

NOTICE IN TERMS OF FINANCIAL ADVISORY AND INTERMEDIARY SERVICE ACT 2002

DISCLOSURES – SHORT TERM INSURANCE AND LONG TERM ASSURANCE

REF 01/15

GOSURE BROKERS CC, LICENCE NO. FSB: 16443
REGISTRATION NO. CK1990/07962/23

VAT NO. 4130123765

Gosure Brokers cc is statutorily obliged to divulge the following information, in terms of the **FINANCIAL ADVISORY INTERMEDIARY SERVICES ACT and subordinate legislation.**

Intermediary Key Individuals: P. Saminathan(Mr), T. Devparsad (Mrs)

Intermediary Representatives: S. Ngonyama (Ms), C. Govender (Mrs), N. Singh(Mrs)

Role and function: the intermediaries acting as representatives of Gosure Brokers cc are monitored by the Key Individual. The qualifications and experience of the above individuals is available on request from our offices.

SHAREHOLDING: We do not hold any interest in Insurance Companies nor do we receive more than 30% of our total commission from any particular insurer in the preceding calendar year.

PROFESSIONAL INDEMNITY COVER & IGF GUARANTEE: We have Professional Indemnity Cover and IGF guarantee cover in place.

COMPLAINTS: Kindly address any complaints to us directly. If you are not satisfied with the outcome, contact the Compliance Officer or FAIS OMBUD. A copy of our Complaints Resolution Policy and Process is available on request.

COMPLIANCE: Procedures are in place and compliance is monitored by our Compliance Officer, Presha Singh, an independent Compliance Officer who is approved by the Financial Services Board. She can be contacted on 083 2042577.

REMUNERATION: We receive income in the form of commission and by way of the Administration & Risk Management Fee (Broker Fee) as agreed. Details of the agreed fees are recorded on our correspondence and on your policy schedule.

CONFLICT OF INTEREST: Please be advised that Gosure Brokers cc has implemented a conflict of interest management policy in order to ensure that you, our valued client, always receive objective advice that is in your best interests. Our policy ensures that any potential conflict will be identified and effectively managed. Detailed registers recording any conflicts of interest and/ or non-cash incentives received are also kept and these together with the conflict of interest management policy are available for inspection at our offices. For ease of reference a copy will be made available to you at your request.

We are contracted with and accredited to market products from the following product providers:

Short Term: AIG, Mutual and Federal, Santam, Zurich, AMUA, Horizon Underwriting Managers (Pty) Ltd , MUA, Senate, HCV, Commercial and Industrial Acceptances, Hollard, EnviroSure, Renasa , Captive, Takafol, Quicksure, Corporate Sure, Mirabilis, LYNX, Top Trans, Absa Insurance Brokers, Factory & Industrial Risk Managers (Pty) Ltd., Gem & Jewel Acceptances (Pty) Ltd, I-Truck(RMBSI), Tradesure, Sha-Admiral, Arrow Underwriting Managers, PPS Short Term Insurance, Alexander Forbes Insurance, GENLIB, IUM

Long Term – Liberty Life, Grindrod, Old Mutual, Zestlife, Discovery, FMI, Momentum

Copies of the relevant contracts with the Product Providers are available for inspection at our offices.

ACCREDITATION: Our company policy is to ensure that all of our staff are professionally qualified for the services which they provide. As and when our service providers are ready to accredit intermediaries for product knowledge etc., our representatives and staff will undergo the necessary training and examination process to gain the necessary accreditation. They will therefore have copies of current accreditations available on request.

For Service Provider (Insurer) Information/Details please refer to Policy Document / Schedule

FINANCIAL INTELLIGENCE CENTRE ACT 38 of 2001 (FICA)

All financial Service Providers are mandatory obliged to report any unlawful activities, (viz. unusual / suspicious transactions).

PROCEDURES FOR RECORDING CLAIMS OR COMPLAINTS – See Policy, however, it is advisable to contact us and we will take you through the process. You are obliged to report certain losses to the Police. If you remain dissatisfied with the assistance provided, you are at liberty to contact the Compliance Officer. Report any incident, which may give rise to a claim immediately to us. If the loss / claim is not reported timeously, insurers may decline liability.

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 us.

OTHER MATTERS OF IMPORTANCE

- a) You must be informed of any material changes to the information referred in paragraphs 1 and 2.
- b) If any complaint to the intermediary or insurer is not resolved to your satisfaction, you may submit your complaint to the FAIS Ombud
- c) Polygraph or similar tests are not obligatory and claims may be not rejected solely on the basis of a failure of such a test
- d) 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
- e) The Product Supplier (insurer) must give you 30 days' notice in writing of its intention to cancel your debit order
- f) The Product Supplier (insurer) and not the intermediary must give reasons in writing for the rejection of any claim submitted by you
- g) The Product Supplier (insurer) must give you written notice of its intention to cancel your policy
- h) You are entitled to a copy of your policy free of charge
- i) All information provided to us shall remain confidential unless we are obliged by law to divulge information or are authorised by you to disclose any information.

WARNING

- Do not sign any blank or partially completed application form
- Complete all forms in ink
- Keep all documents handed to you
- Make notes as to what is made to you
- Ask for a letter of representation from your adviser
- Do not be pressurised into buying the product
- Failure to provide correct or full and relevant information (material non-disclosure) may influence an insurer on any claims arising from your contract of insurance

EXTENT AND NATURE OF PREMIUM OBLIGATION

Your Policy Document and / or debit note will reflect the premiums payable, due date and frequency of payment (eg. Monthly or annually). All premiums are inclusive of Value Added Tax (VAT).

Any change in the cover may result in an additional and /or refund premium. We are guaranteed credit brokers, and are authorized to collect monies on behalf of Product Suppliers (insurers). Depending on arrangements an insurers debit order facility or our facility may be used.

CONSEQUENCES OF NON-PAYMENT OF PREMIUMS

The due date for the payment is reflected on your policy schedule, renewal notice or premium advice as the case may be. 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.

FIRST AMOUNTS PAYABLE (ALSO KNOWN AS EXCESS 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.

LONG-TERM

Your right to know the impact of the decision you elect to make:

- (a) The intermediary or insurer dealing with you must inform you of:
 - * The premium you may be paying.
 - * The nature and extent of benefits you may receive.
- (b) If the benefits are linked to the performance of certain assets:
 - * How much of the premium will go towards the benefit?
 - * To what portfolio will your benefits be linked?
- (c) The possible impact of this purchase on your finances.
- (d) The possible impact of this purchase on your other policies (affordability).
- (e) The possible impact of this purchase on your investment portfolio (affordability).
- (f) The flexibility of changes you may make to the proposed contract.
- (g) The contract terms of the product you intend to purchase.

(It is very important that you are quite sure that the product or transaction meets your needs and that you feel you have all the information you need to make a decision.)

Your right when being advised to replace an existing policy.

You may not be advised to cancel a policy to enable you to purchase a new policy or amend an existing policy, unless:

- (a) The intermediary identifies the policy as a replacement policy.
- (b) The implications of cancellation of the policy are disclosed to you such as:
 - * The influence on your benefits under the old policy.
 - * The additional costs incurred with the replacement.
- (c) The insurer which issued the original policy will contact you, you are advised to discuss the matter with its representative.

Your right to cancel the transaction

In most cases, you have a right to cancel a policy in writing within 30 days after receipt of the summary contemplated in section 48 from the insurer. The same applies to certain changes you may make to a policy. The insurer is obliged to confirm to you whether you have this right and to explain how to exercise it.

Please bear in mind that you may not exercise if you have already claimed under the policy or if the event, which the policy insured you against, has already happened. If the policy has an investment component, you will carry any investment loss.

Important Warning

- * It is very important that you are quite sure that the product or transaction meets your needs and that you feel you have all the information you need before making a decision.
- * It is recommended that you discuss with the intermediary or insurer the possible impact of the proposed transaction on your finances, your other policies or your broader investment portfolio. You should also ask for information about the flexibility of any proposed policy.
- * Where paper forms are required, it is advisable to sign them only once they are fully completed. Feel free to make notes regarding verbal information, and to ask for written confirmation or copies of documents.
- * Remember that you may contact either the Long-Term Insurance Ombudsman or the Registrar of Long-Term Insurance if you have any concerns regarding a product sold to you or advice given to you.

SASRIA LIMITED (IF THIS COVER APPLIES DETAILS OF INSURERS ARE AS FOLLOWS):

| SASRIA LIMITED | COMPLIANCE LIMITED | CLAIMS PROCEDURES |
|---|--|---|
| Postal Address: P O box 7380 Johannesburg 2000 Physical Address: 22 Impala Road Chrislehurston Sandton, 2196 Telephone No. (011) 783-0171 Facsimile No. (011) 783-0781 Email Address: info@sasria.co.za Website: www.sasria.co.za | If you have any complaints about Primary Insurers regarding SASRIA cover then you may contact: The Compliance Officer, SASRIA Limited, P O Box 7380, Johannesburg, 2000 | In the event of a claim, all relevant documentation relating to your claim must be submitted to Primary Insurers at the address indicated under the heading of "Local Branch Details" |

NB : Certain classes of Sasria premium are not refundable once cover has been arranged.

**PARTICULARS OF INTERMEDIARY/
BROKER**

Gosure Brokers cc

2ND Floor Office No. 11
 Bayview House
 49 South Beach Avenue
 Durban
 4001

Tel: (031) 368-5956 / 368-5957

Fax: (031) 368-5958

E-mail: info@gosure.co.za

P.O. Box 38267
 Point, 4069

PARTICULARS OF FAIS OMBUD

P O Box 74571
 Lynwood Ridge,
 0040

Tel: (012) 470-9080 to

(012) 470-9097

Fax: (012) 348-3447

Website: www.faisombud.co.za

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 O Box 32334,
 Braamfontein,
 2017

Tel: (011) 726-8900

Fax: (011) 726-5501

Website:

www.insuranceombudson.co.za

**PARTICULARS OF LONG-TERM INSURANCE
OMBUDSMAN**

P.O. BOX 45007

Claremont

7735

Tel: (021) 674-0330

Fax: (021) 674-0951

PARTICULARS OF REGISTRAR OF FINANCIAL SERVICES BOARD

P O Box 35655,

Menlo Park,

0102

Tel: (012) 428-8000

Toll Free: 0800 11 04 43

Fax: (012) 347-0221

Website: www.fsb.co.za