

LEGAL DISCLOSURES

IMPORTANT INFORMATION – THIS INFORMATION DOES NOT FORM PART OF THE POLICY CONTRACT

Company Name:	BetterLife Distribution Services (Pty) Limited	
Company registration Number:	2005/024995/07	
Registered Address:	Block 3, Pendoring Office Park, 299 Pendoring Road, Blackheath, 2195	
Telephone Number:	0860 333 433	
Fax Number:	0867 430 509	
E-mail Address:	life.clientservices@betterlife.co.za	
Web site address:	www.betterlife.co.za	
Our license to transact business as a Financial Services Provider:	Reference number:	24015
	Categories of license:	Long-Term Insurance: Category A, B1 and B2 Short-Term Insurance: Personal Lines
Mandate from insurers	<p>We have been engaged as a Representative by the insurer identified below to conduct the following services on their behalf:</p> <p>To market and sell specified products (BetterLife Protection) to prospective policyholders</p> <p>Old Mutual Alternative Risk Transfer Limited (OMART)</p>	
How we get paid for what we do	<p>In terms of our Representative agreement we receive a fee from the insurer concerned.</p> <p>The Rand amount of this commission was disclosed in the quotation provided when the policy was entered into. The amount is calculated as follows:</p> <p>At the commencement of the policy, a primary commission of 16% of the regulatory maximum commission and, thereafter, a secondary commission of up to 12.5% of each premium on an ongoing basis.</p> <p>The commission we receive is in accordance with regulations under the Long-Term Insurance Act, 1998.</p>	
Our insurances in place	<p>Professional Indemnity and Fidelity Guarantee Insurance:</p> <p>Insurer: Centriq Insurance Company</p> <p>Intermediaries Guarantee Fund: n/a</p>	
Our compliance officer	Company:	Associated Compliance Pty Ltd Ground Floor, Lakeview House, Constantia Office Park Corner 14th Avenue and Hendrik Potgieter Street Weltevreden Park, 1709
	Contact details:	Telephone : 011 678-2533 Fax : 011 475-0096 E-mail : info@associatedcompliance.co.za
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:	Department Name:	Service Excellence
	Address:	Block 3, Pendoring Office Park 299 Pendoring Road Blackheath, 2195
	Tel:	0860 333 433
	Fax:	0867 430 509
	E-mail Address:	serviceexcellence@betterlife.co.za

<u>Conflicts of Interest</u>	
<p>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.</p>	
Financial Services Provider	We are a 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	<p>This is your Insurer.</p> <p>Each of the above may well have companies that are associated with them with whom we have a relationship. These could be subsidiary or holding companies or certain natural persons such as spouse, children, parent. Where these relationships exist you need to be made aware of them.</p>
Distribution Channel	These are arrangements with any of the above or a 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.
<p>What represents an Ownership or Financial Interest?</p> <p>Ownership Actual equity that was paid for.</p> <p>Financial Interest Cash, or its equivalent, vouchers, gift service, advantage, benefit, discount, domestic or foreign travel, hospitality, accommodation, sponsorship, other incentive or valuable consideration.</p> <p>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.</p>	
<p>Cell Captive</p> <p>Do we have a shareholding in any Insurer and/or cell captive arrangement? No</p> <p>Do we receive more than 30% of our income from any Insurer or cell captive? Yes. We receive more than 30% of our income from Old Mutual Alternative Risk Transfer Limited (OMART)</p> <p>OMART has a number of shareholders, of which BetterLife Cell Captive Proprietary Limited is one. As a preference shareholder, BetterLife Cell Captive Proprietary Limited, shares in the profits and losses which arise from all insurance business under the BetterLife Protection product. This is commonly referred to in the insurance industry as a cell captive arrangement. BetterLife Distribution Services Proprietary Limited is a wholly owned subsidiary of BetterLife Group Limited, and is, in its capacity of a representative of OMART, also responsible for the marketing and selling of the BetterLife Protection policy for which OMART remunerates BetterLife Distribution Services Proprietary Limited. To disclose, and also to avoid any potential conflict of interest, OMART wishes to advise the insured that BetterLife Distribution Services Proprietary Limited, does not share in the profits of the cell captive arrangement, directly or indirectly. The shareholders of the BetterLife Cell Captive Proprietary Limited are held by BetterLife Group Limited (95%) and a private individual (5%).</p>	
<p>Staff incentives</p> <p>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.</p>	

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, does have a shareholding in BetterLife Cell Captive (Pty) Limited. BetterLife Cell Captive(Pty) Limited is the cell captive entity that forms part of OMART. This interest does provide for the payment of a share in the profits generated by the performance of the business generated via this facility.

A full copy of our overall Conflict of Interest Management Policy can be obtained from:

1. Our offices upon written request to life.clientservices@betterlife.co.za
2. Our website: www.betterlife.co.za

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 blank documents – 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, or UMA if appointed to do so, undertakes:

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

To ensure that they write to you should they wish to cancel your policy and to give you at least 30 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.

For details on premium payment, claims processes and complaints procedures please refer to the policy wording.

Other contact details:

To communicate with the Administrator in connection with this BetterLife policy kindly contact:

Hollard Life, an authorised financial services provider (FSP 17697)

Physical address: 1st floor, Florence House, Hollard Campus, 22 Oxford Road, Parktown, 2193

Postal address: PO Box 2944 Houghton, Pinetown, 2123

Tel: 0860 00 00 11

Fax: 011 547 7777

The following offices can be contacted via one central number: 0860 662837

Long term Ombudsman

FAIS Ombud

Registrar of Insurance

Private Bag X45

P O Box 74571

Financial Services Board

Claremont

Lynwoodridge

Po Box 35655

7735

0040

Menlo Park, 0102

The following direct contact numbers also apply:

Telephone Number: 021 657 5000

Telephone Number: 012 470 9080

Telephone Number: 012 428 8000

Fax Number: 021 674-0951

Fax Number: 012 348-3447

Fax Number: 012 347-0221

[Web page: www.ombud.co.za](http://www.ombud.co.za)

Email: info@ombud.co.za

Email: reception@faisombud.co.za