



**MOTOR INDUSTRY OMBUDSMAN
OF SOUTH AFRICA**

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

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17 March 2020

Dear Motor Industry Participants & consumers,

THE MIOSA REQUIRES THAT ALL VISITS TO OUR OFFICE BE HALTED

On Sunday the 15th of March 2020 President Cyril Ramaphosa addressed the nation regarding the Coronavirus pandemic, advising that the nation take stringent measures to curb the infection rate.

The office of the Motor Industry Ombudsman of South Africa (MIOSA) hereby requests that all physical visits to our office be put on hold and that our online and call centre facilities rather be utilized, under the circumstances. Our online complaint process can be found through our web page address: <https://miosa.co.za>. Any enquiries to can be sent via email to the email addresses provided on all correspondence sent out from our office. All new complaints or queries to can be emailed to info@miosa.co.za or call us on 086 116 4672.

These steps are required as measures to protect both the public and our staff. We apologise for the inconvenience.

Yours sincerely

Mr J.H.L. van Vreden
Motor Industry Ombudsman of South Africa