



**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 3

## **THE MOTOR INDUSTRY OMBUDSMAN OF SOUTH AFRICA (MIOSA) STEPS UP ITS OPERATION IN RESPONSE TO LEVEL 4 OF COVID-19 LOCKDOWN**

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.

The MIOSA has been working remotely owing to COVID-19 NATIONAL LOCKDOWN Regulations and directions. Following the announcement of different stages of COVID-19 National Lockdown, a third of its workforce resumed its office duties on the 4<sup>th</sup> of May 2020. This team is supported by the rest of the employees who are currently working from home. Consumers are once again advised not to visit the office of the MIOSA but rather use online application system.

The MIOSA continues to raise awareness through different media platforms and is constantly engaging with other Ombud Schemes including Provincial Consumer Protection Offices during national lockdown in order to make cross-referral of complaints possible. Therefore consumers in various Provinces can be assured that their complaints would still be referred to the MIOSA should a need arise.

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 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](mailto:info@miosa.co.za)