

STATUTORY NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS IMPORTANT PLEASE READ CAREFULLY DISCLOSURE AND OTHER LEGAL REQUIREMENTS

(This notice does not form part of the Insurance Contract or any other document)

As a short-term insurance policyholder, or prospective policyholder, you have the right to the following information:

STATUTORY NOTICE

About the intermediary (insurance broker)

1. Name, physical address and postal address and telephone number.
2. Legal status and any interest in the insurer.
3. Whether or not in possession of professional indemnity insurance.
4. Detail of how to institute a claim.
5. Rand amount of fees and commission payable.
6. Written mandate to act on behalf of insurer.

INFORMATION

Your insurance advisor should provide this information to you when you are provided with a quotation or take out a policy. If your advisor does not do so after you have requested it please contact ECHELON who will assist in obtaining it.

About the Underwriting Manager and Insurer

1. Name, physical and postal address and telephone numbers.
2. Telephone number of compliance department of the insurer.
3. Details of how to institute a claim and/or complaint.
4. Type of policy involved.
5. Extent of premium obligations you assume as policyholder.
6. Manner of payment of premium, due date of premiums and consequences of non-payment.
7. ECHELON issues policies for and on behalf of and under the authority of SANTAM.
8. SASRIA cover is included.
9. Fees: The premium displayed on your quote, policy schedule or renewal will be paid over to SANTAM.
10. ECHELON is paid a fee as underwriting manager on behalf of SANTAM and has a vested interest by virtue of a profit share agreement.
11. ECHELON earns 100% of its income from SANTAM.
12. ECHELON has Professional Indemnity and Fidelity Guarantee Insurance.
13. ECHELON maintains a Conflict of Interest Management Policy.

Other matters of importance

1. You must be informed of any material changes to the information referred to in paragraph 1 and 2.
2. If the information in paragraphs 1 and 2 was given orally, it must be confirmed in writing within 30 days.
3. If any complaint to the intermediary or insurer is not resolved to your satisfaction, you may submit the complaint to the Registrar of Short-term Insurance.
4. Polygraph or any lie detector test is not obligatory in the event of a claim and the failure thereof may not be the sole reason for repudiating a claim.
5. If premium is paid by debit order: it may only be in favour of one person and may not be transferred without your approval; and the insurer must inform you at least 30 days before the cancellation thereof, in writing, of its intention to cancel such debit order.
6. The insurer and not the intermediary must give reasons for repudiating your claim.
7. Your insurer may not cancel your insurance merely by informing your intermediary. There is an obligation to make sure the notice has been sent to you.
8. You are entitled to a copy of the policy free of charge.

Contact Details of Underwriting Manager:

ECHELON PRIVATE CLIENT SOLUTIONS (PTY) LTD

Registration Number 2009/003366/07

PO Box 1027 Sun Valley 7985

3rd Floor, Sunclare Building, Dreyer Str., Claremont, Cape Town.

021 657 1100 (T) 021 683 5441 (F)

Authorised Financial Services Provider (FSP 40613)

Licensed Category 1: 1.2 Short-Term:Personal Lines

Licensed Category 1: 1.6 Short-Term:Commercial Lines

Compliance Officer: Darrel Dawson

darrel@echelonpci.co.za

Should you have any complaints about the availability or adequacy of information provided herein, or about our claims or underwriting service, please bring this to the attention of our compliance officer.

Complaints: Email darrel@echelonpci.co.za

Your policy document contains the details of procedures to follow in the event of a claim. Should anything not be clear, please contact your insurance advisor or ECHELON office for assistance.

Contact Details of Insurer:

SANTAM LTD

Registration Number 1918/001680/06

PO Box 3881, Tyger Valley, Cape Town, 7536 1 Sportica Crescent,

Tyger Valley, Cape Town **021 915 7000 (T) 021 914 0700 (F)**

contactus@santam.co.za

Authorised financial services provider (FSP 3416)

1. SANTAM has professional Indemnity Insurance.

2. SANTAM maintains a Conflict of Interest Management Policy.

Compliance Department & Complaints:

The Compliance Officer, Compliance Department,

Tel: 021 915 7000 Fax: 021 914 6801

Should you have a complaint regarding SANTAM'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 provided.

Warning

Do not sign any blank or partially completed application form. Complete all forms in ink. Keep all documents handed to you. Make note 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.

Particulars of Short-term Insurance Ombudsman who is available to advise you in the event of claim problems, which are not satisfactorily resolved by the insurance intermediary and/or the insurer.

PO Box 32334 BRAAMFONTEIN, 2017
Tel: (011) 726-8900 Fax: (011) 726-5501
info@osti.co.za

Particulars of Registrar of Short-term Insurance Financial Service Board

PO Box 35655 MENLO PARK 0102 Tel: (012) 428-8000 Fax: (012) 347-0221

Particulars of the FAIS Ombud

PO Box 74571 LYNWOOD RIDGE 0040 Tel: (012) 470 9080
Fax: (012) 348 3447
Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road, Lynnwood 0081 info@faisombud.co.za

Other Important Information

Premiums and your monetary obligations

You agreed to pay the premium. The amount of the premium due, the frequency of payment and the date on which the premium is due is contained in the schedule. If you do not pay the premium within 15 days of the due date **cover will be cancelled from midnight on the day before due date**. Where premium is payable monthly by bank debit order or by transmission account this 15-day extension only applies from the second month after your policy is issued.

Claims

Procedures for the submission of claims and your responsibilities are detailed in the policy document in the section of the policy headed **GENERAL CONDITIONS**. In the event of a possible claim you must notify an office of **ECHELON** most convenient to you as soon as reasonably possible and submit a completed claim form as soon as practicable but within 30 days. The contact details of the office administering your policy are contained in all letters to you. At the time of quoting, details of the **ECHELON** Branch structure will be provided to you upon request. When we are dealing with any claim you must give us any information and help we reasonably ask for. If we ask for it, you must provide us with your current car documents including the registration document installation of security certificate, receipt and servicing documents and any other documents we need to deal with your claim. You must make no admission or statement of liability or make any offer to any third party. Claims resulting from theft or other criminal acts or where persons are injured must be immediately reported to the police. You must notify ECHELON without delay if you become aware of any impending prosecution. In the event of a claim you may become responsible for a first amount payable [excess] in respect of a claim. Details of such responsibility are shown in the policy and the amount is shown in the policy schedule.

General

The policy wording and schedule must be read as one document. If you need advice on any aspect of your policy, first amounts payable [excesses], claims procedures or your responsibility to pay premiums, please contact your insurance advisor or **ECHELON** office.