

## STATUTORY DISCLOSURE

Please safeguard this document.

### DISCLOSURE NOTICE

Financial Advisory and Intermediary Services Act (FAIS) Short-term Insurance Policyholder Protection Rules 2017 (PPRs)

### YOUR INTERMEDIARY

Business Name: Legal Hero Business (Pty) Ltd  
Registration number: 2014/135793/07  
Physical address: Unit 7, Tygerforum B, 53 Willie van Schoor Drive, Bellville, 7530  
Postal address: PO BOX 5554, Tygervalley, 7536  
Telephone: 010 001 1001  
Website: [www.legalhero.co.za](http://www.legalhero.co.za)  
FAIS registration (FSP No): 45560  
In terms of the FSP license, Legal Hero Business (Pty) Ltd is authorised to give Intermediary Services and Advice for products under:

#### CATEGORY [I]:

- Short-term Insurance: Personal Lines A1  
Without in any way limiting and subject to the other provisions of the Services Agreement/Mandate, Legal Hero Business accepts responsibility for the lawful actions of their representatives (as defined in the Financial Advisory and Intermediary Service Act) in rendering financial services within the course and scope of their employment. Some representatives may be rendering services under supervision and will inform you accordingly.

#### Legal and contractual relationship with the Insurer:

Non-Mandated Intermediary

#### Professional Indemnity and/or Fidelity Cover:

R1 000 000 Professional Indemnity

Intermediary Guarantee Facility: Leppard

#### Claims Procedure including prescription period:

within 30 days of claim originating

contact 010 001 1001 or

e-mail [legal@legalhero.co.za](mailto:legal@legalhero.co.za)

Complaints Procedures: contact Legal Hero

010 001 1001 / [hello@legalhero.co.za](mailto:hello@legalhero.co.za)

Compliance Officer: Compysure 028 316 4286

Conflict of Interest: [www.legalhero.co.za/download](http://www.legalhero.co.za/download)

### YOUR INSURER

Business Name: Guardrisk Insurance Company

Limited Registration number: 1992/001639/06

Physical address: The MARC, Tower 2, 129 Rivonia Road, Sandton 2196

Postal address: PO Box 786015, Sandton, 2146

Telephone: +27 11 669 1000

Web: [www.guardrisk.co.za](http://www.guardrisk.co.za)

FAIS registration: FSP 75

In terms of the FSP license, Guardrisk Insurance Company Limited is authorised to give advice and render financial services for products under:

#### CATEGORY I:

Short-term Insurance: Personal Lines Short-term

Insurance: Commercial Lines

Professional Indemnity and/or Fidelity Cover:

Guardrisk has a Professional Indemnity Cover and a Fidelity Guarantee Cover in place.

### COMPLIANCE DETAILS

Telephone: +27 11 669 1104

Fax Number: +27 11 675 3826

Email: [compliance@guardrisk.co.za](mailto:compliance@guardrisk.co.za)

### COMPLAINTS DETAILS

Telephone: 0860 333 361

Email: [complaints@guardrisk.co.za](mailto:complaints@guardrisk.co.za)

Website: [www.guardrisk.co.za](http://www.guardrisk.co.za)

### CONFLICT OF INTEREST

Guardrisk Insurance Company Limited has a conflict of interest management policy in place and is available to clients on the website.

### YOUR UNDERWRITING MANAGER

Name: Legal Hero (Pty) Ltd

Physical address: Unit 8, Tygerforum B, 53 Willie van Schoor Drive, Bellville, 7530

Postal address: PO BOX 5554, Tygervalley, 7536

Telephone: 010 001 1001

Fax Number: 086 551 2705

Email: [info@legalhero.co.za](mailto:info@legalhero.co.za)

Website: [www.legalhero.co.za](http://www.legalhero.co.za)

FAIS registration (FSP No): 45377

FAIS Categories: Short Term Personal Lines A1

### Professional Indemnity and/or Fidelity Cover:

R1 000 000 Professional Indemnity

### Legal and contractual relationship with the Insurer:

Underwriting Manager

Intermediary Guarantee Facility: Leppard

Compliance Officer: Compysure: (028) 316 4286

### Complaints Contact Details:

010 001 1001 or [hello@legalhero.co.za](mailto:hello@legalhero.co.za)

Conflict of interest: [www.legalhero.co.za/download](http://www.legalhero.co.za/download)

### POLICY WORDING

A copy of the policy wording can be obtained from [www.legalhero.co.za/download](http://www.legalhero.co.za/download)

### POLICY DETAILS LEGAL HERO PLATINUM

Type of Policy: Legal cost insurance cover

Risk covered: up to R200 000.00 cover per year subject to terms and conditions

Policy Benefits: Legal Advice, Contracts, Out of Court Mediation, Litigation Cover of up to R200 000.00, 24/7 Emergency Arrest Line, Bail Money Payment of up to R10 000.00, Untimely Passing Benefit of R20 000.00, Claim-Free Cashback, Criminal Docket, Protection Orders subject to terms and conditions.

### POLICY DETAILS LEGAL HERO SILVER

Type of Policy: Legal cost insurance cover

Risk covered: up to R150 000.00 cover per year subject to terms and conditions

Policy Benefits: Legal Advice, Contracts, Out of Court Mediation, Litigation cover of up to R150 000.00, 24/7 Emergency Arrest Line subject to terms and conditions.

### PREMIUMS

Your premium obligations

Monthly Premium Legal Hero Platinum: R 289.00

Monthly Premium Legal Hero Silver: R 199.00

Excess Legal Hero Platinum and Core policy: R 000.00

Value added products Legal Hero Platinum and Core policy: R 000.00

Manner of payment of premium: Stop Order or Bank Debit Order or Direct Cash Deposit

Due date and frequency (e.g. of frequency

annually/quarterly / monthly): monthly

Consequence of non-payment: commencement date of policy changes and this affects waiting periods. Pay prior to the 7th of the following month in order to retain commencement date.

Details of any premium increases, including the frequency and basis thereof: 30-day notice period will be communicated via post/ SMS and Policyholder may choose to cancel

Whether an increase will be linked to any commensurate increase in policy benefits and any options relating to premium increases that the policyholder may select: N/A

In the case where the premium is not guaranteed for the full term of the policy, the period for which the premium is guaranteed, including the frequency at which or the circumstances in which a review will take place: N/A

### FEES

Commission fee Legal Hero Platinum: R57.80.

UMA Fee: R72.25

Commission fee Legal Hero Silver: R39.80.

UMA Fee: R49.75

Where applicable, the fact that the Intermediary – Directly or indirectly holds more than 10% of the

relevant product supplier's shares or has any equivalent substantial financial interest in the insurer. NO.

During the preceding 12-month period received more than 30% of total remuneration, including commission, from the insurer. NO.

Where applicable, the fact that the Underwriting Manager – Directly or indirectly holds more than 10% of the relevant product supplier's shares or has any equivalent substantial financial interest in the insurer. NO.

During the preceding 12-month period received more than 30% of total remuneration, including commission, from the insurer. YES.

### COOLING OFF RIGHTS

If any of the information reflected above and below was given to you orally, this disclosure notice serves to provide you with the information in writing. Should you not be satisfied with the policy, you are entitled to a period up to 14 days from date of receipt of the policy within which you may cancel your policy in writing at no cost. Cover will cease upon cancellation of the policy. All premiums paid by the policyholder to the insurer up to the date of receipt of the cancellation notice will be refunded to the policyholder.

### OTHER MATTERS OF IMPORTANCE

- You will be informed of any material changes to the information about the intermediary, insurer and or underwriter provided above.
- If we fail to resolve your complaint satisfactorily, you may submit your complaint to the Ombudsman of Short-Term Insurance.
- You will always be given a reason for the repudiation of your claim.
- If the insurer wishes to cancel your policy, the insurer will give you 31 days written notice, to your last known address.
- You will always be entitled to a copy of your policy at no extra charge.

### WARNING

- Do not sign any blank or partially completed application form.
- Complete all forms in ink.
- Keep notes of what is said to you and all documents handed to you.
- Where applicable, call recordings will be made available to you within 7(seven) days of request.
- Don't be pressurised to buy the product.
- Failure to provide correct or full relevant information may influence an insurer on any claims arising from your contract of insurance.

### WAIVER OF RIGHTS

No insurer and/or underwriting manager and/or intermediary may request or induce in any manner a client to waive any right or benefit conferred on the client by/or in terms of any provisions of the said Code, or recognise, accept or act on any such waiver by a client. Any such waiver is null and void.

### PARTICULARS OF THE SHORT-TERM OMBUDSMAN

Postal address: PO Box 32334, Braamfontein, 2017

Telephone: +27 11 726 8900

Fax number: +27 11 726 5501

Email: [info@osfi.co.za](mailto:info@osfi.co.za)

### PARTICULARS OF THE REGISTRAR OF SHORT-TERM INSURANCE

Postal address: PO Box 35655, Menlo Park, 0102

Telephone: +27 12 428 8000

Fax number: +27 12 347 0221

### Particulars of FAIS Ombudsman

Postal Address: PO Box 74571, Lynnwood Ridge, 0040

Telephone: +27 12 470 9080

Fax number: +27 12 3483

## Legal Hero: 010 001 1001

QUOTE/JOIN: Press option 1 / [join@legalhero.co.za](mailto:join@legalhero.co.za)

ARREST: Press option 2

ADMIN QUERIES: Press option 1 / [admin@legalhero.co.za](mailto:admin@legalhero.co.za)

LEGAL PROBLEM: Press option 1 / [legal@legalhero.co.za](mailto:legal@legalhero.co.za)

[www.legalhero.co.za](http://www.legalhero.co.za) | [www.facebook.com/LegalHeroSA](https://www.facebook.com/LegalHeroSA)

## Legal Hero: 010 001 1001

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[www.legalhero.co.za](http://www.legalhero.co.za) | [www.facebook.com/LegalHeroSA](https://www.facebook.com/LegalHeroSA)