

Whilst we make every effort to ensure you fully understand the insurance product we have supplied there are certain facts we are obliged in terms of legislation to ensure that you not only know about, but understand. The most notable being the Financial Advisory and Intermediary Services Act (FAIS) and in the case of clients purchasing policies in their personal capacity, the Policy Holder Protection Rules.

The most important objective of these obligations is to ensure You, our client, have full knowledge about the organisations involved in delivering the service to You as well as full understanding of the product You have purchased. Whilst every effort has been made to ensure we have achieved this objective, if at any time You feel we have not provided You with the information required or You do not understand the information we have given you, please ask us – do not assume! Whilst this information is important it does not form part of Your actual policy wording.

So what is it that we need to tell you? Let us start by explaining some of the terminology you may have heard about or may encounter in Your dealings with us:

Financial Service Provider: This is generally us, Your Insurance Broker, sometimes referred to as an Intermediary.

Underwriting Manager / Administrator:

They are appointed either by a Product Provider (Insurer) or the broker to manage a specific type of product on their behalf. This is due to the specialist knowledge of the staff of Underwriting Managers and their ability to deliver a very focussed and cost effective service to ourselves as insurance brokers and ultimately You the Client.

Product Provider / Supplier: This is Your insurer.

Each of the above may well have companies that are associated with them with whom we have a relationship. These could be subsidiary or holding companies or certain natural persons such as spouse, children, parent. Where these relationships exist, you need to be made aware of them.

Financial Advisory and Intermediary Services Act (FAIS):

This piece of legislation was introduced to ensure there are minimum standards set within the Financial Services sector, to ensure You the client receive the highest possible level of service and protection. It governs, amongst other things, the following:

1. The financial stability of the Financial Service Provider;
2. The Honesty and Integrity of the Financial Service Provider;
3. The ability of the Financial Service Provider to look after the client;
4. The formal qualifications required by the key staff of any Financial Service Providers who give You advice;
5. The methods and technical content of the advice given to You;
6. The need for each Financial Service Provider to be licensed before they can give You advice;
7. Standards for dealing with any complaint that You may have;
8. Penalties for breaches of any of the regulations required in terms of the Act; these include fines, imprisonment and loss of the ability to carry on business; and
9. The need for us to have a Compliance Officer to assist us with meeting all our obligations in terms of the Act.

Policy Holder Protection Rules:

These require some additional duties to be adhered to by Insurers in respect of clients purchasing personal insurances. Where applicable to You these will be pointed out in this document.

Ombudsman:

The independent body created to further protect the client and deal with any disputes between insurers and clients. There are currently two such Ombud's:

- The Short Term Insurance Ombud deals with disputes on personal insurance matters e.g. Your personal motor or household insurances;
- The FAIS Ombud deals with all disputes for all types of clients that arise out of the provision of advice as dealt with by the FAIS Act.

Financial Services Board:

The body that administers the FAIS Act and other legislation relevant to insurance.

Details about US your financial Services Provider (FSP) Intermediary / Broker:

Company Name:

Les Michaelis Insurance Consultants CC
Registered Address:
1st Floor, 30 Lucas Lane-Bedfordview 2007
Telephone Number: (011) 450-1924/1956
Fax Number: (011) 450-2004
E-mail Address: admin@lesmichaelis.co.za

Our Licence to transact business as a Financial Services Provider:

Licence Number: 26690

Categories of Licence: Advice and Intermediary services in respect of: Short Term Insurance – Personal Lines & Commercial Lines.

Mandate:

We have written mandates to represent various insurers and underwriting managers and will only present terms to you where we have such an agreement.

Additional authorities provided by insurers;

We have an additional written agreement, referred to an Outsource agreement, with the insurers listed below to conduct the following services on their behalf;

- i) capture all personal lines/commercial lines policy data on insurers system to allow the issuing of a policy document for clients;
- ii) capture all amendments to personal lines / commercial lines policy data on insurers system to allow an updated schedule to be issued to the client;
- iii) capture all data on insurers system to allow a renewal invitation to be issued to a client;
- iv) maintain all policy holder records.

Santam Insurance Zone (Holland) CIB (RMB)

How do we get paid for what we do:

In terms of our standard agency agreement we receive a commission from the Insurer with whom we place your insurances. This commission allows us to provide the following services to you.

- i) Selling and renewing policies;
- ii) Maintaining and servicing policies;
- iii) Collecting or accounting for premiums;
- iv) Receiving, submitting or processing claims

The level of these commissions varies depending upon product type and range from 10% for SASRIA, 12.5% for Motor and 20% for all others.

In terms of our Outsource agreement/s we receive a fee from the Insurer/s concerned;

Where we provide services to you in addition to the services for which we already receive a fee from insurers as detailed above we are required to disclose these services to you and receive your written consent to the payment of these fees. Such fees can be stopped by you at any time upon your written instruction. This will however compromise the additional services we provide.

Our Insurances in place that provide protection to our clients:

Professional Indemnity:

Insurer: Southern Cross Underwriting Managers
Limit: R5 Million

Fidelity Guarantee:

Insurer: Southern Cross Underwriting Managers
Limit: R150 000.00 in the Annual Aggregate

IGF Guarantee:

Insurer: Etana Insurance Company Limited
Limit: R90 Million (IGF No.2977)

Our Compliance Officer:

Company: Associated Compliance
Contact details: Tel: (011) 678-2533
Fax: (011) 678-7731
E-mail: info@associatedcompliance.co.za

Premium collection other than by the insurer or their underwriting manager, or ourselves:

The mandate to collect premiums in respect of personal and/or commercial insurances on all Annual policies is provided directly to a premium collection agency by the insurer concerned. This demands that they be correctly licensed to do so. Their details are as follows;

Company Name: Fulcrum Collections (PTY) Ltd
Registered Address:
1st Floor, Lacey Oaks House, Ballyoaks Office Park
35 Ballyclare Drive, Bryanston
Telephone Number: (010) 0012884
Fax Number: (086 683 98 39)
E-mail Address: michelled@thefulcrumgroup.co.za

Their license to transact business as a Financial Services Provider:

Licence Number: 17795

Their Compliance Officer:

Name: Moonstone Compliance (PTY) Ltd
Contact details:
Tel: (021) 883-8000
Contact Person: Francois Meintjies

How they get paid for what they do:

A fee per transaction type is charged and is paid by ourselves and/or the insurer.

Their Insurances in place that provide protection to our clients:

Professional Indemnity:

Insurer: Etana Insurance Company Limited
Limit: R50 Million

Fidelity Guarantee:

Insurer: Etana Insurance Company Limited
Limit: R50 Million

IGF Guarantee:

Insurer: Intermediaries Guarantee Fund
Limit: R90 Million (IGF No:2977)

If you have a complaint about their service please contact the following person in writing with full details of the problem you have encountered:

Name: Michelle Coetzee
E-mail Address: michelled@thefulcrumgroup.co.za
Tel: 010 001 2860

How to Institute a complaint:

If You have a complaint about our service, staff or products sold to you please contact the following person in writing with full details of the problem You have encountered.

Name: Les Michaelis Insurance Consultants CC
Address: PO Box 2922, Bedfordview-2008
E-mail: admin@lesmichaelis.co.za

Particulars of the Short-term Insurance and the FAIS Ombudsman who are available to advise you in the event of claim problems that are not satisfactorily resolved by the Underwriting Manager and/or Insurer:

Particulars of the Short-term Ombudsman:

Short-term Insurance Ombudsman
P.O. Box 32334, Braamfontein, 2017. Tel: (011) 726-8900; Fax: (011) 726-5501

Particulars of the FAIS Ombudsman:

FAIS Ombudsman
P.O. Box 74571, Lynwoodridge, 0040. Tel: (012) 470-9080; Fax: (012) 348-3447; e-mail: reception@faisombud.co.za

SASRIA:

If SASRIA (Riot) Insurance has been taken out by You or is included in the policy automatically, You need to know the following information about SASRIA:

Insurer: SASRIA LIMITED, P.O. Box 7380, Johannesburg, 2000. 47 Wierda Road West, Wierda Valley, Sandton, 2196. Tel: (011) 881 1300 / 0861 727742; Fax: (011) 783 0781 / 0861 727329; E-mail: info@sasria.co.za.

Compliance Officer: The Manager: Technical and Claims Claims notification Procedures:
In the event of a claim, all relevant documentation relating to your claim must be submitted to the Nominated Insurer, the name and address of whom appears below.

Complaints in respect of a The Manager: Technical and Claims representative:
Sasria Limited, P.O. Box 7380, Johannesburg, 2000.

Important Additional Information for all our Clients:

Distribution Channel:

These are arrangements with any of the above or combination of these that provides support or services to us in our role of providing a financial service to you.

Any other person:

If there are any other persons that provide us with a financial interest as part of the delivery of the financial service.

Conflicts of Interest:

We make every effort to ensure that at all times we act in your best interests and in no way allow our own interests, potential or actual, to influence our objective performance and the delivery of unbiased and fair financial service to you. In furtherance of this objective, we want to ensure you fully understand the various interests we have, be they Ownership, Financial or Relationships with Third Parties. There are a number of entities with whom we can have a relationship of this nature and a summary of these is provided below.

What represents an Ownership or financial Interest?

Ownership: Actual equity that was paid for.

Financial: Cash, or its equivalent, vouchers, gift service, advantage, benefit, discount domestic or foreign travel, hospitality, accommodation, sponsorship, other incentive or valuable consideration.

Any combination of these relationships and/or ownership or financial interests may present a potential conflict and as such we need to ensure you are aware of these. We also confirm that no staff are incentivized to give preference to any specific insurer and/or product and where incentives based on volumes of business are in place, these are supported by an assessment of the quality of the business sold and procedures followed.

Do we have a shareholding in any Insurer and/or cell captive arrangement? **No**

Do we receive more than 30% of our income from this insurer or cell captive? **No**

Do we have a relationship with any product provider/supplier that provides a Financial Interest other than Ownership? **No**

Do we have a relationship with any other FSP that provides an Ownership or Financial Interest? **No**

Do we have a relationship with any other Distribution Channel that provides an Ownership, Financial Interest or Support Service? **No**

Staff incentives

We also confirm that none of our Staff are incentivised to give preference to any specific Insurer and/or product and where incentives based on volumes of business are in place, these are supported by an assessment of the quality of business sold and procedures followed.

Immaterial Financial Interest:

It is generally accepted practice within our Industry that "entertainment" and "gifts and incentives" collectively referred to as an immaterial financial interest in the Conflict of Interest regulations, are often provided by the Product Provider to the Financial Services Provider (broker) and vice versa and potentially from and to other financial service providers. The Rand value of such interests are limited, by legislation, per calendar year, to R1,000 in respect of anyone individual be they the provider of or beneficiary of such immaterial financial interest. Such limitations are dealt with and managed by our management policy.

A full copy of our overall Conflict of Interest Management Policy can be obtained from: www.lesmichaelis.co.za

What else should you know?

We undertake:-

To keep all information You tell us about Yourself confidential;

Not to alter any documents You provide us with when submitting to any insurer. Where we feel an error has been made we will advise You prior to submission;
To never ask You to sign blank documents – wherever possible all documents, be they proposals or claim forms should be completed by You to ensure full detail;
Never to take away any rights You have in terms of any legislation that governs the way we transact business;
To supply a copy of any documents used in the preparation of Your insurances, when required, free of charge.

Your Insurer, via the Underwriting Manager, undertakes:

To be the one who provides the reason for any claim that is repudiated;
To ensure that they write to You should they wish to cancel Your policy and to give You at least 30 days notice of their intention to do so.

If You are paying Your premiums by debit order:

The debit order may only be in favour of one person / entity;

It may not be transferred without Your approval;
You are entitled to 30 days notice of cancellation of the debit order.

If You are for personal insurances:

You are entitled to a period of 15 days grace in which to pay the premium (other than in the first month of insurance).

If You are paying Your premiums in anyway other than monthly:

You are only entitled to a 15 day grace period if the insurances are in respect of Your personal insurances, otherwise, all premiums must be paid at inception or renewal date for the policy to be in force.

If You have a claim or are involved in an incident that could lead to a claim:

You must advise us immediately, preferably in writing. Your policy will contain conditions that relate to the early reporting of potential claims and it is important that You do not breach this responsibility.

If any of the information You gave us changes:

You must advise us immediately-policy cover, premiums and terms are based on what You told the insurer, we need to advise them of any changes that could affect their view of You and Your policy.

Information Sharing:

In accepting this document, I declare that, I acknowledge that the sharing of insurance information for underwriting and claims purposes (including credit information) between Insurers is in the public interest as it enables Insurers to underwrite policies and assess risks fairly and to reduce the incidence of fraudulent claims with a view to limiting premiums.

On my own behalf and on behalf of any person I represent herein, I hereby waive my right to privacy with regard to underwriting or claims information (including credit information) that I provide or that is provided by another person on my behalf in respect of any insurance policy or claim made or lodged by me.

I acknowledge that the insurance information provided by me, may be stored in a shared database and used as set out above as well as for any decision pertaining to the continuance of my policy or the meeting of any claim I may submit.

I consent to such information being disclosed to any other Insurance Company or its agent.

I acknowledge that the information may be verified against legally recognised sources or databases.

Other Matters of Importance:

General:

- (a) You must be informed of any material changes to the information provided above.
- (b) If the information above was given to you verbally, it must be confirmed to you in writing within 30 days.
- (c) Polygraph or any lie detector test is not obligatory in the event of a claim and the failure thereof may not be the sole reason for repudiating the claim.
- (d) The Insurer (Underwriting Manager) and not the Intermediary must give reasons for repudiating your claim.
- (e) The Insurer may not cancel your insurance merely by informing your intermediary. There is an obligation to make sure the notice has been sent to you.
- (f) You are entitled to a copy of the policy free of charge.

WARNING:

- (a) Do not sign any blank or partially completed application form.
- (b) Complete all forms in ink.
- (c) Keep all documents handed to you.