



22 On Sloane  
Corner William Nicol Drive &  
Sloane Street, Bryanston, 2191

Tel: +27 (0)11-568-3497  
info@StokFella.com  
www.StokFella.com

## **Customer Service Policy**

General Queries: [Log Query Form](#)  
Tel +27 (0)11-568-3497  
Email – [info@stokfella.com](mailto:info@stokfella.com)  
Turnaround time: All queries (e.g. blocked profile, payment not reflecting, info) should be resolved within 2-3 working days

Complaint: We encourage all complaints (e.g. claims, current balance, suspected fraud) to be logged on our complaint form for ease of reference, however you are still welcome to call.

[Log Complaint Form](#)

Turnaround time: All complaints should be resolved within 5 working days

Should the complaint be more complex, it may require further investigation and could take up to 30 days for the complaint to be resolved. Weekly updates will be provided should this be the case.

If a query or complaint is not handled within specified turnaround time above, we encourage our clients to escalate unresolved queries/complaints to our Head of Sales & Client Relationship.

All payments/claims/withdrawals are processed weekdays between 2pm - 5pm taking to account, the Club's chosen Nala account.

### **Escalations:**

Title: Head of Sales & Client Relationship

Names: Pearson Maake

Contact details: [pearsonmaake@stokfella.com](mailto:pearsonmaake@stokfella.com)

### **Trading hours:**

Monday to Friday (8am to 5pm)

Weekends (callouts only)

Public Holidays (closed)



StokFella (Pty) Ltd, Reg No 2016/033764/07, Directors: T. Moloi (M.Eng. Mechanical, M.Com. Finance); T.V. Mokgathla (BCompt/CTA (Hons), CA (SA)).  
StokFella is an authorised Financial Services (FSP48812) and Credit Provider (NCRCP12735).

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