

NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS

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

DISCLOSURES REQUIRED IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002

1. Status of Financial Services Provider in terms of the FAIS Act

FAU (Financed Asset Brokers t/a) is an authorised Financial Service Provider, FAIS License number 16876.

2. Head Office Contact Particulars:

Telephone No: (011) 760 6800
Facsimile No: (011) 763 7676
Website: www.fau.co.za

3. Remuneration

The Rand amount of fees payable is detailed, where applicable, in your policy schedules. Commission payable on motor premiums is 12.5% and 20% on non-motor premiums.

4. Head Office Address Particulars

Physical address: 323 Ontdekkers Road, Ontdekkers Park
Postal address: PO Box 6869, Westgate, 1734

5. Responsible Key Individual Contact Particulars:

Please note that the key individual (s) may be contacted at the Head Office Address.

6. Independent Status of FAU and Professional Indemnity Insurance

We have a contract with all insurers with whom we deal, to act as insurance administrators and or brokers, including authority to deal with premiums. Less than 55% of our commissions and remuneration in the last calendar year was received from a single insurer. We do not hold any Insurer's shares. We are in possession of Professional Indemnity insurance.

7. Authorisation

FAU is authorised to give advice and render intermediary services in respect of short term insurance commercial and personal lines. FAB employees are not authorised by the company to give advice unless so specified and disclosed to clients. This authorisation takes the form of a certificate issued in terms of section 13 of the Financial Advisory and Intermediary Services Act.

8. Complaints Procedures

If you wish to discuss a complaint, please contact the complaints officer at our head office. The complaints officer will assist you to address the concerns you have. Please note that in terms of the FAIS act, all complaints must be addressed to us in writing and may be handed in at our offices. Should we not be able to address the concerns to your satisfaction, you may wish to lodge a complaint with any of the Ombudsmen whose detail appear below, but in particular with the FAIS Ombud. If you wish to learn more about our complaints policy and procedure, please ask at any of our offices.

Conflict of Interest Policy. We have a conflict of interest procedure in place, and a copy of the procedure is available on request

9. FAU's Complaints Department

Complaints Department
Telephone No: 011 760 6800
Facsimile No: 086 682 0340
E-mail: info@fau.co.za

10. Compliance Officer's Details

Niel Wessels
Compliance Trust
Block A, Unit 4, Rock Cottage Office Estate
Christiaan De Wet cnr John Voster
Rand Park Ridge
PO Box 731327, Fairland, 2036
E-mail: niel@compliancetrust.co.za
Tel: 011 794 1189
Fax: 086 636 5359

11. FAIS Ombud Details for all FAIS advice related complaints

Charles Pillai
The FAIS Ombud The Customer Contact Division
Sussex Office Park
Ground Floor, Block B
473 Lynnwood Road Cnr Lynnwood Road & Sussex Ave,
Lynnwood,
0081
PO Box 74571
Lynnwood Ridge
0040
Telephone No: 086 066 2837
E-mail: info@faisombud.co.za

12. Short term Ombud details for all Short term insurance complaints 13. Binder Holder: Commercial

2nd Floor JCC House
27 Owl Street
Millpark
2042
PO Box 32334
Braamfontein, 2017
Telephone No: 086 066 2837
Facsimile No: (011) 726 5501
E-mail: info@osti.co.za
FAU acts as a Binder Holder for the Hollard Insurance Company Limited and has a signed Binder Agreement to this effect. In terms of this agreement FAU may:
1. Enter into, vary and renew policies
2. Determine the premiums and
3. Determine policy benefits
FAU is paid a binder fee which is calculated to be 10% of the gross written premium it places with Hollard, for performing the abovementioned functions on Hollard's behalf. FAU may not reject any claims nor may they cancel any policies, this may only be done by Hollard