

Statutory Notice

Disclosures in terms of the Financial Advisory and Intermediary Services Act 37 of 2002 ("FAIS")

Direct Axis (SA) (Pty) Ltd ("Direct Axis") is an authorised Financial Services Provider. This document contains important information regarding Direct Axis, you must read these document carefully. As a customer of a FAIS regulated product, you have the right to the following information:

1	About the Financial Services Provider and Intermediary: Direct Axis SA (Pty) Ltd
1.1	Direct Axis SA (Pty) Ltd is an authorised Financial Services Provider No 7249, 108 De Waal Road Diep River 7735, PO Box 44319 Claremont 7708, Tel : 021 764 3000, fax number: 021 764 9916; www.directaxis.co.za
1.2	Direct Axis SA (Pty) is a private company, company registration number 1995/06077/07. Direct Axis SA (Pty) has an outsourcing agreement with Direct Axis a Business Unit of FirstRand Bank Limited
1.3	Direct Axis is a registered financial services provider for the following classes and types of products: Long term insurance subcategory B1 and B1-A, Long-term Insurance subcategory A, Long term Insurance B1, Short term Deposits, Long-term Deposits and Short-term Insurance
1.4	Direct Axis holds professional indemnity cover.
1.5	We have a conflict of interest policy which can be viewed on our webpage
1.6	Direct Axis has no shareholding nor do we have any financial interest in the business of the insurer and we have not received more than 30% of total insurance remuneration, including commission from the Insurer in the preceding year. We have been given a mandate by the insurer to act on their behalf
1.7	The products are provided under a contractual agreement between the Product Providers and Direct Axis, accrediting Direct Axis to distribute the Products.
1.8	<p>This policy is underwritten by Sanlam Developing Markets ("Sanlam"). Sanlam has appointed Direct Axis as the binder holder and has entered into an agreement authorising them to perform certain binder functions. In performing these binder functions, the binder holder acts solely on behalf of the Sanlam and is paid a fee for performing the binder functions.</p> <p>The binder holder is Direct Axis (S.A) (Pty) Ltd. Direct Axis performs the following binder functions:</p> <p>Binder functions - enter into, vary and renew policies</p> <p>Fee of 2%.</p>
1.9	You have a 31 day penalty free cancellation period from the date you receive your policy documents, please review your documentation and confirm that everything mentioned is in accordance to our conversation, if it is not please contact us.

2	Our Representatives
2.1	Our Representatives, are authorised in terms of a written mandate to render advice and intermediary services on our behalf in respect of the product providers mentioned in this disclosure.
2.2	Direct Axis takes responsibility for the actions of its authorised representatives insofar as they are providing financial services. Some representatives may be rendering services under supervision and will inform you accordingly.

3	Details about your Insurer - Sanlam Developing Markets Limited
3.1	Your insurer is Sanlam Developing Markets Limited, FSP Number 11231, Reg. No. 1911/003818/06, Physical address: Sanlam Business Park, Oxford & Glenhove, 116 Oxford Road, Block A, 1st Floor, Rosebank, 2196; Postal address : PO Box 1941, Houghton, 20141; Telephone number : 0860 222 556; Fax: (011) 388 1585
3.4	Complaints: If you have any complaint about your Insurance cover or a claim, please contact the Insurer on Tel: 0860 222 556; E-mail: sanlamccd@directaxis.co.za . You can contact their compliance officer on Tel: 011 359 3058; E-mail: monica.manyike@sanlamsky.co.za
3.5	Terms and conditions of the product including Procedures for the submission of claims are given in the policy document which will be sent to you within 30 days of the sale. Should the policy document not contain the procedure for instituting a claim, please contact the Insurer on 0860 222 556
3.6	Sanlam Life holds professional indemnity cover and has a conflict of interest policy which can be viewed on their webpage (www.sanlam.co.za)

4	How to claim
4.1	In the event of a claim, contact Sanlam on the contact details provided below to obtain a claim form and to be advised of all additional documentation that is required for the claim to be processed.
4.2	Contact Sanlam on - Postal address: P O Box 1941, Houghton, 2041; telephone number: 0860 426 742; fax number: (011) 388 1585; email address: splclaims@sanlamsky.co.za
4.3	Sanlam or any party acting on Sanlam's behalf shall at all times have the right to inspect all documents relating to the policy and will communicate with Insured Persons, the Credit Provider or appointed executor regarding any problems with the documentation
4.4	If Sanlam declines liability for a claim in terms of this policy, representation may be made to Sanlam within 90 (ninety) days of the date of the letter of rejection or cancellation letter. Representation must be submitted in writing to: gbcomplaints@sanlamsky.co.za Tel: (011) 359 3014 Complaints which are not resolved to your satisfaction may be referred to the Sanlam Arbitrator. Complaints which are still not resolved may be referred to the Ombudsman for Long-Term Insurance or the Financial Sector Conduct Authority. Sanlam arbitrator Fax: (021) 957 1786

	Email: arbitrator@sanlam.co.za
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5.	Financial Services Provider Complaints
5.1	If you have any complaint about the financial services provider, Direct Axis, you can contact the Complaints Department on the details listed below:
5.2	Telephone number 021 764 3404
5.3	Fax number is 021 704 9916
5.4	Email address is crm@directaxis.co.za
5.5	<p>The Complaints Process</p> <p>When you contact us we will:</p> <ul style="list-style-type: none"> - Log and acknowledge receipt of your correspondence immediately - Record your complaint and provide you with a reference number - Investigate the complaint and ensure it is resolved as soon as reasonably possible and in line with relevant regulations - Keep you updated on our progress should the complaint resolution take longer than reasonably expected - Provide you with a full response of the resolution <p>If you are not satisfied with the resolution of your complaint, please contact the relevant External Dispute Resolution body listed below.</p>

6	Alternate dispute resolution
	If a complaint is not resolved to your satisfaction, you have the right to refer any matter or dispute to an ombudsman with jurisdiction. The contact details to file complaints are:
6.1	The FAIS Ombudsman: Telephone number is 012 4709080 ; Email: info@faisombud.co.za ; Website: www.faisombud.co.za Postal address PO Box 74571, Lynnwood Ridge, 0040
6.2	Ombudsman for Long-term Insurance: Telephone: 021 657 5000; Fax number is 021 674 0951; Webpage: www.ombud.co.za ; Email: info@ombud.co.za
6.3	The National Consumer Tribunal: Telephone Number: 012 683 8140 / 012 742 9900

7	Compliance related queries / complaints
7.1	For any compliance matter relating to the financial service rendered by Direct Axis, or if you are not satisfied with a response to a complaint from Direct Axis, you may contact our Internal compliance officer:
7.2	Email: Rialivhuwa.Mudau@directaxis.co.za

7.3	Telephone: 021 764 5955
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8	The privacy of your personal information
8.1	<p>We care about the privacy, security and online safety of your personal information and we take our responsibility to protect this information very seriously. Below is a summary of how we deal with your personal information. For a more detailed explanation, please read our official Privacy Notice on our website.</p> <ul style="list-style-type: none"> - Processing your personal information: We have to collect and process some of your personal information in order to provide you with products and services, and also as required legislation. - Sharing your personal information: We will share your personal information with other insurers, industry bodies, credit agencies and service providers. This includes information about your insurance, claims and premium payments. We do this to assist the product providers with assessing claims, preventing fraud and to conduct surveys. - Protecting your personal information: We take every reasonable precaution to protect your personal information (including information about your activities) from theft, unauthorised access and disruption of services. - Receiving marketing from us: Please contact us on the details mentioned in the Additional Information document if you want to change your marketing preferences. Remember that even if you choose not to receive marketing from us, we will still send you communications about this product.
8.2	You can refer to our Privacy Policy located online at for more information on our privacy practices.

9	Direct Axis interests
9.1	<p>Direct Axis hold ownership interests in Sanlam Personal Loans Proprietary Limited Registration number: 2001/016316/07 Extent of ownership: 30%</p>
9.2	<p>Direct Axis has a Joint Venture with Hollard Insurance Company Ltd Registration number : 1952/003004/06</p>
9.3	<p>FirstRand Investment Holdings Proprietary Limited hold an ownership interest in Direct Axis Registration Number: 2001/023466/07 extent of ownership: 100%</p>

10	Matters of importance
10.1	You must accurately, fully and properly disclose all material facts. All information provided by you or on your behalf is your own responsibility. You need to be satisfied with the accuracy of any transaction submitted by anyone on your behalf.
10.2	Misrepresentation, incorrect information or non-disclosure by you of any material facts or circumstances may impact negatively on any claims arising from the contract.
10.3	You have a right to cancel this policy in writing within 31 days after receipt of the policy.

10.4	Please remember to read through everything and make sure that the information Sanlam have on record for you is correct. If anything changes or needs to be amended, please contact Sanlam to ensure no affect at claims stage.
10.5	You must not be induced to waive any right or benefit.
10.6	The information given to Direct Axis verbally must be confirmed in writing within 31 days.
10.7	If You are not happy about the advice received, Please contact our compliance officer on 021 764 5955 or email Rialivhuwa.Mudau@directaxis.co.za.
10.8	All calls are voice recorded and for quality and security purposes, and will be made available upon request.
10.9	You must not sign any incomplete or blank documents. No person may request or insist that you do so.
10.10	All calls are voice recorded and for quality and security purposes, and will be made available upon request.
10.11	Sanlam Developing Markets Limited and Direct Axis have a joint venture in which they share equally in the positive performance of this insurance scheme.