



**THE AFRICAN OMBUDSMAN RESEARCH CENTRE (AORC)**  
**A RESEARCH AND TRAINING ARM OF**  
**THE AFRICAN OMBUDSMAN AND MEDIATORS ASSOCIATION (AOMA)**  
**IN COLLABORATION**  
**WITH THE INTERNATIONAL OMBUDSMAN INSTITUTE (IOI)**

- Cordially invite you to a webinar -

**Showcasing Specialised Ombudsman Offices:  
Financial, Health, and Legal Services Ombudsman**

Specialised Ombudsman offices provide targeted oversight in critical sectors. The financial sector in South Africa is now served by the National Financial Ombud Scheme South Africa (NFO South Africa), which commenced operations on 1 March 2024. The NFO is an umbrella body formed by the voluntary amalgamation of four previous Ombud offices: the Banking Ombud, Credit Ombud, Long-Term Insurance Ombud, and Short-Term Insurance Ombud.

Health and Legal Ombudsman offices continue to play key roles in protecting patient rights and promoting accountability within legal professions, respectively.

This webinar aims to highlight the distinct mandates, operational strategies, and contributions of Financial, Health, and Legal Ombudsman offices. The session will facilitate knowledge exchange on complaint handling, regulatory coordination, and innovative approaches to sector-specific challenges.

This webinar Goal: To showcase how these specialised offices enhance accountability and trust in their respective sectors by addressing complaints, recommending systemic reforms, and safeguarding citizen rights

**PLEASE CLICK ON THE RSVP LINK IF YOU WISH TO JOIN THE WEBINAR.**

**DATE**

**TUESDAY, 13 MAY 2025**

**TIME**

**10H00 – 11H30 AM SA (GMT + 2)**

**SPEAKERS**

**HON. REANA STEYN**

**HEAD OMBUD & CEO OF THE NATIONAL FINANCIAL OMBUD SCHEME (NFO) – SOUTH AFRICA : Role and Mandate - Promoting fairness and accountability in the financial sector (NFO South Africa)**

**PROFESSOR TAOLE MOKOENA**

**HEALTH OMBUDSMAN – SOUTH AFRICA: Role and Mandate - Advocating for patients and resolving healthcare complaints.**

**&**

**MS. MUNIRA BALIM**

**SENIOR MANAGER OF COMPLAINTS AND INVESTIGATIONS, LEGAL SERVICES OMBUDSMAN – SOUTH AFRICA : Role and Mandate: Legal sector accountability and access to justice**

**FACILITATOR**

**MS. ZETU MAKAMANDELA-MGUQULWA**

**FORMER OMBUDS, UNIVERSITY OF CAPE TOWN  
SOUTH AFRICA**

**[CLICK HERE TO RSVP](#)**

Please note that there will be no live question and answers due to time constraints. Participants may however submit relevant questions to Franky Lwelela ([FrankyAorc@pprotect.org](mailto:FrankyAorc@pprotect.org)) or Marion Adonis ([MarionAorc@pprotect.org](mailto:MarionAorc@pprotect.org)) by 10:00 on Monday, 12 May 2025 or use the Q & A function during the webinar. Time has been allocated for a response to questions raised before and during the session. If there is insufficient time to respond to all, the questions and answers will be posted on our website [www.aoma.ukzn.ac.za](http://www.aoma.ukzn.ac.za).

**ENQUIRIES ONLY**

**Marion Adonis**

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**OR**

**Franky Lwelela**

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# SPEAKER & FACILITATOR PROFILES



**Ms. Reana Steyn** was appointed as the Head Ombud and Chief Executive Officer of the National Financial Ombud Scheme (NFO) on 9 April 2024. She brings with her a wealth of experience and a distinguished career spanning various roles in the financial services and regulatory sectors. Her expertise has been shaped by her leadership roles at the Ombud for Banking Services (OBS), the Credit Ombud, and one of South Africa's leading insurers. In addition to her strong legal foundation as a qualified attorney, Ms. Steyn is well regarded for her people management skills and her experience in staff training across the previous Ombud schemes. Before assuming her role as Lead Ombudsman for Banking Services in 2017, Ms. Steyn held several influential positions. She served as Deputy Credit Ombud, worked as a Senior Manager in Regulatory and Compliance Services at KPMG, and was the first legal advisor at the National Credit Regulator. She also held the role of legal advisor at a major insurance firm. Ms. Steyn holds both BCom (Law) and LLB degrees, and she is an admitted attorney. She

spent approximately nine years at the international law firm Norton Rose Fulbright before transitioning into the credit and regulatory compliance field in 2006, and later into the Ombud sector in 2010. Notably, she became the first woman to be appointed as the Ombudsman for Banking Services, marking a significant milestone in the industry.

**Professor Taale Mokoena** is the Health Ombud. He is a medical graduate of the University of Natal and DPhil from Oxford University. He is a retired Professor and Head of the Department of Surgery at the University of Pretoria. The thrust of the work of the Health Ombud is to protect and promote the health and safety of users of health services by monitoring and considering, investigating and disposing of complaints or media reports of infractions of norms and standards in the national health system. He makes recommendation of remediation and improvements of healthcare delivery within institutions and the healthcare system. Professor Mokoena continues to engage in teaching and research on a part-time basis at the University of Pretoria Medical School.



**Ms. Munira Balim** is a seasoned legal professional whose career spans over three decades, marked by a rich blend of experience in private practice, public service, and corporate law. She completed her legal studies in 1987, earning both a BA (Law) and LLB degree, and went on to complete her articles in 1989. She was admitted as an attorney in 1990, as a Notary in 1997, and as a Conveyancer in 2007. In addition to her legal credentials, she holds two Master's degrees—one in General Law and the other in Labour Law—reflecting her deep commitment to continuous learning and legal excellence. Ms. Balim's distinguished public service career includes a decade at the Office of the State Attorney, where she served from 1995 to 2005 as a Senior Assistant State Attorney, managing numerous high-profile matters. In 2005, she joined MacRobert Attorneys as a Professional

Assistant and was later appointed as a Director, specialising in corporate and tax law. She remained with the firm until 2018. Following a sabbatical to care for her parents, Ms. Balim returned to public service in 2022, joining the Office of the Legal Services Ombud. She currently serves as the Acting Senior Manager: Complaints and Investigations, where she continues to contribute her vast expertise to the advancement of justice and accountability in the legal sector.

**Ms. Zetu Makamandela-Mguqulwa** is the Director of Mindshift, a boutique consultancy that partners with executive teams to reduce workplace conflict and foster high-trust, accountable organisational cultures. She specialises in embedding Ombuds systems and strategic mediation into business models to prevent disputes, repair relationships, and protect institutional reputations. Zetu is an award-winning Ombuds and Good Governance Specialist, globally recognised for her work in developing Ombuds functions in complex environments. She was the inaugural Ombuds at the University of Cape Town, where she established and led Africa's first Ombuds office in higher education for a decade. During that time, she supported over 5,000 individuals and addressed more than 8,200 concerns. Her experience spans higher education, government, and international development. She has advised institutions including the Military Ombuds, Western Cape Police, Competition Commission, UNAM-Mexico, Asian Development Bank, and the University of the Bahamas. Currently, she serves as the Africa Regional Chairperson of the International Ombuds Association (IOA), helping member offices align with international standards while remaining contextually relevant. She also contributes to the IOA International Committee, promoting Ombuds as essential tools for institutional accountability, good governance, and human rights. In recognition of her global impact, Zetu received the 2025 IOA Presidential Award for Excellence in Ombudsing and the 2024 Trailblazer Award from the International Ombuds Expo.

