

FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT (NO.37 OF 2002)

Important information that must be read carefully

General Information

The Financial Advisory and Intermediary Services Act (FAIS) requires compliance by Product Suppliers (insurers) and Financial Services Providers (intermediaries or brokers) with a General Code of Conduct and was introduced to assist you in making informed decisions about the insurance products that you purchase. It also aims to ensure that your Product Supplier and Financial Services Provider (if applicable) render financial services honestly, fairly, with due skill, care and diligence and in your interests and the integrity of the financial services industry.

You will receive a Disclosure Notice at the inception of your policy and at each subsequent Renewal (or Anniversary) date. Points 1 and 2 of the Disclosure Notice relate to details about your Financial Services Provider and Product Supplier, points 3 and 4 provide additional general information and the final points refer to details about the Ombuds and the Registrar. You are entitled to this information and should you experience any difficulties in obtaining required details, please contact Finesse Insurance for further assistance.

Procedures for registering claims or complaints

Procedures for the submission of claims are detailed in your policy document and are important. If you have difficulties in determining the correct procedures, please contact your Financial Services Provider or Product Supplier for assistance. Generally, you are required to advise the Product Supplier within a prescribed number of days of a loss, provide written details of the loss, provide proof in support of a claim, report theft to the police and provide any other details that may be required by the Product Supplier.

Should you remain dissatisfied with the assistance provided, then you may contact our Compliance Officer at the address provided on the Disclosure Notice. In addition, the address of the Registrar of Short-Term Insurance is provided should your complaint still not be satisfactorily resolved.

Name, Class or Type of Policy

Full details about the name, class and type of policy involved are reflected on your policy schedules and are also contained in the policy wording. Policy schedules should always be read in conjunction with the policy wording. Should you require any explanation about the terms, conditions, provisions, premiums, excesses (or deductibles) or any other information, please contact Finesse Insurance for further assistance.

Extent and nature of premium obligations

Your policy document reflects the premiums payable, the due date of payment and the frequency of payment (e.g. monthly or annually). When amendments are made to the policy, an additional or refund premium may become due and such amounts are also reflected on the policy schedules. All premiums are inclusive of Value Added Tax at the prescribed rate. Some Financial Services Providers are authorised to accept premium payment on behalf of Product Suppliers and should your Financial Services Provider be authorised to do so, then you may make payment to such Financial Services Provider. Where a Financial Services Provider is not authorised to receive payment on behalf of the Product Supplier, your payment should be made in favour of the Product Supplier. In the case of monthly premiums by debit order, payment is usually made to the Product Supplier directly, unless you have authorised such payment via your Financial Services Provider or other third party, who have authority to collect premium on behalf of the Product Supplier.

Consequences of non-payment of premiums

The due date for the payment is reflected on your policy schedule, renewal notice or premium advice. Your payment should be made on or before the due date reflected to avoid the cancellation of the policy at midnight on the day before the due date. You are provided with a 30-day period in which to do and EFT, a forced debit or await a double debit the following month. Two consecutive unpaid debts result in cancellation of your policy from the FIRST unpaid debit date. Claims in the grace period will not be paid until all premiums are paid up to date.

First Amounts Payable (also known as Excesses or Deductibles)

It is important that you are aware of any amounts that you will be required to pay in the unfortunate event of a claim. Your policy schedules or wording contain the amounts that you pay as a portion of a claim amount and your Financial Services Provider or Product Supplier can assist you with any queries you have in this regard.

Local Branch Details

You have been provided with details of Finesse Asset Management T/As Finesse Insurance on the Disclosure Notice. Details of the branch through which your business is transacted is reflected on all our letterheads.

DISCLOSURE NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS

IMPORTANT - PLEASE READ CAREFULLY - DISCLOSURE AND OTHER LEGAL REQUIREMENTS

(This notice does not form part of the Insurance Contract or any other document)

As a short-term insurance policyholder, or prospective policyholder, you have the right to the following information:

1. ABOUT YOUR FINANCIAL SERVICES PROVIDER (THE BROKER)

- (a) Name, address, contact details of your broker
- (b) Legal status of your broker.
- (c) Whether services are rendered under supervision
- (d) Whether more than 10% of insurer's shares are held and whether more than 30% of total remuneration was received from the insurer
- (e) Whether professional indemnity insurance is held
- (f) Details of broker's complaints procedure
- (g) Details of broker's compliance arrangements
- (h) Rand amount of fees, commissions etc... payable
- (i) Contractual arrangement with Insurance Companies including any restrictions or conditions
- (j) FAIS COMPLIANT PERSONNEL
 1. Christopher Shaun Kotze
Key Individual
Personal & Commercial Lines
13 years' experience

- a) Finesse Asset Management T/As Finesse Insurance
Authorised Financial Services Provider – FSP No. 51081
Postal Address – 367 Main Road, Retreat, CPT
Physical Address: 367 Main Road, Retreat, CPT
Telephone no: +27 79 686 0843
Email: covered@finesseinsurance.co.za
- b) Legal Entity – (Pty) Ltd
- c) Services rendered – No staff under supervision
- d) Finesse Insurance has no shares in any Insurance Company.
- e) Professional Indemnity Insurance: Yes (AON)
- f) Complaints – Call 079 686 0843 or email us at assist@finesseinsurance.co.za
- g) Compliance officer – In House
Email: assist@finesseinsurance.co.za
- h) Commission - 12.5% in respect of Motor Sections
20% on all non-motor Sections

Our Management of Conflict of Interest Policy as well as the Register of Financial Interest are available for inspection on Request and is checked quarterly by our Compliance Officer.

3. OTHER MATTERS OF IMPORTANCE

- You must be informed of any material changes to the information referred to in paragraphs 1 and 2
- If any complaint to the intermediary or insurer is not resolved to your satisfaction, you may submit your complaint to the FAIS Ombudsman
- Polygraph or similar tests are not obligatory, and claims may not be rejected solely on the basis of a failure of such a test
- If your premium is paid by debit order, the debit order must be in favour of either the intermediary or the Product Supplier (insurer) and may not be transferred without your approval
- The Product Supplier (insurer) must give you 30 days' notice in writing of its intention to cancel your debit order.
- The Product Supplier (insurer) and not the intermediary must give reasons in writing for the rejection of any claim submitted by you.
- The Product Supplier (insurer) must give you written notice of its intention to cancel your policy.
- You are entitled to a copy of your policy free of charge
- The brokerage has written authority to market the products of the following Insurers and is accredited to market their products.
- I am remunerated for my services by being paid commission and by charging fees as noted above
- The brokerage holds professional indemnity insurance.

4. WARNING

- Do not sign any blank or partially completed application form
- Keep all documents handed to you
- Make notes as to what is said to you
- Ask for a letter of representation from your adviser
- Do not be pressurised into buying the product/s
- Failure to provide correct or full relevant information may influence an insurer on any claims arising from your contract of insurance

<p>5 PARTICULARS OF FAIS OMBUD – You have the option to contact the Ombudsman</p>	<p>PO Box 41, Menlyn Park, 0063</p> <p>Telephone: (012) 762 5000 Email: info@faisombud.co.za Web Site: www.faisombud.co.za</p>
<p>6 PARTICULARS OF SHORT-TERM INSURANCE OMBUDSMAN who is available to advise you in the event of claim problems that are not satisfactorily resolved by the intermediary and/or insurer</p>	<p>110 Oxford Road, Rosebank, 2196</p> <p>Telephone: (011) 726 8900 Email: info@osti.co.za Web Site: www.osti.co.za</p>
<p>7 PARTICULARS OF REGISTRAR OF SHORT-TERM INSURANCE</p>	<p>Financial Services Board PO Box 35655, Menlo Park, 0102</p> <p>Telephone: (012) 428 8000 Toll Free: (080) 020 3722 Facsimile: (012) 346 6941 Web Site: www.fsca.co.za</p>

Should you have requested cover provided by SASRIA LIMITED then you are entitled to details as follows

SASRIA LIMITED	COMPLIANCE DEPARTMENT	CLAIMS PROCEDURES
<p>Postal Address: PO Box 653367, Benmore, 2010 Physical Address: 36 Fricker Road, Illovo, Sandton, 2196</p> <p>Telephone No: (011) 783-0171 Facsimile No: (011) 783-0781 Email: info@sasria.co.za Website: www.sasria.co.za</p>	<p>If you have any complaints about Finesse Insurance regarding SASRIA cover then you may contact:</p> <p>The Compliance Office, SASRIA Limited, PO Box 653367, Benmore, 2010</p>	<p>In the event of a claim, all relevant documentation relating to your claim must be submitted to Finesse Insurance Brokers.</p>

ACCESS TO INFORMATION

The Broker acknowledges that while rendering services in terms of this broker authority to the client, he shall come into possession of information of a confidential nature. The broker shall not, whether during this agreement or at any time thereafter, use or disclose or allow third parties to use or disclose any of the confidential information except to the extent permitted by the client for the purposes of providing quotes, processing renewals & claims as well as for any other short term insurance related activities.