

IMPORTANT – PLEASE READ CAREFULLY

DISCLOSURES REQUIRED IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT (FAIS ACT), (ACT 37 OF 2002)

NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS

(This notice does not form part of the Insurance Contract or any other document)

As a Non-life insurance policyholder, or prospective policyholder, you have the right to the following information:

The Financial Advisory Intermediary Services Act 37 of 2002 ("FAIS Act"), the General Code of Conduct, the Short Term Insurance Act 53 of 1998 and the Policyholder Protection Rules require compliance by Product Suppliers (Insurers), Binder Holders (agent acting on behalf of the Insurer) and Financial Services Providers (intermediaries or brokers) with various disclosure requirements in order to assist you in making informed decisions about the insurance products that you purchase. It also aims to ensure that your Product Supplier, Binder Holder, Underwriting Management Agent (if applicable) and Financial Services Provider (if applicable) render financial services honestly, fairly, with due skill and diligence and in your interests and the integrity of the financial services industry.

You will receive a Disclosure Notice at the inception of your policy and at each subsequent Renewal (or Anniversary) date. The Disclosure Notice contains certain information about your Product Supplier, Binder Holder and Financial Services Provider (if applicable, your broker may have a separate disclosure notice) that you are entitled to together with information about the Ombud and the Authority. Should you experience any difficulties in obtaining required details, please contact your Financial Services Provider for further assistance.

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

1. THE INTERMEDIARY (INSURANCE BROKER)

- a) Name, physical address, postal address, telephone number, email address and website.
- b) Company Registration Number and FSP Number
- c) Legal status and any interest in the Insurer
- d) Whether or not in possession of Professional Indemnity insurance and guarantees
- e) Details of how to institute a claim
- f) Rand amount of fees and commission payable.
- g) Written mandate to act on behalf of Insurer (where applicable)

You have the right to the following information regarding the Broker who must hold a valid licence to operate under specific categories of business.

Whether the services rendered are under supervision

Whether the broker holds more than 10% of the Insurer's shares and/or

Whether the broker received more than 30% of the total remuneration from the Insurer in the past year

Details of complaints policy and procedures

Details of compliance arrangements

Details of the financial services the provider is authorised to provide in terms of relevant licence and any conditions or restrictions applicable thereto.

Contractual arrangements with the Insurer including any restrictions or conditions.

Your insurance adviser should provide this information to you when you are provided with a quotation or take out a policy.

If your adviser does not do so after you have requested it, please contact Paladin who will assist you in obtaining it.

2. PARTICULARS OF THE INSURER

Name:	Centriq Insurance Company Limited (Centriq)
Company Registration Number:	1998/007558/06
Licensed Non-Life Insurer Number:	180
FSP Number:	3417
Physical Address	The Oval, 2 nd floor, West Wing, Wanderers Office Park, 52 Corlett Drive, Illovo 2196
Postal Address	PO Box 55674 Northlands 2116
Telephone And Fax Number:	011 268 6490 / 011 268 6495
Email:	info@centriq.co.za
Website:	www.centriq.co.za
Details of the compliance dept	The Internal Compliance Officer is contactable at the numbers above. Email: compliance@centriq.co.za
Details of claims department	The Claims Team is contactable at the numbers above. Email: claims@centriq.co.za
Details of complaints dept	In the event of a complaint, please contact claimscomplaints@centriq.co.za or faiscomplaints@centriq.co.za All complaints must be reduced to writing and any of our representatives will be able to provide you with a copy of our complaint's procedure on request. In the event of a complaint please contact the Complaints Resolution Consultant at the number above. Email: faiscomplaints@centriq.co.za / complaints@centriq.co.za

3. PARTICULARS OF THE UNDERWRITING MANAGER

Name:	Paladin Underwriting Managers (Pty) Ltd (Paladin) representing Centriq Insurance Company Limited	
Company Registration Number:	1999/013248/07	
FSP Licence Number:	5069	
Email:	paladin@paladin.co.za	
Compliance Officer:	Moonstone	
Telephone Number:	021 883 8000	
	<u>CAPE TOWN</u>	<u>JOHANNESBURG</u>
Physical Address:	Block 3A, Hyde Park House , Century Way, Century City, 7441	Insurance House, Bond Street Business Park, Corner Bond Street and Kent Avenue, Randburg 2194
Telephone Number:	021 686 7270	PO Box 3606, Randburg 2125
Fax Number:	086 559 7283	011 523 9550 086 559 7282
Complaints:	Any complaints can be directed to complaints@paladin.co.za	

Paladin has an agreement with Centriq to act as an Underwriting Management Agent for Short Term Commercial Lines.

Paladin earns over 30 percent of its income from the Insurer.

Paladin holds preference shares in a cell captive with the Insurer and as a result thereof has a share in the underwriting result of the cell captive.

Should you be dissatisfied with any aspect of your insurance contract, service received as part of a general disclosure, how to lodge a complaint or of Paladin's compliance with the FAIS Act, you should refer the matter to the CEO at Paladin.

Paladin carries both Fidelity Guarantee insurance to a limit of R1,000,000 and Professional Indemnity cover to a limit of R50,000,000.

Paladin is not required to hold IGF cover.

Paladin is licensed in terms of FAIS to provide advice under the following categories: Short-Term Insurance: Personal Lines and Commercial Lines

4. ABOUT THE SERVICE

The Product: Non-Life Insurance Business

The Intermediary and Binder Holder have agreements with the Insurer in terms of which remuneration is payable for the insurance business. Please refer to the Policy Schedule for a detailed breakdown of the insurance premium.

If the policy was sold to you by the Financial Services Provider via telephone, recordings of the telephone discussion can be made available to you on request.

5. PARTICULARS OF YOUR FINANCIAL SERVICES PROVIDER COMPLIANCE OFFICER:

Name:	Moonstone
Physical Address:	25 Quantum Street, Technopark, Stellenbosch, 7600
Telephone Number:	021 883 8000
Fax Number:	021 883 8005

6. PARTICULARS OF SASRIA LIMITED

Should you have requested cover provided by SASRIA SOC LTD then you are entitled to details as follows:

Name:	Sasria SOC Limited
Company Registration Number:	1979/000287/30
FSP Licence Number:	39117
Physical Address	36 Fricker Road, Illovo, 2196
Postal Address	PO Box 653367, Benmore, Johannesburg, 2010
Telephone Number:	011 214 0800 / 086 172 7742
Fax Number:	011 447 8630
Email:	contactus@sasria.co.za
Website:	www.sasria.co.za
Conflict of Interest Policy:	Sasria has adopted a Conflict-of-Interest policy to avoid and mitigate any potential conflict of interest. The policy is available at www.sasria.co.za
Compliance Department:	The Compliance Officer is Mr. Mziwoxolo Mavuso who is contactable at Tel: 011 214 0800 Email: mziwoxolom@sasria.co.za or contactus@sasria.co.za
Complaints Department:	Complaints in respect of a Representative (Binder Holder) to be addressed to: Compliance Officer, Sasria SOC Limited, PO Box 653367, Benmore, 2010
Claims Department:	In the event of a claim, all relevant documentation relating to your claim must be submitted to the Binder Holder, the name and address of whom appears above.

7. PARTICULARS OF FAIS OMBUD

Name:	FAIS Ombud
Postal Address:	PO Box 74571, Lynnwood Ridge, 0040
Physical Address:	Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010
Telephone Number:	012 762 5000 / 012 470 9097 / 086 764 1422
Email:	info@faisombud.co.za
Website:	www.faisombud.co.za

8. PARTICULARS OF NATIONAL FINANCIAL OMBUDSMAN

If the complaint to your Insurer has not been resolved, you may contact:

Name:	National Financial Ombud Scheme South Africa NPC
Physical Address: Johannesburg	110 Oxford Road, Houghton Estate, Illovo, Johannesburg, 2198
Physical Address: Cape Town	Claremont Central Building, 6 th Floor, 6 Vineyard Road, Claremont, 7700
Telephone Number:	0860 800 900
Email:	info@nfosa.co.za
Website:	www.nfosa.co.za

9. PARTICULARS OF FINANCIAL SECTOR CONDUCT AUTHORITY

Name:	Financial Sector Conduct Authority
Postal Address:	PO Box 35655, Menlo Park, 0102
Physical Address:	Riverwalk Office Park, Block B, 41 Matroosberg Road (Corner Garsfontein and Matroosberg Roads), Ashlea Gardens, Extension 6, Menlo Park, Pretoria, 0081
Telephone Number:	012 428 8000
Fax Number:	012 347 6941
Website:	www.fsca.co.za

10. EXTENT AND NATURE OF PREMIUM OBLIGATIONS

Your policy schedule reflects the premiums payable, the due date of payment and the frequency of payment (e.g. monthly or annually). When amendments are made to the policy an additional or refund premium may become due and such amounts are also reflected on the policy schedule. All premiums are inclusive of Value Added Tax (VAT) at the prescribed rate.

Financial Services Providers may be authorised to accept premium payment on behalf of Product Suppliers, and should your Financial Services Provider be authorised to do so, then you may make payment to such Financial Services Provider. Where a Financial Services Provider is not authorised to receive payment on behalf of the Product Supplier, your payment should be made in favour of the Product Supplier. Should you not operate through a Financial Services Provider, then your payment should be made directly to your Product Supplier or Binder Holder (if applicable). In the case of monthly premiums by debit order, payment is usually made to the Product Supplier directly, unless you have authorised such payment via your Financial Services Provider or other third party, who has authority to collect premium on behalf of the Product Supplier.

Annual policies: Premium is due within the month of inception or renewal as the case may be.

Monthly policies: Premium is payable on or before the inception date or renewal date as the case may be.

Consequences of non-payment: Please refer to your Policy Wording/Schedule.

11. OTHER MATTERS OF IMPORTANCE

- (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) If any complaint to the broker or Insurer is not resolved to your satisfaction, you may submit a complaint to the Short-term Insurance Ombudsman.
- (d) 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.
- (e) You are entitled to a copy of the policy free of charge.
- (f) If premium is paid by debit order it may only be in favour of one person and may not be transferred without your approval; and the Insurer must inform you at least 30 days before the cancellation thereof, in writing, of its intention to cancel such debit order.
- (g) Your type of insurance is specifically described in the attached policy documentation.
- (h) You are entitled to cancel your contract of insurance within a period of fourteen (14) days after inception should you decide the product does not meet your requirements.

12. WARNING

- Do not sign any blank or partially completed application form.
- Complete all forms in ink.
- Keep all documents handed to you.
- Make note as to what is said to you.
- Don't be pressured into buying the product.
- Incorrect or non-disclosure by you of relevant facts may influence an Insurer on any claims arising from your contract of insurance.

13. SHARING OF INSURANCE INFORMATION

Insurers share information with each other regarding policies and claims with a view to prevent fraudulent claims and obtain material information regarding the assessment of risks proposed for insurance. By reducing the incidents of fraud and assessing risks fairly, future premium increases may be limited. This is done in the public interest and in the interest of all current and potential policyholders.

The sharing of information includes but is not limited to information sharing via the Information Data Sharing System operated by TransUnion ITC on behalf of the South African Insurance Association. By the Insurer accepting or renewing this insurance, you or any other person that is represented herein, gives consent to the said information being disclosed to any other insurance company or its agent.

You also similarly give consent to the sharing of information in regard to past insurance policies and claims that you have made. You also acknowledge that information provided by yourself, or your representative may be verified against any legally recognized sources or databases.

By accepting or renewing this insurance, you hereby consent to such information sharing with regards to underwriting or claims information that you have provided or that has been provided by another person on your behalf.

In the event of a claim, the information you have supplied with your application together with the information you supply in relation to the claim, will be included on the system and made available to other Insurers participating in the Information Data Sharing System.

Sharing of insurance information is done in accordance with applicable legislation, as well as our Privacy Notice which can be found on our website: www.centriq.co.za.

14. CODE OF CONDUCT

Section 21 of the Code of Conduct provides that no provider may request or induce in any manner a client to waive any right or benefit conferred on the client by, or in terms of, any provisions of this code, or recognise, accept or act on any such waiver by the client and any such waiver is null and void.

15. CONFLICT OF INTEREST DISCLOSURE

We have considered the conflict-of-interest provisions in terms of the FAIS Act 37 2002 and the Policyholder Protection Rules and have not identified any actual or potential conflicts of interest, either ownership interest, financial interest, third party relationships, associates or distribution channels as defined.

We adopt a values-based approach where the spirit of the legislation is embraced. This is reviewed at least once a year in consultation with an external independent compliance practitioner and reported to the FSCA. A conflict-of-interest management policy is available upon request.

16. CONSEQUENCES OF NON-PAYMENT OF PREMIUMS

The due date for the payment is reflected on your policy schedule.

The premium is payable on or before inception or renewal date (15 days grace will be allowed), failing which the policy will lapse from the day preceding the inception or renewal date provided that: In the case of monthly policies the 15 days grace period will apply with effect from the second month of the inception date of the policy.

Any subsequent premiums on monthly policies are payable on the first working day of each month for the same month. If the premium is paid by debit order and this is dishonoured by your bank:

- (i) as a result of your instruction to the bank to stop payment of the debit order, the policy will lapse from the last day of the month for which premium was received.
- (ii) for any other reason, other than (i) above, the following month a debit order will be submitted to the bank for two months premium. If this debit is returned unpaid, the policy will lapse from the last day of the month for which premium was received.

number of days of a loss, provide written details of the loss, provide proof in support of the claim, report any crime to the police and provide any other details that may be required by the Product Supplier. Should you remain dissatisfied with the assistance provided, then you may contact the Compliance Officer at the address provided.

17. PROCEDURES FOR REGISTERING CLAIMS OR COMPLAINTS

Procedures for the submission of claims are detailed in your policy and are important. If you have difficulties in determining the correct procedures, please contact your Financial Services Provider, Binder Holder or Product Supplier for assistance. Generally, you are required to advise the Product Supplier or Binder Holder within a prescribed period on this notice. In addition, the addresses of the FAIS Ombud, the Ombudsman for Short-Term Insurance, and the Financial Sector Conduct Authority, are provided should your complaint still not be satisfactorily resolved.

Details on how to institute a claim:

Should you have a claim under your policy, including a SASRIA claim, you are required to notify your insurance broker, of such claim as soon as reasonably possible from the date of the event giving rise to your claim. If you fail to notify your insurance broker timeously of your claim it may be rejected due to such late notification. Furthermore, you will be required to complete a claim form and may also be required to produce documentary proof substantiating your claim.

The claims procedure is as follows:

Provide all documents as requested.

Take all reasonable steps to prevent further damage or loss.

Notify the SAPS within twenty-four (24) hours of any loss or theft of property, or of accidents involving an Insured vehicle.

Give all assistance in the identification and recovery if lost or stolen property is located. Following indemnification, recovered property belongs to the Insurer.

Polygraph, or any other lie detector test, is not obligatory in the event of a claim and failure thereof may not be the sole reason for the repudiation of a claim.

The Insurer or Paladin and not the Broker, must give reasons for any claim repudiation.

In the event of a repudiation of a claim you have a period of ninety (90) days from the date of the repudiation in which to make representations to Paladin or the Insurer.

18. COOLING-OFF RIGHT

If this policy has a duration of 31 days or more, no benefit has yet been claimed or paid, and an event Insured against has not yet occurred, you have the right to cancel this policy, via written notification, within 14 days after the receipt of the policy documents or from a reasonable date on which it can be deemed that you received the policy documents. The product supplier will refund all premiums or moneys paid by the premium-payer, minus any cost of any risk cover enjoyed by yourself. The product supplier will comply with your request for cancellation within 31 days after the product supplier receives your cancellation notice.

19. NAME, CLASS OR TYPE OF POLICY

Full details about the name, class and type of policy involved are reflected on your policy schedule and are also contained in the policy wording. Policy documents should always be read in conjunction with the policy wording. Should you require any explanation about the terms, conditions, exclusions, provisions, premiums, excesses (or deductibles) or any other information, please contact your Financial Services Provider for assistance.

20. USE OF YOUR PERSONAL INFORMATION

When you enter into this policy you will be giving us your personal information that may be protected by data protections legislation, including but not only, the Protection of Personal Information Act, 2013 ("POPI"). We will take all reasonable steps to protect your personal information.

You authorise us to:

- (a) Process your personal information to:
 - (i) Communicate information to you that you ask us for
 - (ii) Provide you with insurance services
 - (iii) Verify the information you have given us against any source or database
 - (iv) Compile non-personal statistical information about you
- (b) Transmit your personal information to any affiliate, subsidiary or re-Insurer so that we can provide insurance services to you and to enable us to further our legitimate interests including statistical analysis, re-insurance and credit control
- (c) Transmit your personal information to any third-party service provider that we may appoint to perform functions relating to your policy on our behalf

You acknowledge that this consent clause will remain in force even if your policy is cancelled or lapsed. Processing of your personal information is always done in accordance with applicable legislation, as well as our Privacy Notice which can be found on our website: www.centriq.co.za.

21. WAIVER OF RIGHTS

The General Code of Conduct stipulates that no financial services provider may request or induce in any manner a client to waive any right or benefit conferred on the client by or in terms of any provisions of the said Code, or recognise, accept or act on any such waiver by a client. Any such waiver is null and void.