

Statutory notice to Long-Term Insurance Policyholders

Important information – this information does not form part of the policy contract.

Important - please read carefully. Disclosure and other legal requirements. As a long-term insurance policyholder, or prospective policyholder, you have the right to the following information:

1. About the Intermediary (insurance broker)

- a. Name, physical address, postal address and telephone number.
- b. Legal status and any interest in the insurer.
- c. Whether or not in possession of professional indemnity insurance.
- d. Detail of how to institute a claim.
- e. Rand amount of fees and commission payable or the basis of its calculation.
- f. Written mandate to act on behalf of insurer.

2. About the insurer

- a. Name, physical address and postal address and telephone numbers.
- b. Telephone number of compliance department of the insurer.
- c. Details of how to institute a claim and/or complaint.
- d. Type of policy involved.
- e. Extent of premium obligations you assume as policyholder.
- f. Manner of payment of premium, due date of premiums and consequences of non-payment.

3. Other matters of importance

- a. You must be informed of any material changes to the information referred to in points 1 and 2.
- b. If the information in points 1 and 2 was given orally, it must be confirmed in writing within 31 days.
- c. If any complaint to the intermediary or insurer is not resolved to your satisfaction, you may escalate your complaint to the relevant ombudsman.
- d. All material facts must be accurately and properly disclosed, and the accuracy and completeness of all answers, statements or other information provided by or on your behalf, are your own responsibility.
- e. It is your responsibility to ensure that the level of cover provided by your policy is appropriate and meet your needs.
- f. 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 a claim.
- g. If premium is paid by debit order:
 - i. it may only be in favour of one person and may not be transferred without your approval; and
 - ii. the premium is payable in advance, and it is your duty to ensure that the premium is paid timeously;

- iii. the policy will be cancelled when the premiums for two consecutive terms of the contract are not paid and there will be no further requests for premium payments. The policy will be cancelled backdated to the last day of the month for which we have received your premium.
- iv. You have a 31-day cooling off period from the date you receive your policy documents to cancel your policy, and any premiums you may have paid will be refunded in full. However, this will not be applicable if a policy benefit has been paid, if you have claimed, or if an insured event has already occurred.
- h. The insurer, and not the intermediary, must give reasons for rejecting your claim.
- i. Your 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.
- j. Your insurer must give you 31 days' notice in writing of its intention to cancel your policy.
- k. You are entitled to a copy of the policy, free of charge.

4. Important

- a. A material fact is one which is so important to the insurer that if it knew about it, they may not have insured you or may have insured you on different terms and conditions.
- b. You must be completely honest in all your dealings with the insurer. It is your responsibility to ensure that all statements, answers or other information provided by you or by your broker to the insurer are accurate and complete. If you do not provide complete and accurate information, it may affect the validity of your policy and any claim you submit may be rejected.
- c. Your duty of disclosure continues for the duration of your policy. You must inform your insurer of any changes to material facts or new material facts. This includes any losses you suffer whether or not you elect to claim for the loss.
- d. Do not sign any blank or partially completed application forms, keep all documents handed to you and complete all forms in ink.
- e. Make notes of what is said to you and do not be pressurised to buy the policy.

5. Relevant OMBUD and AUTHORITY details if claims and/or other complaints are not satisfactorily resolved by the Intermediary and/or Insurer.

The Long Term Ombud provide you with a free, efficient and fair dispute resolution mechanism through an alternative dispute resolution process, regarding insurance contracts, e.g. your life insurances.	
Long Term Insurance Ombudsman Private Bag X5 Claremont Cape Town 7735	Telephone Number: 021 657 5000 Email: info@ombud.co.za

The FAIS Ombud is independent and impartial and deals with disputes that arise out of the provision of advice as dealt with by the FAIS Act, for example, the way a policy was sold or how a service was provided.
Should your complaint not be resolved to your satisfaction or if we failed to timeously respond to your complaint, you may submit your complaint to the FAIS Ombud.

FAIS Ombud
P O Box 74571
Lynwoodridge
0040

Telephone Number: **012 762 5000**
Email: info@faisombud.co.za

The Financial Sector Conduct Authority is the market conduct regulator of financial institutions that provide financial products and financial services.

Financial Sector Conduct Authority (FSCA)
P O Box 35655
Menlo Park
0102

Telephone Number: **012 428 8000**
Email: info@fsc.co.za

All disclosure information is made in terms of the Financial Advisory
and Intermediary Services Act 37 of 2002

About your Intermediary

Company Name:	BetterSure Financial Consultants Proprietary Limited
Company registration Number:	2005/024995/07
Registered Address:	Block 3, Pendoring Office Park, 299 Pendoring Road, Blackheath, 2195
Postal Address:	P O Box 3695, Northcliff, 2115

<p>Telephone Number:</p> <p>E-mail Address:</p> <p>Web site address:</p>	<p>086 124 9294</p> <p>clientcare@bettersure.co.za</p> <p>www.bettersure.co.za</p>
<p>Our license to transact business as a Financial Services Provider:</p>	<p>FSP License number: 24015 Long-Term Insurance: Category A and B1 Short-Term Insurance: Personal Lines</p>
<p>Our FSP license conditions contain no restrictions or exemptions. We are approved for Advice and Intermediary Services in both categories.</p>	
<p>Mandate from insurer Old Mutual Alternative Risk Transfer Limited</p>	<p>We are appointed as a non-mandated intermediary to perform intermediary services on behalf of the Insurer that underwrites your policy. We have a Representative agreement in place with the Insurer.</p> <p>We are licensed to render intermediary services in relation to the marketing and sales of policies underwritten by Old Mutual Alternative Risk Transfer Limited (OMART).</p> <p>Our representatives are fit and proper and authorised to provide advice and intermediary services on our behalf.</p> <p>Our representatives that are not fully qualified yet, work under supervision.</p>

<p>How we get paid for what we do</p>	<p>In terms of our Representative agreement, we receive a fee from OMART.</p> <p>The Rand amount of this commission was disclosed in the quotation provided when the policy was entered into. The amount is calculated as follows:</p> <p>At the commencement of the policy, a primary commission of 16% of the regulatory maximum commission and, thereafter, a secondary commission of up to 12.5% of each premium on an ongoing basis.</p> <p>The commission we receive is in accordance with regulations under the Long-Term Insurance Act, 1998.</p> <p>We have earned more than 30% of our total income earnings from Old Mutual Alternative Risk Transfer Limited during the preceding 12 month period.</p> <p>We do not hold any shares in the insurer.</p>
<p><i>Our Compliance Officer</i></p>	
<p>Company</p> <p>Postal Address</p> <p>Contact Details</p>	<p>Associated Compliance</p> <p>Po Box 9655, Devon Valley, 1709</p> <p>Telephone: 011 678 2533 Email: info@associatedcompliance.co.za</p>
<p>Please Note</p>	<p>The following is available upon request and on our website - www.bettersure.co.za</p> <ul style="list-style-type: none"> • Conflict of interest management policy • Complaints policy <p>Payment method, due date of premiums and consequences of non-payment is detailed in your policy wording.</p> <p>We have Professional Indemnity insurance in place.</p>

<p>If you have a complaint against our service, staff or products sold to you, please contact the Service Excellence Department:</p> <p>Complaints phone number: 086 124 9294</p> <p>Complaints email: serviceexcellence@bettersure.co.za</p>	
<i>About your Insurer</i>	
Name	Old Mutual Alternative Risk Financing Limited (OMART) is a licenced Life Insurer
Registration number	1997/008994/06
Physical address	Mutualpark, Jan Smuts Drive, Pinelands, 7405
Postal address	P O Box 1120, Johannesburg, 2000
Telephone number	021 504 6423
Compliance officer	Old Mutual Insure Limited Compliance Department
Compliance officer's e-mail	OMARTCompliance@oldmutual.com
<i>Details of the complaints Resolution procedure</i>	
Complaints phone number	021 504 6423
Complaints e-mail	compliance@ominsure.co.za
<p>Premium obligations assumed by you as the policy holder: Your premium is due on or before the due date as indicated on the policy schedule. The consequence of non-payment is described in the policy wording.</p>	
<i>About your Administrator:</i>	
<p>To communicate with the Administrator in connection with your BetterSure policy kindly contact:</p>	

Company Name	IUA Business Solutions (Pty) Ltd
Registration number	1981/006334/07
Physical address	Cnr, Keynsham and Umhlanga Rocks Drives, , Somerset Park, Umhlanga Rocks, 4319
Postal address	PO Box 1800, Umhlanga Rocks, 4320
Telephone number	031 570 7600 086 033 3734
Email address	queries@bettersure.co.za (Policy Admin) lifecclaims@bettersure.co.za (Claims)
Web site address	www.iua.co.za
<p>IUA Business Solutions (Pty) Ltd (IUA), is an authorised Financial Services Provider (FSP 15737).</p> <p>Categories of Licence: Intermediary services in respect of Short Term Insurance – Personal Lines, Personal Lines A1 & Commercial Lines. Long Term Insurance – Category A, B1, B1-A, B2, B2-A.</p> <p>IUA has been appointed as a binder holder by Old Mutual Alternative Risk Transfer Limited (OMART) to perform certain binder functions on its behalf in terms of a written Binder Agreement.</p> <p>These functions include:</p> <ul style="list-style-type: none"> entering into, varying and renewing policies; and assessing, processing and settling claims. <p>IUA is paid a binder fee as a percentage of gross written premium for performing the above-mentioned functions which fee is disclosed in the Policy Schedule provided to you.</p>	
IUA's Compliance Officer Details:	<p>ACM Compliance (Pty) Ltd Practice Number 7218</p> <p>Telephone Number: 087 551 3231 Email address: jen@acmotor.co.za</p>

<p>IUA's Complaints Procedure:</p>	<p>Should you wish to lodge a complaint about IUA or any of its employees or regarding your policy documentation, premiums or claim related services, please contact:</p> <p>Telephone: 031 570 7600 Email: complaints@iua.co.za</p>
<p>Please Note:</p>	<p>IUA have Professional Indemnity and Fidelity Guarantee insurance.</p> <p>IUA does not hold more than 10% of the Insurer's shares and does not receive more than 30% of total remuneration from the Insurer.</p> <p>IUA's conflict of interest management policy can be accessed on their website: www.iua.co.za</p>