



MOTOR INDUSTRY OMBUDSMAN
OF SOUTH AFRICA

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

TEL: 0861 1 MIOSA (64672) TEL: 010 590 8378 FAX: 086 630 6141
SUITE 156, PRIVATE BAG X025, LYNNWOOD RIDGE, 0040
E-MAIL: info@miosa.co.za
www.miosa.co.za

Press Release Volume 5

22 July 2020

CONSUMERS WARM UP TO THE MIOSA ONLINE APPLICATION FOR ASSISTANCE SYSTEM AMID COVID-19 NATIONAL 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.

In our endeavour to give consumers more access to our service, we launched an online application system in 2017. This system is so effective that it instantly gives you a reference number, email address and the name of a Case Manager to whom your complaint has been assigned.

Since the beginning of the current financial year, we have experienced an increase in the influx of online complaints. Between March 2020 and end of June 2020, we recorded 1208 online complaints of which five hundred and seventy- one (571) of them has been resolved. Since the inception of this system our response duration has improved tremendously.

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

In order to ensure compliance with national lockdown regulations, we still encourage consumers to use this online facility and refrain from visiting the MIOSA offices. We have mounted a drop box at our entrance so that consumers who are not aware of our notice can deposit their complaint forms without making physical contact with the staff.

The MIOSA's Information and Liaison Department can be contacted between 08h30 and 16h30 from Monday to Thursday, and Friday between 08h30 and 16h00 for an update on existing complaints or for advice.

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