Statutory Disclosure Notice

1 The Broker (The Financial Services Provider)

Name:	Simah Risk Advisors (Pty) Ltd An Authorised Financial Services Provider
Physical address:	265 Von Willich Avenue, Centuria Office Park, Building 2, Die Hoewes, Centurion, 0157
Contact detail:	Tel 012 663 1853
Company Registration No:	1992/006829/07
FSP Licence no:	13223
Internet and Email:	www.simah.co.za | info@simah.co.za
Complaints Department:	compliance@simah.co.za
Compliance Department:	Moonstone Compliance 25 Quantum Street, Techno Park, Stellenbosch Carrie-Lee Wolff - clwolff@moonstonecompliance.co.za Tel 021 883 8000

About the Broker

i. Simah Risk Advisors is a wholly owned subsidiary of Simah Risk Holdings (Pty) Ltd.
ii. The broker is licensed to provide the following financial services: Non-Life Insurance 1.2 & 1.23: Personal Lines; Non-Life Insurance 1.6: Commercial Lines.
iii. The broker has written mandates from the Insurers which are available on request.
iv. The broker strives to comply with the requirements of the POPI Act to keep clients' Personal Information safe and secure from loss, destruction or damage.
v. The broker promotes the fair treatment of its customers by integrating the principles of Treating Customers Fairly in its Code of Conduct practiced by the company's employees.
vi. The broker has a Conflict of Interest Management Policy and a Complaints Resolution Management Policy available on request.
vii. The broker holds Professional Indemnity cover and Fidelity Guarantee cover.
viii. The broker does not hold more than 10% of any shares in any of its contracted insurance suppliers.

2 The Regulator

Name:	The Financial Sector Conduct Authority (FSCA)
Postal address:	P O Box 35655, Menlo Park, 0102
Contact details:	Tel 012 428 8000 / 0800 20 37 22; Fax 012 346 6941
Internet and Email:	www.fsca.co.za | info@fsca.co.za

3 The FAIS Ombudsman

Name:	FAIS Ombudsman
Postal Address:	P O Box 41, Menlyn Park, 0063
Physical Address:	Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010
Contact Details:	Tel 012 762 5000 | Share call 086 066 3274
Internet and Email:	www.faisombud.co.za | info@faisombud.co.za

- We are committed to the prompt and fair resolution of any complaint lodged in respect of our rendering of financial services. Should you wish to obtain a copy of our Complaints Resolution Policy, kindly contact our Compliance Officer at the particulars provided in this notice.
- Should a complaint which pertains to advice or intermediary services provided not be resolved within 6 weeks, or you are not satisfied with the resolution decision, you have the right to refer the matter to the FAIS Ombud.
- You have 6 months in which to do this.

4 The National Financial Ombud Scheme

Name:	National Financial Ombud Scheme (NFOSA)
Physical address:	JHB: 110 Oxford Road, Houghton Estate, Johannesburg, 2198 CT: 6th Floor Claremont Central Building, 6 Vineyard Road, Claremont, Cape Town, 7700
Contact Details:	Tel 0860 800 900 | WA 066 473 0157
Internet and Email:	www.nfosa.co.za info@nfosa.co.za

5 The SASRIA Insurer

Name:	SASRIA SOC Ltd
Physical address:	36 Fricker Road, Illovo, Sandton, 2196
Postal address:	PO Box 653367, Benmore, 2010
Contact Details:	Tel 011 214 0800 | Fraud hotline 0800 212 676
Internet and Email:	www.sasria.co.za | contactus@sasria.co.za
Compliance Officer:	The Compliance Officer Tel 011 214 0800

How we use the information we collect

We will use your personal information only for the purposes agreed with you, including:

- To provide our products or services to you, and for the effective fulfilment of any contractual obligations owed by us to you
- To comply with legal and regulatory requirements
- To comply with industry codes to which we subscribe, or which apply to us
- To correctly assess your insurance needs in order to provide you with the most suitable product at the most appropriate price
- To adequately fulfil your claims
- To conduct credit checks
- To confirm and verify your identity or to verify that you are an authorised user for security purposes
- For the detection and prevention of fraud, crime, money laundering or other malpractice
- For debt tracing or debt recovery
- To conduct market or customer satisfaction research or for statistical analysis
- For audit and record keeping purposes
- For the purpose of legal proceedings
- When it is otherwise allowed by law

Your Right to Access and Correct Your Information

You have the right to request details of any personal information we hold about you. To do this, simply view our Promotion of Access to Information (PAIA Manual) which contains details about the procedure you must follow to request access to information held by us. Please note that any such access request may be subject to a payment of a legally allowable fee, depending on the nature of the information to which you require access. To ensure timeous communication and service, please let us know if your information changes at any time. Please contact us telephonically or by way of written communication for further instructions on changes to your details.

You also have the right to ask us to update, correct or delete your personal information. You may do this by contacting us via email (info@simah.co.za). We will take all reasonable steps to verify your identity before providing any access to information held by us or making any changes to your personal information.

All complaints should be directed to your insurer as an escalation where the Broker or Scheme Administrator has not successfully addressed your request. You also have the right to complain to the Information Regulator should your complaint remain unresolved. Their contact details are:
http://www.justice.gov.za/inforeg/index.html

Telephone number: (012) 406 4818
Facsimile number: (086) 500 3351
Email: inforeg@justice.gov.za
To view our full privacy notice and to exercise your preferences, please visit our website on www.simah.co.za

Other Matters of Importance

- When applying for insurance all material facts must be accurately and fully disclosed. The accuracy and completeness of all answers, statements or other information provided by you or on your behalf, is the policyholder's responsibility.
- 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.
- 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.
- If the information about the broker and/or insurer was given orally, it must be confirmed in writing within 30 days.
- 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.
- Misrepresentation or non-disclosure of a material fact or the inclusion of incorrect information at the time of proposing for insurance may at any time lead to the avoidance of the policy from inception and a forfeit of all premiums paid.
- If your broker completes or submits any transaction requirement on your behalf, you should be satisfied as to the accuracy and completeness of the details.
- On request, you are entitled to be supplied with a copy (written or printed record) of any transaction requirement within a reasonable time.
- The premium and fees payable by you are disclosed on the schedule of your policy.
- Your insurer may not cancel your policy merely by informing your intermediary. The insurer must give you 31 days' notice in writing of its intention to cancel your policy.
- The insurer and not the intermediary must give reasons in writing for the rejection of any claim submitted by you.
- The insurer must give you 31 days' notice in writing of its intention to cancel your debit order.
- If your premium is paid by debit order, the debit order form must be in favour of the party responsible for the collection of your premium and may not be transferred to another party without your approval or consent.
- Non-payment of premiums:
  - The amount due, the payment method and the due date are contained in the schedule.
  - The consequences of non-payment of premiums are described in the policy wording.
  - Annual / *Bi-annual or *Quarterly payment methods:
    - If you do not pay the premium within 30 days of the due date, cover will be cancelled with effect from midnight on the day before the due date.
    - You have a period of 14 days from the date you receive your policy contract to decide if you wish to start with the insurance. If you did not have a claim in this period and decided that you do not wish to start with the insurance, we will refund any premiums you have paid. If you want to exercise this cooling-off right, please send us a cancellation notice.

      *Note: Bi-annual or Quarterly payment methods are only available on commercial policy products.
  - Monthly payment method:
    - You are entitled to a 15-day grace period in which to pay the premium (other than in the first month of insurance.
    - Should you fail to pay premium, you will receive a written notification no later than 15 days after the insurer became aware of the non-payment of the premium.
- If you do not pay your premium on or before the due date, cover will be cancelled from midnight on the day before the due date.
- It is your responsibility to ensure that there is enough money in your bank account to cover the debit for the insurance premium.

- Note: Bi-annual or Quarterly payment methods are only available on commercial policy products.
- Broker Fees / Non-Standard Fees – The Broker has disclosed the fees paid by you over and above the insurance premium. The amount reflected under “Your premium obligations as a policyholder” has been agreed and consented to by you.
- Waiver of rights: Section 21 of the FAIS General 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.
- Cooling off Rights: If you have an annual, bi-annual or quarterly policy, and provided that you have not yet claimed, you have 14 days to decide whether you wish to start or continue with the insurance. You are entitled to a refund of the premium paid subject to the deduction of the cost of any risk cover actually enjoyed. If you wish to cancel the policy, please send a cancellation notice to your broker and/or the insurer.

Warnings

- Do not sign any blank or partially completed application form.
- Complete all forms in ink.
- Keep all documents handed to you.
- Ensure that you make sufficient notes when enquiring or communicating with your Broker.
- Don’t be pressurised to buy the product.
- Incorrect or non-disclosure by you regarding relevant facts may influence your insurer on any claims arising from your contract of insurance.
- Always insist on confirmation of cover to you when taking out new insurance or adding assets to an existing policy.