



PINFOLD

INSURANCE BROKERS

DISCLOSURE NOTICE TO SHORT TERM INSURANCE POLICYHOLDERS (INFORMATION ON FINANCIAL SERVICES PROVIDER)

LEGAL STATUS

Close Corporation Registration No CK2002/074259/23
Authorised Financial Services Provider Licence No 5013 – Category I FSP

PHYSICAL ADDRESS: 109 Pentz Drive, FLAMINGO VLEI, 7441
POSTAL ADDRESS: P O Box 60178, TABLE VIEW 7439

CONTACT PERSON / COMPLIANCE OFFICER

ANGELENE MAMMONE ^(AIISA)
SOLE MEMBER / KEY INDIVIDUAL / REPRESENTATIVE
Landline: +27 21 556-3620
iFax: 086-615-1532
Mobile: 082-852-0478
eMail: pinfold@netpoint.co.za
Website: www.pinfold.co.za

QUALIFICATIONS & EXPERIENCE

The Key Individual complies with 'fit & proper' requirements (250 Credits at NQF 6 level):-

- AIISA Diploma (Associate of the Insurance Institute of SA by examination and election)
- FSB First Level Regulatory Examination (RE 1) Representatives (Certificate No 4938)
- FSB First Level Regulatory Examination (RE 5) FSP's & Key Individuals in Categories I, II, IIA, III & IV (Certificate No 7709)
- Experience in the short term industry: 36 years

AFFILIATION TO PROFESSIONAL BODIES

- FIA (Financial Intermediaries Association of South Africa) Membership No 21006496
- IIWC (Insurance Institute of the Western Cape) Honorary Lifetime Member
- IISA (Insurance Institute of South Africa) Membership No 1091212 (Member since 1987)
- AWII (Association of Women in Insurance) Member since 1996 also served as Chairperson

LEGAL AND CONTRACTUAL STATUS

The Key Individual of Pinfold Insurance Brokers CC accepts responsibility for all actions in the rendering of a financial service. Pinfold Insurance Brokers CC is an intermediary to various product suppliers (Insurers) who accept no responsibility for the actions of Pinfold Insurance Brokers CC or the Key Individual in rendering a financial service.

OTHER IMPORTANT INFORMATION ABOUT THE INTERMEDIARY

Insurers with whom more than 30% of business is placed : Santam
Percentage shareholding in any Insurance Company: None
Cash & non-cash incentives received from any Product Supplier: None
Professional Indemnity Insurance: AIG Policy No: P55 000128 REF NO AMAMM001/0001

COMPLAINTS PROCEDURE

Complaints about the product, service or financial services provider must be submitted in writing to Pinfold Insurance Brokers. A full copy of the Complaints Resolution is available upon request.

PROTECTION OF PERSONAL INFORMATION (POPI)

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

CLIENT PREMIUM OBLIGATIONS

Premiums are payable in advance directly to the Product Supplier/Insurer. The premium payable by you, as well as the frequency and method of payment is reflected on the initial quotation and thereafter on your policy schedule or set out in the policy wording (booklet). Non payment of the premium on the due date will lead to invalidation of your cover and/or cancellation of your policy, subject to a 15 day period of grace. These terms vary from Insurer to Insurer and it is your responsibility to meet these obligations to ensure your cover remains in force. Where a stop payment is placed on a debit order or a bank account is closed or invalid details given by you, the policy is deemed to be cancelled with immediate effect and no further cover will be in force.

CLIENT RESPONSIBILITIES

You must supply all information (this does not mean that you only need to answer the questions) that may affect the insurer's decision or the terms under which they agree to insure you. If you do not disclose all material information or misrepresent or misdescribe it, your claim may be rejected. You are the best judge of your own situation. It is your responsibility to ensure that all assets you elect to insure are insured for full replacement cost including VAT. The "Average Condition" is applied to underinsured values at the time of a claim, which means only a portion of your claim will be paid.

You are required to maintain and periodically test alarms, tracking devices, anti theft devices and the like and ensure they are fully operational and activated at all times.

Any amendments to your policy or cover must be submitted to us in writing.

EXCESS (FIRST AMOUNT PAYABLE BY YOU)

The quotation/policy schedule reflects the excess (first amount/s payable) by you, in the event of a claim for each item you elected to cover. Excess waivers are available on certain products at an additional premium.

CLAIMS PROCEDURE

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

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, no later than 30 days from date of incident. Shorter reporting periods are required by certain Insurers as set out in the policy wording. You are required to notify the police in the event of a road accident, theft or a where a criminal act is suspected and obtain a Case number.

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. Full details are provided on the Insurer's Disclosure Notice which forms part of your policy schedule.

COMMISSION AND FEES

Fees are reflected on the quotation and thereafter on the policy schedule.

Commission is prescribed by law at a maximum of 12.5% of Motor and 20% of Non-Motor (net) premium/s payable (excluding VAT or Insurer/Underwriter's computer/admin/policy fees) and is included in the monthly premium and is not an additional cost to Policyholder.

A Broker Fee is charged on most policies and varies from client to client or product to product.