

FINANCIAL ADVISORY INTERMEDIARY SERVICES

BRUVOS CC - NOTICE



This notice does not form part of the Insurance Contract or any other document
PLEASE CAREFULLY READ THIS DISCLOSURE AND OTHER LEGAL REQUIREMENTS

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

1 About the intermediary (insurance broker)				
a)	Name	Physical address	Postal address	Telephone number
	Bruvos cc	11 Third Ave, Highlands North	P O Box 92129 Norwood, 2117	Tel: (011) 887-7780
	Website	www.bruvos.co.za	Email address	info@bruvos.co.za
b)	Legal status:			We act as short-term insurance brokers.
c)	Our Licence to transact business as a Financial Services Provider:			FSP Licence No. 4877
d)	Categories of Licence:			There are no conditions or restrictions on our Licence.
				Advice and Intermediary Services in respect of: Short-Term Insurance: Personal Lines & Commercial Lines
e)	Whether or not in possession of professional indemnity insurance			Yes, with Aon South Africa (Pty) Ltd
f)	Fidelity Guarantee			We are not required to hold Fidelity Guarantee insurance
g)	How we get paid for what we do:			In terms of our standard Agency agreements we receive a commission from the Insurer with whom we place your insurances. This commission allows us to provide the following services to you: i) Selling and renewing policies ii) Maintaining and servicing policies iii) Receiving and submitting claims The level of these commissions varies depending upon product type and range from 10% for SASRIA, 12.5% for Motor and 20% for all others.
				In addition, the following insurers pay us a fee directly which is calculated as a percentage of the gross premium, in accordance with legislation for the following: i) We have an Outsource agreement with Bryte Insurance whereby we issue certain policies on their behalf. ii) We receive an administration fee from Discovery Insure, Old Mutual Insure, and The Hollard Insurance Company for administering policies on their systems.
				Where we provide services to you in addition to the services for which we already receive commission from Insurers as detailed above, we are required to disclose these services to you and receive your written consent to the payment of these fees. Such fees can be stopped by you at any time upon your written instruction. This will however compromise the additional services we provide.
h)	Managing conflicts of interest:			Do we have a shareholding in any Insurer? <u>No</u> Do we receive more than 30% of our income from any insurer? <u>Yes - Bryte Insurance Company Ltd.</u>
				A full copy of our overall Conflict of Interest Management Policy is available on our website and can be obtained from our office.
i)	Details of how to institute a complaint:			If you have a complaint about our service, staff or products sold to you please contact the following person in writing with full details of the problem you have encountered. Name: Graham Bruce E-mail: graham@bruvos.co.za
				We have a complaints policy in place, which can be provided on request and is available on our website.
Detail of how to institute a claim Procedures for the submission of claims are detailed in the policy documents in the section headed General . In the event of a claim, you must notify Bruvos cc as soon as possible; the insurers in writing within 30 days; the police within 24 hrs of theft of property or an accident. In the event of injuries, the police must be notified immediately. You will be required to supply the following:				
j)	<ul style="list-style-type: none">• Details of other insurance covering the same event• Written details of the event unless otherwise instructed• In the event of a claim, you may become responsible for a first amount payable in respect of a claim. Details of this responsibility are shown in the policy and the amount is shown in the policy schedule.			<ul style="list-style-type: none">• Documents or details of any communication with the claim. You must make no admission or statement of liability or make any offer to any third party.
				<ul style="list-style-type: none">• Information and proof in support of the claim• You must notify Bruvos cc immediately after you become aware of any impending prosecution.
k)	Written mandate to act on behalf of insurer			Yes (Bryte)

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2 About the insurer

a) Name, physical and postal address and telephone numbers	(Details as per the policy disclosure notice).
b) Telephone number of compliance department of the insurer	
c) Type of policy involved:	Refer to schedule
d) Extent of premium obligations you assume as a policyholder:	You agreed to pay the premium. Details of the amount of premium due and frequency of payment are contained in the policy schedule.

Manner of payment of premium, due date and consequences of non-payment.

The manner of premium payment and due date are reflected in the policy schedule.

Period of Grace for premium payment -

If you are paying for personal/domestic insurances you are entitled to a period of 15 days from the premium due date in which to pay your premium. If you do not pay the premium within 15 days of the due date, cover will be cancelled from midnight the day before due date. Where the premium is payable monthly, this 15 day extension only applies from the 2nd month after your policy is issued.

If you have a commercial policy and the greater of your total annual turnover or total assets is **less** than R2 000 000 the Policyholder Protection Rules will still apply to you and you are entitled to a period of 15 days from the premium due date in which to pay your premium. If you do not pay the premium within 15 days of the due date, cover will be cancelled from midnight the day before due date. Where the premium is payable monthly, this 15 day extension only applies from the 2nd month after your policy is issued.

If you have a commercial policy and the greater of your total annual turnover or total assets is **greater** than R2 000 000 the Policyholder Protection Rules might not apply to you and you will need to refer to the specific insurers wording/schedule for how they treat non-payment of premiums.

Stop payment of premium - If the premium is not paid on the date that it was due to be paid as a result of having been stopped by you, cover will be cancelled from midnight on the day before due date.

3 Other matters of importance

- You must be informed of any material changes to the information referred to in paragraph 1 and 2.
- If the information in paragraphs 1 and 2 was given orally, it must be confirmed in writing within 30 days.
- If any complaint to the intermediary or insurer is not resolved to your satisfaction, you may submit the complaint to the relevant ombudsman.
- Polygraph/lie detector test is not obligatory in the event of a claim & the failure thereof may not be the sole reason for repudiating a claim. 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.
- The insurer and not the intermediary must give reasons for repudiating your claim.
- Insurers may not cancel your insurance merely by informing your intermediary. There is an obligation to send the notice to you.
- You are entitled to a copy of the policy free of charge.

4 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.

5 Particulars of the National Financial Ombud Scheme

Provides a free dispute resolution service, mediating between subscribing insurers and policyholders regarding insurance contracts, e.g. your personal motor or household insurances.			Email: info@nfosa.co.za
			Tel: 0860-800-900
			Website: www.nfosa.co.za
Physical address:	Johannesburg	110 Oxford Rd, Houghton Estate, Johannesburg, Gauteng, 2198	
	Cape Town	Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, Western Province, 7700	

6 Particulars of the FAIS Ombud

Independent and impartial, dealing with all disputes for all types of clients that arise out of the provision of advice as dealt with by the FAIS Act, for example, the way a policy was sold or how a service was provided.			Email: info@faisombud.co.za
			Tel: 012 762 5000 / Share call: 086 066 3274
			Website: www.faisombud.co.za
Physical address:	Pretoria	125 Dallas Avenue Menlyn Central, Waterkloof Glen, Pretoria 0010	
Postal address:	Pretoria	PO Box 41, Menlyn Park, 0063	

7 Particulars of the Financial Sector Conduct Authority

a) The market conduct regulator of financial institutions that provide financial products and financial services.	E-mail: info@fsca.co.za
	Tel: (012) 428 8000 Fax: (012) 346 6941

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8 Other important information

- a) Premiums and your monetary obligations - see 2 (e) c) Our compliance officer is Associated Compliance (Pty) Ltd and can be contacted at – 011 678 2533
- b) Claims - see 1 (j)

The policy wording and schedule must be read as one document. If you need advice on any aspect of your policy please contact us.

9 Any information received by you will not be divulged to a third party outside of the normal operation of our business without your written consent, unless we are required to do so under any law.

10 About the insurer - Short term

No	Insurance company	Physical address	Underwritten by	Contact number
1	Admin Plus	Nautica Building, LGF 01 The Waterclub, 13 Beach Road, Granger Bay, C		021-403-9167
2	Arrow Underwriting Managers	Riverview Office Park, 1st Floor, Suite F2, 7 River Rd, Janadel Avenue of Centriq Insurance		010-601-6100
3	Auto Trade Underwriting Man	1st Floor, Gateview House Block A2 Constantia Office Park, Cnr. Hendri Bryte		011-764-3839
4	Beyonda	Unit 5, 8 Osborne Lane, Bedfordview, 2007		011-023-6561
5	Bryte Insurance Co Ltd	Rosebank Towers, Fifth Floor, 15 Biermann Avenue, Rosebank, 2196		011-088-7000
6	Camargue	Camargue House, Conr 33 Glenhove Rd & 4 Venus Street, Melrose Esta		011-778-9140
7	Cyclesure Underwriting Mana	71 David Street, Constantia Kloof, 1709		086-129-2537
8	Discovery Insure	155 West Street, Sandton		011-529-2980
9	Echelon, a division of Santam	Design Quarter Business, Centre Building 1, 1st Floor, South Wing, Nicol		011-023-2215
10	Envirosure Underwriting Mana	Suite 14, Vista Place, S2 To S3 Vorster Ave, Glenanda, Johannesburg, 2		031-205-4918
11	Hollard	220 Oxford Road, Parktown, 2097		011-351-5000
12	Horizon Underwriting Manage	39 Grove Street, Ferndale, Randburg		011-781-3473
13	Insurance Zone Howdie Insurance Administrators	24 Concorde Road West, Bedfordview	Hollard	011-601-8800
14	KEU Underwriting Managers	88 Monkor Road Randpark Ridge Johannesburg		086-100-0090
15	Momentum	189 Clark Street, Brooklyn, Pretoria, 0181		012-452-8360
16	Motor Underwriting Agencies	Travers House, Boundary, Terraces, 1 Mariendahl Ln, Newlands	Auto & General	011-768-6244
17	Natsure	Spaces Menlyn Maine, Pegasus Building 1, 1st floor, 210 Amarand Avenue		086-147-7752
18	Old Mutual Insure Co Ltd	75 President Street, Johannesburg		011-374-9111
19	Santam Insurance Co Ltd	Sportica Crescent, Tyger Valley, Bellville		021-915 7000
20	SASRIA	36 Fricker Road, Illovo, Sandton, 2196		011-2140-0800
21	SHA	The Pavilion, The Wanderers Office Park, 52 Corlett Drive, Illovo, 2196		011-731-3805
22	Thatch Risk Acceptances	2 Reiger Street, Stellenberg, Belville		021-910-2025
23	VUM	Corporate Sure House, 82 Armstrong Avenue, La Lucia, La Lucia		031-571-2500