

## DETAILS OF THE AUTHORISED FINANCIAL SERVICES PROVIDER (FSP)

### IMPORTANT - PLEASE READ CAREFULLY DISCLOSURE AND OTHER LEGAL REQUIREMENTS

(This notice does not form part of the insurance contract or any other document)

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

**The purpose hereof is to introduce Ngenious Business Solutions (Pty) Ltd as a representative of this FSP and to furnish you with the prescribed information and advice about the FSP.**

#### 1. About your Financial Services Provider

##### a) Name, physical address, postal address and telephone number.

Name : Ngenious Business Solutions (Pty) Ltd  
(Hereinafter referred to as "Ngenious" )  
Authorised Financial Services Provide FSP Licence No : 46891  
VAT No : 4690251881  
Company Registration Number : 2008/024354/07  
Physical Address : 8 Korhaan Street, Horison, Roodepoort 1724  
Postal Address : 8 Korhaan Street, Horison, Roodepoort 1724  
Telephone Number : 011 760 2124  
Fax Number :  
Cell Phone No : 082 416 3669  
Key Individual : Philip Wiggett  
Position : Managing Director  
E-Mail Address : [philip@ngenious.co.za](mailto:philip@ngenious.co.za) & [grant@ngenious.co.za](mailto:grant@ngenious.co.za)

##### b) Legal status of your broker.

Private Company with limited liability with no direct financial interest in the insurer. Licensed by F.S.B. for short term personal and commercial lines.

##### c) Whether more than 10% of the insurer's shares are held by your broker and whether more than 30% of the broker's total remuneration was received from the insurer.

The FSP does not have more than 10% shares in any insurer. The FSP does not receive more than 30% of their total remuneration from any particular insurer.

##### d) Whether or not professional indemnity insurance is held.

The FSP does hold Professional Indemnity cover.

##### e) Details of how to institute a claim.

Should you have a claim against your policy, please do the following:

- (i) Notify our claims department at the above address or by telephone on the above number.
- (ii) A claim form will be handed to you, or faxed to you, or posted to you according to your instruction.
- (iii) Complete this form and return it to us at the above address, or fax it to us at the above fax number.
- (iv) Should you have any difficulty, kindly contact our claims department and we will assist you.

##### f) Details of FSPs' complaints procedure and compliance arrangements.

###### Compliance Officer

Contact Person : Tracey Wright  
Physical Address : Masthead, 1st Floor Gijima Terraces Golf Park, Mowbray, 7700  
Postal Address : Masthead, 1st Floor Gijima Terraces Golf Park, Mowbray, 7700  
Telephone Number : 021 686 3588  
Fax Number : 021 686 3589

###### Complaints Procedure

We have established a written internal complaint resolution system with detailed procedures. Access to the Complaints Procedures and a copy of the complaint resolution system is available to clients at the office of the FSP day during office hours. Should you have any complaint, this must be submitted to us in writing and must contain all relevant information. Copies of all relevant documentation must be attached thereto

**h) Rand amount of fees, commission payable.**

Premium (Excluding Broker Fee)	
Commission (Included in Premium)	
Broker Administration Fee	
Total Debit Charge	

**2. About your Product Supplier**

**a) Name, Address and contact details of the product supplier.**

**b) Complaints resolution procedure**

**c) Details of how to report a claim**

Please refer to the Policy Schedule issued by the Product Supplier (Insurer) and supplied to yourself by Ngenious Business Solutions for this information.

Procedures for the submitting of a claim are set out in full detail in your policy document. If you require assistance contact your broker or local office of your insurer.

Please note that claims must be reported as soon as possible after the event giving rise to the claim and must be submitted in writing with documentary proof of your loss. You will be required to notify the police in the event of a theft or where a criminal act is suspected.

If you have a dispute regarding a claim that is not resolved to your satisfaction by the broker or the insurer you may submit the complaint to the Ombudsman for Short-Term Insurance as per the details in 5 below.

**d) Type of policy involved**

Please refer to your policy document which contains the name, class, policy number and type of policy involved.

**e) The extent of premium obligations you assume as a policyholder**

Please refer to the Policy Schedule issued by the Product Supplier (Insurer) and supplied to yourself by Ngenious Business Solutions for this information.

**f) Manner of payment of premium, due date of premium, and consequence of non payment**

The insurance contract is conditional upon and will only come into effect following payment of the premium by the insured and the receipt thereof by or on behalf of the Insurer, and such premium is payable on or before inception date or renewal date, as the case may be.

Please check your policy for the due date.

Premiums are paid by debit order through your bank account. Premiums are paid monthly.

**Consequences of non-payment :**

For a monthly paid policy the premiums are payable each month on the first day of the month for which payment is made.

Depending on the specific policy, if the premium is paid by debit order and is dishonoured by your bank:

- a) as a result of your instruction to the bank to stop payment of the debit order, the policy will lapse on the last day of the month for which a premium was received; or
- b) for any other reason, a debit for two months' premiums will be submitted to the bank the following month. If this debit is returned unpaid, the policy will lapse on the last day of the month for which a premium was received.

For an annually paid policy the premium is payable on or before the policy's inception or renewal date (15 days' grace will be allowed), failing which the policy will lapse on the day preceding the inception or renewal date.

**3. About your Representative**

**a) Name, physical address, postal address and telephone number.**

Name : Ngenious Business Solutions (Pty) Ltd  
 Representative : Phillip Wiggett  
 Physical Address : 8 Korhaan Street, Horison, Roodepoort 1724  
 Postal Address : 8 Korhaan Street, Horison, Roodepoort 1724  
 Telephone Number : 011 760 2124  
 Fax Number :  
 Cell Phone No : 082 416 3669  
 E-Mail Address : [phillip@ngenious.co.za](mailto:phillip@ngenious.co.za)

**b) Legal status of your Representative.**

Private Individual with limited liability with no direct financial interest in the insurer. Licensed by F.S.B. for short term personal and commercial lines.

The Representative does not hold shares in Ngenious Business Solutions (Pty) Ltd

**c) Whether services are rendered under supervision.**

The Insurance Broker does not render advice or intermediary service under supervision and is accredited to market and sell Short Term Personal and Commercial Lines Insurance products

**d) Qualifications and Experience**

Qualifications :                   Diploma in Insurance  
  320 Credits NQF Level 6

Experience :                        Personal Lines Insurance - Since 1991 Commercial Lines Insurance - Since 1993

**e) Contractual arrangements with the Product Supplier including any restrictions or conditions.**

Ngenious Business Solutions (Pty) Ltd is accredited and have agency contracts with the Product Supplier (Insurer) whereby the Product Supplier (Insurer) issues the policies and collect premiums from the clients bank account in the case of monthly policies by means of debit order.

**Product Suppliers with whom contracts are in**

ABSA Insurance Company Ltd, Alexander Forbes Insurance Company Ltd, CIB Insurance Administrators (Pty) Ltd, Commercial & Industrial Acceptances (Pty) Ltd, Consort Technical Underwriting Managers, Discovery Insure Ltd, Guardrisk Insurance Company (Pty) Ltd, HIC Underwriting Managers (Pty) Ltd, Hollard Insurance Company Ltd, KEU Underwriting Managers (Pty) Ltd, Mirabillis Engineering Underwriting Managers, Mutual & Federal Insurance Company Ltd, ONE Financial Services Holdings (Pty) Ltd, Pennsure (Pty) Ltd t/as HRS Insurance Administrators, Santam Limited, SHA Specialist Underwriter, Western National Insurance Company Ltd.

**3. Other matters of importance**

- a) You must be informed of any material changes to the information provided above.
- b) Polygraph or any lie detector test is not obligatory in the event of a claim and the failure of such a test may not be the sole reason for repudiating a claim.
- c) If the premium is paid by debit order, the debit order must be in favour of either the broker or the product supplier (Insurer). It may also not be transferred without your approval.
- d) The product supplier (Insurer) must give you 30 days notice in writing of its intention to cancel your debit order.
- e) The product supplier (Insurer) may not cancel your insurance by merely informing your Broker. There is an obligation to make sure that the notice has been sent to you
- f) You are entitled to a copy of the policy free of charge.
- g) The intermediary receives commission at the legislated rate of 12,5% on motor classes, 20% on non-motor classes and 10% of SASRIA premium. The intermediary receives an administration fee of 5% based on the premium stated below.
- h) No person may ask you or offer any inducement for you to waive any right or benefit conferred on you by or in terms of any provision of the General Code of Conduct of the FAIS Act, of which a copy is available on request.

**4. Warning**

- a) Do not sign any blank or partially completed application form
- b) Complete all forms in ink.
- c) Keep all documents handed to you and make notes of what is said.
- d) Ask for a letter of representation from your advisor and do not be pressurised into buying the product.
- e) All material facts must be accurately, fully and properly disclosed by you. All information provided by you or on your behalf is your responsibility. You need to be satisfied with the accuracy of any transaction submitted by your Financial Service Provider and your Product Supplier.
- f) Misrepresentation, incorrect or non-disclosure by you of any material facts or circumstances may impact negatively on any claims arising from your insurance contract.

#### 5. Particular of : a) Short Term Insurance Ombudsman; (b) The FAIS Ombudsman;

The Short-Term Insurance Ombudsman is available to advise you in the event of personal claims problems that are not satisfactorily resolved by your broker and/or the product supplier (insurer).

**a) The Short-Term Insurance Ombudsman**

P.O. Box 32334  
Braamfontein  
2017

Tel No: (011) 726 8900  
Fax No: (011) 726 5501  
Email: info@osti.co.za  
Website:

**b) FAIS Ombudsman**

PO Box 35655  
MENLO PARK  
0102

Tel: 086 032 4766  
Fax: (012) 348-3447  
Email: info@faisombud.co.za  
Website: www.faisombud.co.za

Please note that prior to lodging a complaint with the above authorities, you are first required to lodge a complaint with this FSP and only after confirmation by this FSP that they are unable to resolve the complaint may it be escalated to these authorities

#### 6. About the Insurer/Product Supplier with whom your SASRIA policy is placed

The SASRIA SOC Ltd policy covers events such as riot and strike and is underwritten by SASRIA SOC Limited.

**SASRIA's contact details are**

Sasria SOC Ltd  
PO Box 653367  
Benmore  
2010.

Tel No. (011) 881-1300 / 086 172 7742  
Fax No. (011) 783-0781 / 086 172 7329

If you have a complaint about the SASRIA policy, please contact:

The Compliance Department

Tel No. (011) 881-1300 / 086 172 7742  
Fax No. (011) 783-0781 / 086 172 7329

The SASRIA premium payable is reflected on your Certificate of Insurance.

The full SASRIA policy is available on request from your Product Provider.

#### 7. Disclaimer

Any recommendation made to you must be appropriate having regard to the information Ngenious Business Solutions has about your particular needs. This proposal / quotation has been based on information which you have provided. If any statements are incorrect, or if you believe we have misinterpreted or overlooked some relevant information please bring this to our attention before proceeding with this insurance cover / policy / proposal / quotation, as the comments and recommendations we make are based on our understanding of your situation as stated and any changes could alter our advice.

You should, after reading this proposal, ensure you understand the characteristics of the particular product/s recommended, such as the benefits and features included or excluded and any cover limitations that apply. Do not follow any recommendations contained in the this proposal / quotation unless you understand those characteristics.

In preparing this material we have relied on information supplied to us, which where reasonable, we have assumed to be correct. While all reasonable efforts have been made to substantiate such information, no responsibility or liability can be accepted if the information is incorrect or inaccurate.

This proposal / quotation is prepared solely for your use and neither we nor any other company supplying information on which the analysis is based will accept any liability whatsoever to any third party.

As a result of changes to your situation, your position and levels of cover afforded should be reviewed annually.

#### 8. Treating Customers Fairly

Ngenious Business Solutions (Pty) Ltd supports and subscribes to the underlying principles of Treating Customers Fairly (TCF).

1. Ngenious believes in providing all clients with fair treatment at all times. Furthermore Ngenious undertakes to deal with Financial Services Providers that where the fair treatment of customers are central to the culture of the FSP.
2. We undertake to provide financial services and products to our clients that are designed to meet the needs of our clients.
3. We commit ourselves to providing our clients with clear information and keep our clients adequately and appropriately informed before, during and after the financial is or has been rendered.
4. The representatives of Ngenious will by means of conducting a suitability needs /risk analysis strive to ensure that the advice given to our clients are suitable and takes into consideration the needs and circumstances of each individual client.
5. We are committed to providing products for that perform as we have informed our clients and that the quality of service which will be provided to our clients are of an exceptional and acceptable standard.
6. We undertake to ensure that all our will not be faced with unreasonable post-sale barriers to amend their insurance products, change product providers, submit a claim or lodge a complaint.

#### 9. Signature, Acknowledgement and Acceptance

I hereby acknowledge that a copy of this document has been supplied to me for my records by the Insurance Adviser and that the details of the enclosed proposal / quotation has been sufficiently explained to me.

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

SIGNATURE : \_\_\_\_\_

CAPACITY : \_\_\_\_\_