



STATUTORY DISCLOSURE AND INTRODUCTION BY RAND FINANCIAL SERVICES (PTY) LTD *An Authorized Financial Services Supplier (FSP)*

This document also serves as the Section 13 confirmation of appointment and authority of a Representative to act on behalf of this FSP

Full Name of Key Individual

Venothenie Naidoo

Entity Registration Number

2014/201896/07

FSCA License Number

50210

License Categories and Financial Products of FSP

	CATEGORY I	Advice	Intermediary Services
1.1	Long-term Insurance subcategory A	☒	☒

FSCA Registered Representative

Name: _____

Surname: _____

Fit and Proper Requirements

The registered representatives comply with the fit and proper requirements and all services are rendered under the supervision of a competent and qualified person. Any queries in this regard can be addressed to the Key Individual.

Contractual Arrangement with Product Suppliers / Companies

No product supplier or investment company holds any shares in the FSP nor is the FSP associated with any such institution.

The FSP is contracted with and can market the products of the following institutions:

KGA Life

Remuneration

The FSP and the Financial Adviser / Representative is remunerated by way of commission and fees payable by product suppliers and companies as set out on the quotation provided to clients.

Conflict of Interest

In the event of a potential conflict of interest in the rendering of financial services to clients, the FSP will place the interests of the client first. In the event where an ownership interest exists or financial interests are received, it will so be disclosed in the Register of Conflict of Interest, a copy of which is available on request.

Rendering of Financial Services

The FSP warrants that any Financial Adviser / Representative that renders financial services (advice and/or intermediary services) to a client complies with:

- The Fit and Proper requirements in terms of the Financial Advisory and Intermediary Services Act insofar as the personal character qualities of honesty and integrity, competence regarding experience, qualifications and knowledge tested through regulatory examinations as well as applicable continuous

professional development, unless otherwise indicated that such person is rendering services under supervision for finalization of any of the competence requirements; and

- Possess the necessary operational ability, processes and procedure to render financial services.

Without in any way limiting and subject to the provisions of the services agreement, the FSP accepts responsibility for the lawful actions of the Financial Adviser / Representative in rendering financial services within the course and scope of his/her employment.

Treating Customers Fairly (TCF)

TCF is a set of principles introduced by the Financial Sector Conduct Authority (FSCA) to aid and underpin existing financial services legislation aimed at the protection of consumers and clients.

The FSP values its relationship with its clients and acknowledges that without any clients it would not have a business. The TCF principles are embedded in the culture of the FSP and it continuously strives to enhance the quality of its service offering to clients and through its interaction with contracted product suppliers. The TCF principles are the following:

- Clients/consumers can be confident that they are dealing with a service supplier where the fair treatment of customers is central to the corporate culture.
- Products and services marketed and sold in the retail market are designed to meet the needs of identified consumer groups and are targeted accordingly.
- Clients are provided with clear information and are kept appropriately informed before, during and after the point of sale.
- Where clients receive advice, the advice is suitable and takes account of their circumstances.
- Clients/consumers are provided with products that perform as the company or service supplier have led them to expect, and the associated service is of an acceptable standard and as they have been led to expect.
- Clients/consumers do not face unreasonable post-sale barriers imposed by the company or service supplier to change product, switch supplier, submit a claim or make a complaint.

Confidentiality and Protection of Personal Information

All information received from and regarding the client will be treated as confidential by the FSP and its personnel. Such information will only be made available if consent thereto is provided in writing or is required by any law.

The Protection of Personal Information (POPI) Act requires us to inform you how we use and disclose personal information we obtain from you. We are committed to protecting your privacy and will ensure that your personal information is used appropriately, transparently and according to applicable law.

What information we collect:

We collect and process your personal information mainly to provide you with access to the services and products of the suppliers with whom we have contractual agreements in place and to help us improve our services to you. The type of information we collect will depend on the need for which it is collected and will be processed for that specific purpose only. Where possible, we will inform you what information you are required to provide to us and what information is optional. With your consent, we may also supplement the information that you provide to us with information we receive from other suppliers in order to offer you a more consistent and personalized experience in your interactions with us. When you elect to take up offerings from our contracted suppliers, they may also require additional information from you and they will be subject to the same privacy regulations as we are subject to.

How we use your information:

We will use your personal information only for the purposes for which it was collected and agreed to with you. This may include:

- Providing products or services to you and to carry out the transaction you requested;
- For underwriting purposes;
- Assessing and processing claims;
- Conducting credit reference searches or verification;
- Confirming and verifying your identity;
- For credit assessment and credit management;
- For purposes of claims history;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- Conducting market or customer satisfaction research;
- For audit and record keeping purposes;
- In connection with legal proceedings.
- Providing our services to you, to carry out the services you requested and to maintain and constantly improve our relationship with you;
- Providing you with communications in respect of the FSP and regulatory matters that may affect you;
- In connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law.

Disclosure of your information:

We may disclose your personal information to our suppliers whose services or products you elect to use. We have agreements in place to ensure that they comply with our privacy terms and conditions. We may also share your personal information with, and obtain information about you from third parties for the purposes listed above.

We may also disclose your information where we have a duty or a right to disclose in terms of applicable legislation, the law or where it may be necessary to protect our rights.

Safeguarding your information:

The POPI Act requires us to adequately protect the personal information we hold and to avoid unauthorized access and use of your personal information. We will continuously review our security controls and processes to ensure that your personal information is secure. If we need to transfer your personal information to another country for processing or storage, we will ensure that any party to whom we pass your personal information will treat your information with the same level of protection as required from us.

Your rights to access and correction of your personal information:

You have the right to access the personal information we hold about you. You also have the right to ask us to update, correct or delete your personal information. We will take all reasonable steps to confirm your identity before providing details of your personal information or making changes to your personal information. You can contact us at the numbers or addresses listed herein and request the information you would like.

Changes to this Notice

Please note that we may amend this notice from time to time. Please check our website periodically to inform yourself of any changes. In case we do not have a website, we will inform you of material changes to this notice.

Financial Intelligence Centre Act

The FSP is registered as an accountable institution with the Financial Intelligence Centre and shall be obliged to record and verify client information in the manner prescribed by FICA.

The FSP is also required to report unusual and suspicious financial activities where so obligated by FICA.

External Outsourced Compliance Officer

Erika Botha of Infinitus Risk Management Service (Pty) Ltd
Practice registration number: 6172 / 6399
erika@infinitus.co.za / cell 082 413 8579

Complaints

Any queries and complaints are to be addressed to the Key Individual as per the contact details provided.

A copy of the FSP's complaints procedure is available on request.

Should a complaint not be addressed to the satisfaction of the client, it may be referred to the offices of the relevant Ombud, as per the details herein contained.

Contact details for National Financial Ombudsman Scheme South Africa (NFOSA) / "NFO" (Amalgamation of Ombud for Short-term and Long-term Insurance)

Johannesburg

110 Oxford Rd, Houghton Estate, Johannesburg, Gauteng, 2198

Cape Town

Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, Western Province, 7700

Tel: 0860 800 900

Email: info@nfosa.co.za Website: www.nfosa.co.za

Contact Details for Financial Sector Conduct Authority

River Walk Office Park Building, B, 41 Matroosberg Road Ashlea Gardens, Pretoria.

Tel 012 428 8000 Contact Centre: 0800 20 37 22

Email: info@fsca.co.za Website: www.fsca.co.za

Date: _____

Signature: _____

Representative Signature: _____

125 Dallas Avenue, Menlyn Central, Waterkloof Glen, Pretoria

Tel: 012 762 5000 Share Call: 0860 663 274

Email: info@faisombud.co.za Website: www.faisombud.co.za