

# LEGAL DISCLOSURES

## IMPORTANT INFORMATION FOR ALL OUR CLIENTS

<b>Company Name:</b> <b>Company registration Number:</b> <b>Registered Address:</b> <b>Telephone Number:</b> <b>E-mail Address:</b> <b>Web site address:</b>	BetterLife Distribution Services (Pty) Limited trading as BetterSure Financial Consultants 2005/024995/07 Block 3, Pendoring Office Park, 299 Pendoring Road, Blackheath, 2195 0861 249 294 <a href="mailto:customercare@bettersure.co.za">customercare@bettersure.co.za</a> <a href="http://www.betterlife.co.za">www.betterlife.co.za</a>
<b>Our licence to transact business as a Financial Services Provider:</b>	FSP number: 24015 Categories of licence: Long-Term Insurance: Category A, B1 Short-Term Insurance: Personal Lines
<b>Mandate</b>	<p>We have a Standard Agency Agreement with Mutual and Federal Risk Financing Limited, a Non-life insurer. This means that in terms of short-term insurance, we only sell this insurer's products. We are authorised to carry out the following services on their behalf;</p> <p>i) render financial services which include giving advice and providing intermediary services to clients, and preparing quotations ii) confirm cover to clients iii) amend inception dates iv) make available all necessary resources and ensure maintenance of a contact centre v) implement security measures to ensure that the confidentiality of confidential information and data security is maintained.</p>
	<p>We have an additional written agreement, referred to as a Binder agreement, with Mutual and Federal Risk Financing Limited to carry out the following activities on their behalf;</p> <p>Enter into, vary and renew policies (and the incidental activities of IT Platform Administration and Portfolio Management &amp; Reporting).</p>
<b>How we get paid for what we do</b>	<p>In terms of our Standard Agency Agreement we receive the following remuneration from Mutual and Federal Risk Financing Limited:</p> <p>i) 20% of the net premium of Non-Motor insurance policies sold, for the financial services rendered;</p>
	<p>In terms of our Binder Agreement we receive the following remuneration from Mutual and Federal Risk Financing Limited:</p> <p>A 5% activity-based fee which is calculated on the gross written premium.</p>
<b>Our insurances in place</b>	<p>Professional Indemnity Insurance:</p> <p>Insurer: Centriq Insurance Company</p> <p>Intermediaries Guarantee Fund: n/a</p>
<b>Our compliance officer</b>	<p>Company: Associated Compliance Postal Address: Po Box 9655 Devon Valley, 1709</p> <p>Contact details: Telephone: 011 678 2533 E-mail : <a href="mailto:info@associatedcompliance.co.za">info@associatedcompliance.co.za</a></p>

**Conflicts of Interest**

We make every effort to ensure that at all times we act in your best interests and in no way allow our own interests, potential or actual, to influence our objective performance and the delivery of unbiased and fair financial service to you. In furtherance of this objective, we want to ensure you fully understand the various interests we have, be they Ownership, Financial or Relationships with Third Parties. There are a number of entities with whom we can have a relationship of this nature and a summary of these is provided below.

**Financial Services Provider**

We are an FSP and act as your Broker/Intermediary. There may be circumstances where we have a relationship with another Broker (FSP) that you need to be aware of.

**Product supplier**

This is your Insurer.  
Each of the above may well have companies that are associated with them with whom we have a relationship.

**Distribution Channel**

These are arrangements with any of the above or combination of these that provides support or services to us in our role of providing a financial service to you.

**Any other Person**

If there are any other persons that provide us with a financial interest as part of the delivery of the financial service.

**What represents an Ownership or Financial Interest?**

**Ownership**

Actual equity that was paid for.

**Financial Interest**

Cash, or its equivalent, vouchers, gift service, advantage, benefit, discount, domestic or foreign travel, hospitality, accommodation, sponsorship, other incentive or valuable consideration.

Any combination of these relationships and/or ownership or financial interests may present a potential conflict and as such we need to ensure you are aware of these.

Do we have a shareholding in any Insurer and/or cell captive arrangement? No

Do we receive more than 30% of our income from any Insurer or cell captive? Yes. Overall, we receive more than 30% of our income from OMART (Old Mutual Alternative Risk Transfer Limited)

**Staff incentives**

We also confirm that none of our staff are incentivised to give preference to any specific Insurer and/or product and where incentives based on volumes of business are in place, these are supported by an assessment of the quality of business sold and procedures followed.

**Immaterial Financial Interest**

It is generally accepted practice within our Industry that "entertainment" is provided by the Product Provider to the Financial Services Provider (broker) and vice versa.

The Rand value is limited per calendar year to R1, 000 and such limitations are dealt with and managed by our Management Policy.

Full details of the following relationships and details of our policies on management of them can be obtained via our Conflict of Interest policy

Do we have a relationship with any other person that provides an? Ownership or Financial Interest?

No. However our holding company, BetterLife Group Limited, is the shareholder of BetterSure Financial Consultants Cell which forms part of Mutual and Federal Risk Financing Limited. This interest can provide for the payment of a share in the profits generated by the performance of the business generated via this facility. BetterSure Financial Consultants warrants that it does not and at no time will it directly or indirectly share in the profits of the Cell,

## What else should you know?

### We undertake:

To keep all information, you tell us about yourself confidential.

Not to alter any documents you provide us with when submitting them to any insurer. Where we feel an error has been made, we will advise you prior to submission.

To never ask you to sign any blank or partially completed documents. Complete all forms in ink. Keep all documents handed to you.

Make notes as to what is said to you. Don't be pressurised to buy the product. Incorrect or non-disclosure by you of relevant facts may influence an insurer on any claims arising from your contract of insurance.

Wherever possible all documents should be completed by you to ensure full and correct details

Never to take away any rights you have in terms of any legislation that governs the way we transact business.

To supply a copy of any documents used in the preparation of your insurances, when required, free of charge.

### Your insurer undertakes:

To be the one who provides the reason for any claim that is repudiated.

To ensure that they write to you should they wish to cancel your policy and to give you at least 31 days' notice of their intention to do so.

### If any of the information you gave us changes:

You must advise us immediately – policy cover, premiums and terms are based on what you told the insurer, so we need to advise them of any changes that could affect their view of you and your policy.

### Cooling off

This policy can be cancelled by You within 14 (fourteen) days of having received this Policy and Disclosure Notice, or from a reasonable date on which it can be deemed that the insured received this Policy and Disclosure Notice (provided that no benefit has yet been paid or claimed or the event insured against has not yet occurred) by giving notice in writing to the Insurer.

In the event that the policy is cancelled within this 14 (fourteen) day cooling-off period, you will receive a refund of the premium paid.

## About the Insurer

Name	Mutual and Federal Risk Financing Limited is a licenced Non-Life insurer
Registration number	1966/010741/06
Physical address	Wanooka Place St Andrews Road, Parktown
Postal address	P O Box 1120, Johannesburg, 2000
Telephone number	011 374 9111
Compliance officer	Old Mutual Insure Limited Compliance Department
Compliance officer's phone number	011 374 9111
Compliance officer's e-mail	Compliance@ominsure.co.za

**Legal Status:** Mutual and Federal Risk Financing Limited is a licensed Non- Life insurer.

### Details of the complaints Resolution procedure:

Complaints phone number	011 374 9111
Complaints e-mail	complaints@ominsure.co.za
Complaints fax Number	011 374 4919

**Type of policy:** Your policy document contains the name, class and type of policy

**Premium obligations assumed by you as the policy holder:** Your premium is due on or before the due date as indicated on the policy schedule.

The consequence of non-payment is described in the policy wording.

### About the Policy Administrator

Name: IUA Business Solutions (Pty) Ltd (IUA)  
Company Registration Number: 1981/006334/07  
Authorised Financial Services Provider: FSP number 15737  
Physical address: Cnr. Keynsham and Umhlanga Rocks Drives, 19 Crewkerne Close, Somerset Park, Umhlanga Rocks, 4319  
Postal address: PO Box 1800, Umhlanga Rocks, 4319  
Telephone Number: 031 570 7600 / 0861 249 294  
E-mail address: hocadmin@bettersure.co.za  
Website address: www.iua.co.za  
Categories of Licence: Intermediary services in respect of License Category 1:  
Short Term Insurance - Personal Lines, Personal Lines A1 and Commercial Lines  
Long Term Insurance - Category A, B1, B1-A, B2, B2-A  
Legal Status: IUA has entered into an Outsource Agreement with BetterLife Distribution Services (Pty) Limited trading as BetterSure Financial Consultants and will perform incidental activities related to the binder activities that BetterLife Distribution Services (Pty) Limited are performing.  
BetterLife Distribution Services Trading as BetterSure Financial Consultants will pay IUA a fee of 6% of Gross Written Premium.  
Insurances: Professional Indemnity and Fidelity Guaranty insurance  
Statutory Disclosures: IUA does not hold more than 10% of the Insurer's shares and does not receive more than 30% of total remuneration from the Insurer.  
IUA's Conflict of Interest Management Policy can be accessed on its website www.iua.co.za.  
Complaints Procedure: IUA has a complaints management policy and procedure in place.  
Should you wish to lodge a complaint about IUA or any of its employees regarding your policy documentation and premiums please contact:  
The Complaints Manager  
PO Box 1800, Umhlanga Rocks, 4319  
Tel: 031 570 7600  
E-mail: complaints@iua.co.za  
Compliance Officer Details: Associated Compliance Motor (Pty) Ltd  
Practice Number 7218  
Tel: 087 551 3231  
E-mail: jen@acmotor.co.za

### About the Claims Administrator

Name: 4-Sure Technology Solutions (Pty) Ltd  
Company Registration Number: 2016/290310/07  
Physical address: 2<sup>nd</sup> Floor, Quadrum 4 Quadrum Office Park  
50 Constantia Boulevard, Constantia Kloof  
Johannesburg  
1709  
Telephone Number: 010 110 9698/ 0861047873  
Fax Number: NA  
Email address: [Bettersureclaims@4-sure.net](mailto:Bettersureclaims@4-sure.net)  
Website address: [www.4-Sure.net](http://www.4-Sure.net)  
Categories of Licence: Intermediary services in respect of License Category 1:  
Short Term Insurance - Personal Lines, Personal Lines and Commercial Lines  
Legal Status: 4-Sure Technology Solutions (Pty) Ltd has entered into an Outsource agreement with BetterLife Distribution Services (Pty) Ltd trading as BetterSure Financial consultants.  
Insurances: Professional Indemnity  
Statutory Disclosures: 4-Sure Technology Solutions (Pty) Ltd does not hold more than 10% of the Insurer's shares and does not receive more than 30% of total remuneration from the Insurer.  
4-Sure Technology Solutions (Pty) Ltd Conflict of Interest Management Policy is available from the office on request.

### About the Claims Administrator continued

Complaints Procedure: 4-Sure Technology Solution has a complaints management policy and procedure in place. Should you wish to lodge a complaint about 4-Sure Technology Solution or any of its employees regarding your policy documentation and premiums please contact:

Key Individual  
Gansen Govender  
Tel: 083 254 9989  
E-mail: [complaints@4-Sure.net](mailto:complaints@4-Sure.net)

Compliance Officer Details: Leona Prinsloo  
Tel: 083 310 2563  
Email: [lprinsloo@mweb.co.za](mailto:lprinsloo@mweb.co.za)

### About Home Assistance

Home assistance Home Assistance (Emergency Home Assistance, Additional Benefits, and Appliance Maintenance Plan) is automatically included within this insurance product, however, is not underwritten by the insurer and is not classified as being a financial product or service.

Home Assistance is brought to you by BetterSure Financial Consultants, administered by IUA Business Solutions (Pty) Ltd (IUA).

All claims are handled by 4-Sure Technology Solutions (Pty) Ltd. See contact details above.

Claim and Administration Any queries or complaints relating to Home Assistance can be lodged with BetterSure Financial Consultants / Administrator, as you would for any insurance section of your policy.

If we are unable to resolve any complaint relating to any of the Home Assistance benefits to your satisfaction, despite having escalated your complaint internally, you will be notified in writing of the recourse available to you.

### About the SASRIA product supplier:

Name Sasria SOC Limited  
Registration number 1979/00287/06  
Physical address 36 Fricker Road, Illovo  
Postal address P O Box 653367, Benmore, 2010  
Telephone number 011 214 0800 / 086 172 7742  
Fax number 011 447 8630 / 086 172 7329  
Compliance officer Mrs M S Mavuso  
Compliance officer's e-mail [mziwoxolom@sasria.co.za](mailto:mziwoxolom@sasria.co.za)  
Compliance officer's phone number 011 214 0800 / 086 172 7742

The Compliance Department deals with issues relating to SASRIA's compliance with the FAIS Act. Should you have any complaints relating to SASRIA, please e-mail [complaints@sasria.co.za](mailto:complaints@sasria.co.za)

In the event of a SASRIA Claim, claims related queries can be submitted to the Insurer

The Insurer is an agency company of SASRIA, and the parties have entered into a binder agreement in terms of which a binder fee is paid to the Insurer. The Insurer has other product suppliers.

Please see your policy book for the type of cover that SASRIA provides.

## COMPLAINTS HANDLING PROCEDURE

All complaints must be submitted in writing together with any supporting documentation to BetterSure Financial Consultants. Complaints must be directed to the correct channel as indicated below to avoid unnecessary delays in the complaints handling procedure.

### Step 1: Contact BetterSure Financial Consultants or the Insurer

Should you have any complaints regarding the following:

- 1) The administration of your policy - for example, problems with your debit order, incorrect information on your policy schedule or complaints against the consultant that sold you the policy
- 2) Claims on your policy- for example, a claim lodged is taking too long or has been repudiated.

### BetterSure Financial Consultants:

<b>If you have a complaint about our service, staff or products sold to you, please contact the following department in writing with full details of the problem you have encountered:</b>	Department Name:	Service Excellence
	Address:	Block 3, Pendoring Office Park 299 Pendoring Road Blackheath, 2195
	Tel:	0861 249 294
	Fax:	0867 430 509
	E-mail Address:	serviceexcellence@bettersure.co.za

<b>Insurer (Mutual and Federal Risk Financing Limited):</b>		
<b>If you have a complaint about the insurance product sold to you or a claim on your policy, please contact the following person in writing with full details of the problem you have encountered:</b>	Name:	Product Suppliers Complaints Department
	Address:	Wanooka Place St Andrews Road, Parktown Johannesburg 2001
	Tel:	011 374 9111
	E-mail Address:	Complaints@ominsure.co.za
<b>Step 2: Contact Compliance Department</b>		
<p>Should you believe that the insurer has contravened any regulatory or statutory requirement, in that, the financial service was not rendered honestly, fairly, with due skill, care and diligence, and in the interests of you the client, please contact the Compliance Department. The Compliance Department handles all FAIS related complaints:</p>		
<p>Tel: 011 374 9111                      E-mail: <a href="mailto:compliance@ominsure.co.za">compliance@ominsure.co.za</a></p>		
<b>Step 3: Contact the FAIS Ombud</b>		
<p>Should your complaint not be resolved to your satisfaction or if we failed to timeously respond to your complaint, you may submit your complaint to the FAIS Ombud.</p>		
<p>The FAIS Ombud provides consumers with a free dispute resolution mechanism. It mediates between subscribing members such as the insurer and policyholders regarding insurance contracts.</p>		
<p>The FAIS Ombudsman is an independent and impartial dispute resolution tribunal which investigates, considers and complaints by consumers against Financial Services Providers. For example, the way a policy was sold or how a service was provided.</p>		
FAIS Ombud P O Box 74571 Lynwood Ridge 0040	Financial Sector Conduct Authority (FSCA) P O Box 35655 Menlo Park	
<b>The following direct contact numbers also apply:</b>		
Telephone Number: 012 726 5000 Email: info@faisombud.co.za	Telephone Number: 012 428 8000 Email: info@fsc.co.za	