr. M. Phosa
Executive Directors: JL Krause, JHL van Vreden (Ombudsman)
Non-Executive Directors: I Opperman, D Terblanche, S Tleane

The entire automotive industry is affected by lockdown. Only a few motor vehicle dealerships and servicing workshops can service vehicles that fall within a category of essential services as per lockdown Regulations. Several motor manufacturers have indicated that they have made provision to extend the service plans and warranties that may expire during lockdown. It is therefore important for consumers to visit websites of various motor manufacturers, importers and dealer groups so that they know where they stand in as far as the service plans and warranties are concerned.

On the same note, it is important that consumers must not drive their vehicles beyond the prescribed service intervals and lee-ways during lockdown.

The MIOSA's Information and Liaison Department can be contacted between 08h30 and 16h30 from Monday to Thursday, and Friday between 08h30 and 16h30 for an update on existing complaints or for advice.

Our contact details are: 0861164672 and info@miosa.co.za.