

LEGAL DISCLOSURES

IMPORTANT INFORMATION FOR ALL OUR CLIENTS

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:	clientservices@betterlife.co.za
Web site address:	www.betterlife.co.za

Our licence to transact business as a Financial Services Provider:	Reference number:	24015
	Categories of licence:	Long-Term Insurance: Category A, B1 and B2 Short-Term Insurance: Personal Lines

Mandates from insurers	<p>We have a Tied Agency agreement with Auto and General Insurance Company Limited, where we are acting in the capacity of a tied agent. This means that in terms of short-term insurance, we only sell Auto and General's products. We are authorised to carry out the following services on their behalf;</p> <p>i) render Agent Services which include giving advice and providing intermediary services to clients, and preparing quotations ii) underwrite policies and 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>
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How we get paid for what we do	<p>In terms of our Tied Agency agreement we receive the following remuneration from Auto and General Insurance Company Limited:</p> <p>i) Monthly fee of 12.5% in respect of the net premium on Motor, and 20% of the net premium of Non-Motor insurance policies sold, for the Agent Services rendered;</p> <p>ii) Once off fee per policy equal to 2.8 times the net premium for the provision and maintenance of the call centre infrastructure</p>
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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>
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Our compliance officer	<p>Company: Associated Compliance</p> <p>Physical Address: Ground Floor, Lakeview House Constantia Office Park, Corner 14th Avenue and Hendrik Potgieter Street Weltevreden Park, 1709</p> <p>Telephone : 011 678 2533</p> <p>Fax : 011 475 0096</p> <p>Contact details: E-mail : info@associatedcompliance.co.za</p>
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Conflicts of Interest	
<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 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. 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.
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. We receive more than 30% of our income from OMART Mutual Alternative Risk Transfer Limited) (Old
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?	<p>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.</p> <p>BetterLife Distribution Services (Pty) Limited warrants that it does not and at no time will it directly or indirectly share in the profits of the Cell</p>

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 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 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.

About the Insurer

Name	Auto & General Insurance Company Limited
Registration number	1998/016880/06
Physical address	Auto & General Park, 1 Telesure Lane, Riverglen, Dainfern, 2191
Postal address	P O Box 11250, Johannesburg, 2000
Telephone number	0860 999 954
Compliance officer	Telesure Group Services (Pty) Ltd
Compliance officer's phone number	0860 999 954
Compliance officer's email	compliance@telesure.co.za
Compliance officer's fax number	011 489 4381
Public officer	A van Heerden (011 489 4000)

The compliance officer deals with issues relating to the Insurer's compliance with the FAIS Act. If you have policy related issues, please call your local insurance hotline at the number that appears on your schedule.

Should you have a complaint regarding the Insurer's alleged contravention of, or failure to comply with the FAIS Act, and/or the wilful or negligent rendering of a financial service that has or may cause prejudice or damage or if you feel you have been treated unfairly, please fax the details of your complaint to the Compliance Officer at the fax number above.

Auto & General is a registered Insurer and an authorised financial services provider, licensed to give advice and render financial services on short term insurance personal and commercial lines and long term insurance category A and B.

The Insurer has professional indemnity insurance.

The type of cover that you selected appears on your schedule and manner in which benefits are paid are contained in your policy book.

All premiums are inclusive of VAT at the standard rate. With the direction of the Commissioner in terms of S20(7) of the VAT Act, this policy document together with proof of payment of the insurance premium constitutes a valid tax invoice for the purpose of deducting input tax.

IS Services (Pty) Limited is mandated to collect premiums on behalf of the Insurer and holds IGF cover.

A copy of the Conflict of Interest Management Policy is available on our website: www.autogen.co.za

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	Ms Nomsa Wabanie
Compliance officer's email	nomsaw@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

In the event of a SASRIA Claim, claims related queries can be made to Themba Sibiyi on 011 214 0829 ext. 229 or Mmakgomo Motalane on 011 214 0863 ext. 263.

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.

Warning:

Do not sign any blank or partially completed application form. 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.

COMPLAINTS HANDLING PROCEDURE

All complaints must be submitted in writing together with any supporting documentation to BetterLife who will submit same to the office of the Insurer or maybe submitted by you directly to the office of the Insurer. Complaints must be directed to the correct channel as indicted below to avoid unnecessary delays in the complaints handling procedure.

Step 1: Contact BetterLife 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.

BetterLife:

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

Insurer (Auto & General):

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:

Name: Policy Services Department
 Address: Auto & General Park
 1 Telesure Lane
 Riverglen, Dainfern, 2191
 Tel: 0860 105 909
 Fax: 0860 109 158
 E-mail Address: betterlifeadmin@autogen.co.za

Step 2: Contact Compliance Department

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:

Tel: 0860 99 99 54 Fax: 011 489 4381 E-mail: compliance@telesure.co.za

Step 3: Contact the Short-term Ombudsman or the FAIS Ombudsman (Where applicable)

Should your complaint not be resolved to your satisfaction or if we failed to timeously respond to your complaint, then you may submit your complaint to the FAIS ombudsman, or the Ombudsman for Short-term Insurance, whichever is applicable.

The Ombudsman for Short-term Insurance provides consumers with a free dispute resolution mechanism. It mediates between subscribing members such as the insurer and policyholders regarding insurance contracts.

The FAIS Ombudsman is an independent and impartial dispute resolution tribunal which investigates, considers and disposes of complaints by consumers against Financial Services Providers. For example, the way a policy was sold or how a service was provided.

The following offices can be contacted via one central number: 0860 662 837

Short term Ombudsman	FAIS Ombudsman	Registrar of Insurance
P O Box 32334	P O Box 74571	Financial Services Board
Braamfontein	Lynwoodridge	P O Box 35655
2017	40	Menlo Park, 0102

The following direct contact numbers also apply:

Telephone Number: 011 726 8900	Telephone Number: 012 470 9080	Telephone Number: 012 428 8000
Share Number: 0860 726 890	Share Number: 0860 324 766	Fax Number: 012 347-0221
Fax Number: 011 726-5501	Fax Number: 012 348-3447	
Web page: www.osti.co.za	Email: reception@faisombud.co.za	
info@insuranceombudsman.co.za		