

URGENT PUBLIC NOTICE

Fraudulent Impersonation of MIOSA via WhatsApp

The Motor Industry Ombudsman of South Africa (MIOSA) hereby issues an urgent public warning to consumers and industry participants.

MIOSA has become aware of an individual who is falsely claiming to be an employee or representative of MIOSA and contacting consumers via WhatsApp to solicit or extort funds under the pretext of assisting with motor industry complaints.

This conduct is fraudulent and unlawful.

IMPORTANT – MIOSA DOES NOT:

- Request or demand payment from consumers for lodging or processing complaints.
- Charge consumers any fee for dispute resolution services via WhatsApp.
- Request payment via private or personal messaging platforms.
- Request payment into personal or third-party bank accounts.
- Offer to “fast-track” or prioritise complaints in exchange for payment.

MIOSA is the accredited Alternative Dispute Resolution Scheme for the South African automotive industry in terms of Section 82 of the Consumer Protection Act No. 68 of 2008, read together with the South African Automotive Industry Code of Conduct. Services rendered to consumers are provided free of charge.

What To Do If You Are Contacted

If you are contacted by any person claiming to represent MIOSA and requesting payment:

1. Do not make any payment.
2. Do not share personal or banking information.
3. Take screenshots of the communication (ensure the phone number is visible).
4. Immediately report the matter to MIOSA at: reportfraud@miosa.co.za

010 590 8378

If any payment has already been made, the matter should also be reported to the South African Police Service without delay.

Criminal Proceedings

MIOSA is treating this matter with the utmost seriousness and is in the process of reporting it to the relevant authorities. Impersonating a statutory dispute resolution body and attempting to extort funds constitutes criminal conduct, including fraud and impersonation.

MIOSA remains committed to protecting consumers and maintaining the integrity of the South African Automotive Industry Code of Conduct.

For official information regarding MIOSA and its services, please refer only to MIOSA’s verified communication channels.

Issued by:

The Office of the Ombudsman

Motor Industry Ombudsman of South Africa

16 February 2026