

# Complaints procedure

Multiply Money is committed to providing you with great service. However, if you have a complaint, you can contact us in one of the following ways:

Telephone: 0860 11 11 83  
Email: [mmcomplaints@multiply.co.za](mailto:mmcomplaints@multiply.co.za)

We will acknowledge your complaint and give you feedback on its progress within 24 hours. We will investigate your complaint and it may also be subject to senior management review.

We will keep you informed on its progress and will notify you in writing of the outcome.  
If you don't receive feedback on your complaint you may escalate to:

Shubashna Singh – Head: Operations & Service  
[Shubashna.singh@momentum.co.za](mailto:Shubashna.singh@momentum.co.za)

If you are not satisfied with the resolution of your complaint, you may contact the National Consumer Commission at:

Telephone: 012 428 7000  
Email: [complaints@thencc.org.za](mailto:complaints@thencc.org.za)  
Physical address: Building C, 1 Dr Lategan Road, Groenkloof, Pretoria

If you are not satisfied with the internal resolution of your complaint regarding data privacy, you have the right to lodge your complaint with the Information Regulator at:

Email: [POPIAComplaints.IR@justice.gov.za](mailto:POPIAComplaints.IR@justice.gov.za)  
Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001