

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 documents 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-A, Long-term Insurance subcategory A, Short-term Deposits and Long-term Deposits.
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	The products are provided under a contractual agreement between the Product Providers and Direct Axis, accrediting Direct Axis to distribute the products.
1.7	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 - FirstRand Life
3.1	FirstRand Life Assurance Limited (“FirstRand Life”) is a licenced life insurer, Licence No. 00102/001; Registration No. 2014/264879/06; 3rd Floor, 5 First Place, 9 Kerk Street, Bankcity, Johannesburg, 2001; PO Box 1153, Johannesburg, 2000; Tel. 087 736 7775; fnblife@fnb.co.za
3.2	The long-term Insurance products are provided under a contractual agreement between FirstRand Life and Direct Axis, accrediting Direct Axis to distribute the products. Direct Axis has a written mandate to act for FirstRand Life and collects a fee for services rendered for this plan.

3.3	We have 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.
3.4	Claim or Complaints: If you have any complaint about your Insurance cover or a claim, please contact the Complaints Call Centre on Tel: 087 575 9408; E-mail: care@fnb.co.za . You can contact their compliance officer on Tel: 087 736 7775; E-mail: lifecompliance@fnb.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 087 736 7775.
3.6	FirstRand Life holds professional indemnity cover and has a conflict-of-interest policy which can be viewed on their webpage (www.fnb.co.za)

4	Financial Services Provider Complaints
4.1	If you have any complaint about the financial services provider, Direct Axis, you can contact the Complaints Department on the details listed below:
4.2	Telephone number 021 764 3404
4.3	Email address is crm@directaxis.co.za
4.4	<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.</p>

5	Alternate dispute resolution
5.1	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:
5.2	The FAIS Ombudsman: Telephone number is 012 4709080; Email: info@faisombud.co.za ; Website: www.faisombud.co.za Postal address PO Box 41 Menlyn Park, 0063
5.3	National Financial Ombud Scheme Tel: 0860-800-900. Email: info@nfosa.co.za , Address Johannesburg: 110 Oxford Road, Houghton Estate, Johannesburg, Gauteng,2198. Address Cape Town: 6 th Floor, Claremont Central Building, 6 Vineyard Road, Claremont, Cape Town,7700 Website. www.nfosa.co.za
5.4	The National Consumer Tribunal: Telephone Number: 012 683 8140 / 012 742 9900
5.5	Information Regulator: Telephone number: 010 023 5200 ; Email: POPIAComplaints@info regulator.org.za ; Website: www.info regulator.org.za

6	Compliance related queries
6.1	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:
6.2	Email: fscacompliance@directaxis.co.za
6.3	Telephone: 021 764 3000

7	The privacy of your personal information
7.1	<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 must 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.

7.2	You can refer to our Privacy Policy located online at for more information on our privacy practices.
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8	Direct Axis interests
8.1	FirstRand Investment Holdings Proprietary Limited hold an ownership interest in Direct Axis Registration Number: 2001/023466/07 extent of ownership: 100%

9	Matters of importance
9.1	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.
9.2	Misrepresentation, incorrect information or non-disclosure by you of any material facts or circumstances may impact negatively on any claims arising from the contract.
9.3	You are entitled to a copy of the Terms and Conditions within 31 days from the date of confirmation of the sale.
9.4	You have a right to cancel this policy in writing within 31 days after receipt of the policy.
9.5	Please remember to read through everything and make sure that the information the FirstRand Life have on record for you is correct. If anything changes or needs to be amended, please contact the FirstRand Life to ensure no affect at claims stage.
9.6	You must not be induced to waive any right or benefit.
9.7	The information given to Direct Axis verbally must be confirmed in writing within 31 days.
9.8	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.
9.9	All calls are voice recorded for quality and security purposes and will be made available upon request.
9.10	You must not sign any incomplete or blank documents. No person may request or insist that you do so.