

## Statutory notice to Short-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 short-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.
- 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 submit the complaint to the Registrar of Short-term Insurance.
- 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 behalf of the client, are the client's own responsibility.
- e. 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.
- f. The non-payment of the excess or first amount payable may impact the processing and payment of your claim/s partially or as a whole.

- g. Waiver of Rights - Section 21 of the Code of Conduct provides that no provider may request or induce in any manner a customer to waive any right or benefit conferred on the customer by, or in terms of, any provisions of this code, or recognize any such waiver by the customer and any such waiver is null and void.
- h. It is your responsibility to ensure that the level of cover provided by your policy is appropriate and meet your needs.
- i. 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.
- j. 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. If you are paying for personal/domestic insurances you are entitled to a period of 15 days grace, from the payment due date, in which to pay the premium (other than in the first month of insurance).
  - iv. If the premium is paid in any other way than monthly, you are entitled to a 15-day grace period, from the payment due date, in which to pay the premium. This only applies to personal/domestic insurances.
  - v. 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.
  - vi. Cooling off period - This policy can be cancelled by you within 14 (fourteen) days of having received this policy, or from a reasonable date on which it can be deemed that you received this policy (provided that no benefit has yet been paid or claimed or the event insured against has not yet occurred) by giving notice in writing to the Insurer. In the event that the policy is cancelled within this 14 (fourteen) day cooling-off period, you will receive a refund of the premium paid.
- k. The insurer, and not the intermediary, must give reasons for rejecting your claim.
- l. 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.
- m. Your insurer must give you 31 days' notice in writing of its intention to cancel your policy.
- n. 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 Financial Services Provider and/or Insurer.**

<p>The Short 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 personal household insurances.</p>	
<p>Short Term Insurance Ombudsman P O Box 32334 Braamfontein 2017</p>	<p>Telephone Number: <b>011 726 8900</b> Email: <a href="mailto:info@osti.co.za">info@osti.co.za</a></p>
<p>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.</p>	
<p>FAIS Ombud P O Box 74571 Lynwoodridge 0040</p>	<p>Telephone Number: <b>012 762 5000</b> Email: <a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a></p>
<p>The Financial Sector Conduct Authority is the market conduct regulator of financial institutions that provide financial products and financial services.</p>	
<p>Financial Sector Conduct Authority (FSCA) P O Box 35655 Menlo Park 0102</p>	<p>Telephone Number: <b>012 428 8000</b> Email: <a href="mailto:info@fsc.co.za">info@fsc.co.za</a></p>
<p><b>All disclosure information is made in terms of the Financial Advisory and Intermediary Services Act 37 of 2002</b></p>	

*About your authorised financial services provider / your insurance broker  
(sometimes referred to as an intermediary)*

<b>Company Name:</b>	BetterSure Financial Consultants Proprietary Limited
<b>Company registration Number:</b>	2005/024995/07
<b>Registered Address:</b>	Block 3, Pendoring Office Park, 299 Pendoring Road, Blackheath, 2195
<b>Postal Address:</b>	P O Box 3695, Northcliff, 2115
<b>Telephone Number:</b>	<b>086 124 9294</b>
<b>Fax Number:</b>	<b>0867 430 509</b>
<b>E-mail Address:</b>	<a href="mailto:clientcare@bettersure.co.za">clientcare@bettersure.co.za</a>
<b>Web site address:</b>	<a href="http://www.bettersure.co.za">www.bettersure.co.za</a>
<b>Our license to transact business as a Financial Services Provider:</b>	FSP License number: 24015 Long-Term Insurance: Category A and B1 Short-Term Insurance: Personal Lines
<p>Our FSP license conditions contain no restrictions or exemptions. We are approved for Advice and Intermediary Services in both categories.</p>	

<p><b>Mandate from insurer Mutual and Federal Risk Financing Limited</b></p>	<p>We are appointed as a non-mandated intermediary to perform services as an intermediary on behalf of the Insurer that underwrites your policy. We have a Standard Agency agreement in place with Mutual and Federal Risk Financing Limited and are authorised to carry out the following services on their behalf:</p> <ul style="list-style-type: none"> <li>i) render financial services which include giving advice and providing intermediary services to clients, and preparing quotations</li> <li>ii) confirm cover to clients</li> <li>iii) amend inception dates</li> <li>iv) make available all necessary resources and ensure maintenance of a contact centre</li> <li>v) implement security measures to ensure that the confidentiality of confidential information and data security is maintained.</li> </ul>
	<p>We have an additional written agreement, referred to as a Binder agreement, with Mutual and Federal Risk Financing Limited to carry out the following activities on their behalf; Enter into, vary and renew policies, assessing, processing and settling claims (and the incidental activities of IT Platform Administration and Portfolio Management &amp; Reporting and claims related functions).</p>
<p><b>How we get paid for what we do by MFRF</b></p>	<p>In terms of our Standard Agency Agreement we receive the following remuneration from Mutual and Federal Risk Financing Limited:</p> <ul style="list-style-type: none"> <li>i) 20% of the gross premium of Non-Motor insurance policies sold, for the financial services rendered;</li> </ul>

	<p>In terms of our Binder Agreement we receive the following remuneration from Mutual and Federal Risk Financing Limited:</p> <p>i) A 9% activity-based fee which is calculated on the gross written premium.</p>
<p>We earned less than 30% of our total income earnings from Mutual and Federal Risk Financing Limited during the preceding 12-month period. We do not hold any shares in the Insurer.</p>	
<p><i>Our Compliance Officer</i></p>	
<p style="text-align: right;"><b>Company</b></p> <p style="text-align: right;"><b>Postal Address</b></p> <p style="text-align: right;"><b>Contact Details</b></p>	<p><b>Associated Compliance</b></p> <p>Po Box 9655, Devon Valley, 1709</p> <p><b>Telephone: 011 678 2533</b> <b>Email: <a href="mailto:info@associatedcompliance.co.za">info@associatedcompliance.co.za</a></b></p>
<p><b>Please Note</b></p>	<p>The following is available upon request and on our website - <a href="http://www.bettersure.co.za">www.bettersure.co.za</a></p> <ul style="list-style-type: none"> <li>• Conflict of interest management policy</li> <li>• Complaints policy</li> </ul> <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><b>Complaints phone number:</b></p> <p><b>Complaints email:</b></p>	<p><b>086 124 9294</b> <b><a href="mailto:serviceexcellence@bettersure.co.za">serviceexcellence@bettersure.co.za</a></b></p>

<i>About your Insurer</i>	
<b>Name</b>	Mutual and Federal Risk Financing Limited is a licenced Non-Life insurer
<b>Registration number</b>	1966/010741/06
<b>Physical address</b>	Wanooka Place St Andrews Road, Parktown
<b>Postal address</b>	P O Box 1120, Johannesburg, 2000
<b>Telephone number</b>	<b>011 374 9111</b>
<b>Compliance officer</b>	Old Mutual Insure Limited Compliance Department
<b>Compliance officer's phone number</b>	<b>011 374 9111</b>
<b>Compliance officer's e-mail</b>	<a href="mailto:Compliance@ominsure.co.za">Compliance@ominsure.co.za</a>
<i>Details of the complaints Resolution procedure</i>	
<b>Complaints phone number</b>	<b>011 374 9111</b>
<b>Complaints e-mail</b>	<a href="mailto:complaints@ominsure.co.za">complaints@ominsure.co.za</a>
<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 the Insurer/Product Supplier with whom our SASRIA policy is placed</i>	

<b>Name</b>	SASRIA Limited
<b>Registration number</b>	1979/000287/06
<b>Physical address</b>	36 Fricker Road, Illovo, Sandton, 2196
<b>Postal address</b>	P O Box 653367, Benmore, 2010
<b>Telephone number</b>	<b>011 214 0800</b>
<i>Compliance Officer</i>	
<b>Name:</b>	Compliance Officer Sasria Soc Limited
<b>Postal address:</b>	P.O. Box 653367, Benmore, 2010
<b>Telephone number:</b>	<b>011 214 0800</b>
<b>Fax number:</b>	<b>011 447 8630</b>
<b>Email address:</b>	<a href="mailto:contactus@sasria.co.za">contactus@sasria.co.za</a>
<b>Website:</b>	<a href="http://www.sasria.co.za">www.sasria.co.za</a>
<i>About your Policy Administrator</i>	
To communicate with the Administrator in connection with your BetterSure policy kindly contact:	
<b>Company Name:</b>	IUA Business Solutions (Pty) Ltd
<b>Company registration Number:</b>	1981/006334/07
<b>Registered Address:</b>	Cnr, Keynsham and Umhlanga Rocks Drives, , Somerset Park, Umhlanga Rocks, 4319



<b>Postal Address:</b>	PO Box 1800, Umhlanga Rocks, 4320
<b>Telephone Number:</b>	<b>031 570 7600 / 086 033 3734</b>
<b>E-mail Address:</b>	<a href="mailto:queries@bettersure.co.za">queries@bettersure.co.za</a>
<b>Web site address:</b>	<a href="http://www.iua.co.za">www.iua.co.za</a>
<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 &amp; Commercial Lines. Long Term Insurance – Category A,B1, B1-A, B2, B2-A</p> <p>IUA has entered an Agreement with BetterSure Financial Consultants Proprietary Limited and are paid a fee of 6% of gross written premium.</p>	
<b>IUA's Compliance Officer Details:</b>	<p>ACM Compliance (Pty) Ltd Practice Number 7218</p> <p>Telephone Number: <b>087 551 3231</b> Email address: <a href="mailto:jen@acmotor.co.za">jen@acmotor.co.za</a></p>
<b>IUA's Complaints Procedure:</b>	<p>Should you wish to lodge a complaint about IUA or any of its employees or regarding your policy documentation or premiums, please contact:</p> <p>Telephone: <b>031 570 7600</b> Email: <a href="mailto:complaints@iua.co.za">complaints@iua.co.za</a></p>
<b>Please Note</b>	<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: <a href="http://www.iua.co.za">www.iua.co.za</a></p>
<p><i>About your Claims Administrator</i></p>	
<p>To communicate with the Claims Administrator in connection with your BetterSure policy kindly contact:</p>	
<p>4-Sure Technology Solutions (Pty) Ltd (4-Sure), is an authorised Financial Services Provider (FSP 50696).</p> <p>Categories of Licence: Intermediary services in respect of License Category 1: Short Term Insurance - Personal Lines, Personal Lines and Commercial Lines.</p>	
<p><b>4-Sure's Compliance Officer Details:</b></p>	<p>Leona Prinsloo Telephone: 086 310 2563 Email: <a href="mailto:lprinsloo@mweb.com">lprinsloo@mweb.com</a></p>
<p><b>4-Sure's Complaints Procedure:</b></p>	<p>Should you wish to lodge a complaint about 4-Sure or any of its employees regarding the processing of your claim, please contact:</p> <p>Key Individual: Gansen Govender Telephone: 083 254 9989 Email: <a href="mailto:complaints@4-sure.net">complaints@4-sure.net</a></p>
<p><b>Please Note</b></p>	<p>4-Sure have Professional Indemnity insurance. 4-Sure's conflict of interest management policy is available from the office on request.</p>