



LETTER OF INTRODUCTION AND DISCLOSURE

We are a Licensed Financial Service Provider in terms of the Financial Advisory Services Act and required to make the following disclosures in terms of that act, which governs aspects of the way we do business. This document serves a guide on how you are able to make better decisions and also highlight responsibilities to you, our client. This document deals with both aspects.

ABOUT ANCOR INSURANCE BROKERS CC

Business Name: Ancor Brokers CC
Registration Number: CK92/33355/23
Financial Services Provider No: 14040

CONTACT INFORMATION

Telephone Number: 011 425 6791
060 506 0159
082 458 8054
Fax No: 086 504 3914
Email Address: ancorbrokers@gmail.com
Physical Address: 96 Cambridge Street
Farrarmere
Benoni
Postal Address: PO Box 15247
Farrarmere
1518

Ancor Brokers CC is an Authorized Financial Service Provider, FSB License No 14040. A copy of the license is available for inspection on request.

FINANCIAL SERVICES AND PRODUCTS

As an authorized Financial Service Provider, Ancor Brokers CC has been licensed by the Financial Services Board in terms of the FAIS Act, to render advice and intermediary services on:

- Short Term Insurance Personal Lines
- Short Term Insurance Commercial Lines

We are accredited and have written authority to market the products of the following suppliers:

- Santam Insurance Company
- Mutual & Federal Insurance Company
- Auto & General Insurance Company
- Momentum Insurance Company
- FSP Underwriters (Hollard, New National, Unity, Santam, Absa)
- Discovery
- King Price
- Quicksure

Ancor Brokers CC act independently from any of the abovementioned product suppliers and as such the product supplier will not accept responsibility for the actions of Ancor Brokers CC.

Clients must be aware of their own responsibility in the presentation of full and correct information and the making of carefully considered decisions in the financial service process.

Details of the product and all conditions relating thereto are contained in your policy wording. It is however vital that you read the policy which is your contract with insurers and may contain specific terms for your insurance. Please advise us of any aspect which require further explanation or which is incorrect.

Ensure that you receive written confirmation of important changes in cover and advice provided to you.

Please do not hesitate to contact us should you believe that you have not received adequate advice or if you are unsure of the advice you have received.

Please take note of your debit date to pay premium and take note of the fact that no cover will apply if no premium was received.

COMPLIANCE OFFICER

ILiezl Sadler – Compliance Practice 186

Tel: 0861 272 874
Email sadler@global.co.za

Fax: 011 362 4073
Address: PO Box 1443, Springs, 1560

The compliance service ensures that our business remains fully compliant with FAIS legislative requirements and therefore that you as customer receive sound financial advice. Through the practice management support, we are able to run a more professional business and therefore are able to provide you with an important service and enhanced support.

REMUNERATION

Ancor Brokers CC is remunerated for its services by being paid commission from the product suppliers mentioned above. The rand amount of fees and/or commission earned by us is disclosed in your policy documentation.

We do not hold directly or indirectly more than 10% relevant product suppliers shares, nor has any equivalent substantial financial interest in any of the mentioned product suppliers.

PROFESSIONAL INDEMNITY COVER

Please note that we do hold appropriate professional indemnity insurance.

OBTAINING AND SHARING YOUR INFORMATION

We are committed to transparency and confidentiality relating to your personal and private information, which we collect and process for the purpose of providing advice and intermediary support and servicing the financial products described above.

We are required to obtain and share our relevant personal information to:

- Furnish appropriate financial advice
- Determine your financial situation, financial product experience and your financial needs and objectives
- Acquire, maintain and service any financial product
- Render appropriate intermediary and financial services

Your information will be handled confidentially and will only be made available with your authorization or where we are compelled by law. Claim information is shared on an industry wide basis.

FINANCIAL PRODUCT NAME AND CONDITIONS

Details of the product and all conditions relating thereto are contained in your certificate of insurance and policy wording. It is however vital that you read the policy which is your contract with insurer's and may contain specific terms for your insurance. Please advise us of any aspect which requires further explanation or which is incorrect.

COMPLAINTS

Customer satisfaction and retention of your business is vital to us and is one of the aspects of our on-going success. Feedback on our service is always welcomed (both negative and positive) and we'd appreciate it if you would please refer initial problems (if any) in writing to our postal address.

The ombudsman is available to advise you in the event of claim problems which are not satisfactorily resolved by the insurance intermediary and/or the insurer.

THE OMBUDSMAN

1. FAIS Ombud contact details for problems of the FAIS Act

Postal Address:	PO Box 74571 Lynwood Ridge PRETORIA 0040
Tel:	(012) 470 9080
Email:	info@faisombud.co.za

2. The Ombudsman for short-term insurance

Postal Address:	PO Box 32334 BRAAMFONTEIN 2017
Tel:	(011) 726 8900 or 0861 726 890
Email:	info@osti.co.za