

**FSCA Press Release**
**27 March 2020**
**FSCA outlines Licensing and Business Centre operations during 21-day national lockdown.**

As we begin the Covid-19 21-day national lockdown, the services of the FSCA's Licensing and Business Centre will continue to operate as outlined in the table below:

#	Essential Service	Available support during lockdown
1	New Licence Applications	<p>All licence applications already under consideration will be prioritised.</p> <p>Correspondence relating to these applications, including requests for additional information by the FSCA will be made via email.</p> <p>Please note, there may be delays in processing (capturing, verifying, assessing/analysing) new licence applications.</p>
2	Variation of Licences	<p>All profile change requests already under consideration will be prioritised.</p> <p>Correspondence including requests for additional information will be made via email.</p> <p>Please note, there may be delays in processing (capturing, verifying, assessing/analysing) and finalising profile change requests.</p>
3	Complaints	<p>All complaints already under consideration will be prioritised. Correspondence with the complainants including requests for additional information will be made via email.</p> <p>New complaints may only be submitted via the FSCA's official website: <a href="http://www.fsc.co.za">www.fsc.co.za</a> or by email <a href="mailto:info@fsc.co.za">info@fsc.co.za</a>.</p> <p>Please note, there may be delays in dealing with or finalising complaints received by the FSCA.</p>
4	General Enquiries	<p>General enquiries received by email will be dealt with on a first come first served basis.</p> <p>All new enquiries must be made via email using the following email address, <a href="mailto:info@fsc.co.za">info@fsc.co.za</a> or through the FSCA's official website.</p> <p>Correspondence with clients in respect of the queries will be</p>

		made via email.  Please note, there may be delays in dealing with or responding to enquiries.
5	Statutory Returns Processing	Please refer to the <a href="#">FSCA Communication 9 of 2020 (GENERAL) – Supervision</a> .  Statutory returns for FSPs already submitted to the FSCA will be processed on a first come first served basis.
6	Statutory Returns Enquiries	For enquiries relating to the submission of statutory returns, please refer to the <a href="#">FSCA Communication 9 of 2020 (GENERAL) – Supervision</a> .
7	Unclaimed Benefits Enquiries/ Retirement Funds Complaints	Unclaimed benefits enquiries received by email will be dealt with on a first come first served basis.  All unclaimed benefits or retirement funds enquiries must be made via email using the following email address <a href="mailto:pension.queries@fsc.co.za">pension.queries@fsc.co.za</a>

Please note, the FSCA will be working on limited capacity, therefore, certain services may not be available. Correspondence and client enquiries will be made via email, and there may be delays in dealing with or responding to enquiries.

ENDS

Enquiries: The Business Centre Department  
Email address: [info@fsc.co.za](mailto:info@fsc.co.za)

**Transitional Management Committee:**

AM Sithole (Commissioner) DP Tshidi CD da Silva JA Boyd MM du Toit LP Kekana K Gibson OB Makhubela P Mogase