

IMPORTANT INFORMATION FOR ALL OUR CLIENTS

PLEASE READ CAREFULLY – DISCLOSURE AND OTHER LEGAL REQUIREMENTS

Whilst we make every effort to ensure that you fully understand the insurance product we have supplied there are certain facts which we are obliged, in terms of legislation, to ensure that you not only know about but understand. The most notable legislation is the Financial Advisory and Intermediaries Services Act (FAIS) and in the case of clients who purchase policies in their personal capacity, the Policy Holder Protection Rules.

The most important objective of these obligations is to ensure that you have full knowledge about the organisations involved in delivering the service to you as well as full understanding of the product you have purchased. Whilst every effort has been made to ensure we have achieved this objective if at any time you feel we have not provided you with information required or you do not understand the information we have given you, please ask us to explain again - do not assume! Whilst this information is important it does not form part of your actual policy wording.

Our obligation is to ensure that you have been supplied with the full details of ourself (the insurance broker) and the Insurer who underwrites the insurance facility.

ABOUT THE INSURANCE BROKER:	
Name:	Marsh Marine (Pty) Limited – part of the Marsh & McLennan Companies
Company Registration Number:	1999/005271/07
Registered Address:	P.O. Box 465, Cramerview, 2060 Corner 5 th Street and Fredman Drive, Entrance 1, Building 1, Alice Lane, Sandton, 2196, Gauteng, South Africa
Telephone:	+27 (0)11 361 0000 Branches: Durban +27 (0)31 830-6000 Cape Town+27 (0)21 551 1314
Fax:	+27 (0)11 706 8461
Website:	http://www.marsh.com
Our License to Transact Business as a Financial Services Provider:	FSP License Number 481
Categories of Business:	Short Term Insurance: Personal Lines Short Term Insurance: Commercial Lines
Compliance and Complaints:	Compliance: Company Name: Moonstone Compliance (Pty) Ltd Represented by: Natassja Jooste Tel: +27 82 498 9162 Email: njooste@moonstonecompliance.co.za Website: www.moonstonecompliance.co.za Authorised Compliance Practice: CO 188 Complaints: Jaco Hitge (011) 060 7246 Jaco.hitge@marsh.com
Details of the Service which we are authorised to provide:	Marine and credit insurance intermediation
Professional Indemnity Insurance:	Marsh Marine holds professional indemnity insurance
Exemptions with regard to FAIS:	We have no exemptions
Shareholding:	Marsh Marine holds no shareholding in any product supplier
Representatives rendering services under Supervision	Yes

Do we own more than 10% of any insurer?	No
Do we receive more than 30% of our income from any Insurer?	We earn more than 30% of our income from Guardrisk Insurance Company Limited
Binder Functions:	Marsh Marine may earn fees from an Insurer to perform certain binder activities on its behalf in terms of the Short Term Insurance Act 53 of 1998 read with the regulations thereto. These activities may include enter into, varying or renewing a policy; determining policy wordings; determining premiums; determining the value of policy benefits and the settlement of claims.
Details of the commission which we receive:	Marsh Marine (Pty) Ltd is a non-mandated intermediary. Our remuneration for financial services rendered is by way of brokerage commission which is regulated in South Africa at a maximum of 20% of premium, which is received from the various insurers or underwriting managers, with whom we interact on your behalf.
	In addition to the above commission income, you should be aware that as a result of arranging this insurance, Marsh Marine may receive additional income from the following source: 1. In agreement with the Insurer(s), the interest earned on insurance monies transacted through our insurance bank account.
Gifts, Donations and Conflict of Interest:	Marsh Marine has a 'conflict of interest management policy' which is available on request by sending an email to jaco.hitge@marsh.com . It is the Policy of Marsh not to accept gifts. From time to time gifts may be received and a gift register is available for inspection upon request.
Confidentiality:	Where applicable, all information will be kept by Marsh Marine on a confidential basis and will not be made available to third parties by Marsh Marine unless so authorised by you beforehand, or if we are required to divulge such information in the public interest or under any law.
Written Mandate to Act	Marsh Marine is in possession of the required written mandates from Insurers to collect, hold and pay premiums to insurers in terms of the Short Term Insurance Act.
FAIS Ombud:	If we fail to resolve your complaint relating to an advice satisfactorily, you may submit your complaint to the FAIS Ombud, as follows: Physical: Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010 Postal Address P O Box 41, Menlyn Park, 0063 Telephone no. 012 762 5000 / Share call: 086 066 3274 Email address info@faisombud.co.za Website www.faisombud.co.za
Particulars of the Short-term Insurance Ombudsman:	The Ombudsman is available to advise you in the event of claims problems or similar, which are not satisfactorily resolved by the insurance intermediary and / or the insurer. Physical: 110 Oxford Road, Houghton Estate, Johannesburg, 2198 Postal: P O Box 32334, Braamfontein, 2017 Telephone: +27(0)11 726 8900 or 0860 726 890 Fax: +27 ((0)11 726 5501 Email address info@osti.co.za Website www.osti.co.za
Particulars of the Registrar of Short-Term Insurance:	Financial Sector Conduct Authority (FSCA) P O Box 35655, Menlo Park, 0102 Telephone: +27 0)12 428 8000 or 0800 110 443 Telefax: +27 (0)12 347 0221 Complaints / Enquiries / Compliments: Click here to complete the online form Website www.fsc.co.za

INFORMATION ABOUT THE PRODUCT SUPPLIER (INSURER):		
Company Name:	Guardrisk Insurance Company Limited	
Company Registration	1992/001639/06	
Physical Address:	The MARC, Tower 2, 129 Rivonia Road, Sandton, 2196	
Postal Address:	P O Box 786015, Sandton, 2146	
Telephone Number:	+27 (0)11 669 1000	
FSP License Number:	75	
Categories of License:	Short Term Insurance: Personal Lines and Personal Lines A1 Short Term Insurance: Commercial Lines	
Any Exemptions:	No	
PI and FG Cover:	Guardrisk has Professional Indemnity and Fidelity Guarantee cover in place	
Complaints:	If you are dissatisfied with the feedback received from your Intermediary and/or your underwriting manager, or your complaint remains unresolved, feel free to contact the Guardrisk Complaints Department: Telephone: 0860 333 361 Email: complaints@guardrisk.co.za	
Compliance:	+27-11-669-1104 +27-11-675-3826 Email: compliance@guardrisk.co.za	
OTHER MATTERS OF IMPORTANCE		
What will you pay:	Marsh Marine is authorised to collect premium on behalf of the Insurer. We will invoice you for premium due and you will be expected to pay the premium to Marsh Marine in terms of the payment terms reflected in the policy document. We in turn pay the premium to the Insurer, after deducting our commission. The consequence of non-payment of the premium will be that cover will be cancelled.	
Basis of Advice:	In order for us to provide you with appropriate cover, it is important that you give us sufficient particulars of your marine risk exposures. Failure to make a full disclosure of all relevant facts e.g. change in insurable interest, could result in our advice being compromised and/or limited and may result in you then making a financial commitment to a product inappropriate to your needs and objectives. Should you decide to ignore/not accept the advice provided, this may result in consequences which may result in you then making a financial commitment to a product inappropriate to your needs and objectives.	
Details of how to institute a claim:	In the event of a claim, please refer to your insurance policy /claims manual for the claims procedure or contact/notify the Claims Manager at Marsh Marine, as follows: Telephone: +27 (0)31 830-6000 Telefax: +27 08 606 2788 (fax to email) Email: marineclaimsmarshsa@marsh.com	
Should you have requested cover provided by SASRIA SOC LIMITED in respect of your insurances, then you are entitled to details as follows:		
SASRIA SOC LIMITED: Registration No: 1979/00287/06 Postal Address: PO Box 653367, Benmore, 2010 Physical Address: 36 Fricker Road, Illovo, 2196 Telephone No: +27 (0)11 214 0800 / 086 172 7742	Compliance Department: The Compliance Office: Compliance Officer: Mziwoxolo Mavuso Email: mziwoxolom@sasria.co.za Telephone: +27 (0)11 214 0800 Complaints: complaints@sasria.co.za	Claims Procedures: Contact Marsh Marine as follows: Telephone: +27 (0)31 830-6000 Telefax: +27 086 606 2788 Email: marineclaimsmarshsa@marsh.com

Facsimile No: +27 (0)11 447 8630 / 086 172 7329 Email: info@sasria.co.za Website: www.sasria.co.za		
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WARNING:

- Do not sign any blank or partially completed application form,
- Complete all forms in ink.
- Keep all documents handed to you.
- Make notes of what has been 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. **Please ensure that you have an insurable interest in the subject matter of your policy, or such policy will be void and unenforceable.**