



INSURECITY

YOUR PROPERTY INSURANCE BROKER

Section 13 Certificate (FAIS Act 37 of 2002)

Status of Financial Services Provider in terms of the FAIS Act

Insure City Insurance Brokers (Pty) Ltd is an authorized Financial Services Provider, FAIS License number 4629. Louis Steyn is the key individual of the FSP, and as such participates in the decision making and management of the organization. Ms. Stephanie Hugo, Mrs. Nicolette Steyn and Ms. Jean-Ley Stirk are full time employees of the FSP by virtue of a written contract of employment. The firm regularly monitors the fit and proper status of the representative and confirms that according to its knowledge, the representatives remain fit and proper.

Remuneration

Louis Steyn, Stephanie Hugo, Nicolette Steyn and Jean-Ley Stirk receive fixed salaries.

FSP Office Contact Particulars

Physical Address: 2nd Floor MidCity Corner, 500 Jorissen Street, Sunnyside, Pretoria, 0002 Tel: 012 426 3400
Postal Address: P.O. Box 4945, Pretoria, 0001 Fax: 086 683 7655 E-mail: info@insurecity.co.za

Independent Status of FSP and Professional Indemnity Insurance

Insure City has agreements with Bryte (Innovation Risk Services), CIA, Hollard, ONE|SURE, Renasa (AVO Risk Solutions) and Santam Specialist Real Estate and, and our representatives are authorized to place business with any of them. In the past 12 months, the business earned more than 30% of its income from CIA. Insure City has no financial interest in any product supplier. We do carry professional indemnity insurance.

Authorisation

Insure City accepts responsibility for the actions of the above-mentioned representative and staff members acting within the mandates listed below. Louis Steyn, Stephanie Hugo, Nicolette Steyn and Jean-Ley Stirk are authorized to give advice and render intermediary services on the products below. The Financial Services provider will not be held liable in terms of any prejudice in respect of services or advice provided by any representatives which falls outside the scope of this authorization, and any complaint in respect of any product which falls outside the definition of financial product of the FAIS Act, cannot be forwarded to the FAIS Ombud. Category of Business: Category 1 Short term Insurance. Sub-category 2 (personal lines), 6 (commercial lines) and 23 (Personal Lines A1).

Complaints Procedure

If you have a complaint, please contact the FSP. The complaints officer will assist you to address the concerns you have. Please note that in terms of the FAIS Act, all complaints must be addressed to us in writing. Should we not be able to address the concerns to your satisfaction, you may wish to lodge a complaint with any of the Ombudsmen whose details appear below, but in particular with the FAIS Ombud. If you wish to learn more about our complaints policy and procedure, please contact our complaints officer Mr. Louis Steyn at the office number above. A copy of our conflict of interest policy is available from www.insurecity.co.za.

Insure City Compliance Officer's Details

Name: Schalk Burger Tel: 012 424 3400 E-mail: sburger@masthead.co.za

FAIS Ombud for all FAIS related complaints

Physical Address: The FAIS Ombud, Celtis House, Eastwood Office Park, Lynnwood, Pretoria
Postal Address: P.O. Box 74571, Lynnwood Ridge, 0040 Tel: 086 032 4766 E-mail: info@faisombud.co.za

Short Term Insurance Ombud

Physical Address: Sunnyside Office Park, 5th Floor, Building D, 32 Princess of Wales Terrace, Parktown
Postal Address: P.O. Box 32334, Braamfontein, 2017 Tel: 011 726 8900 Fax: 011 726 5501 Sharecall: 086 072 6890
E-mail: info@osti.co.za

Signature: _____

Key Individual

