



Life
Hero

LEGACY SILVER FUNERAL COVER DISCLOSURE NOTICE

Long-term Insurance Policyholder Protection Rules 2017 (PPRs)
Financial Advisory and Intermediary Services (FAIS) General Code of Conduct 2003

BINDER HOLDER

Business Name: Phakama Administration Services (Pty) Ltd ("Phakama")
Registration number: 1990/002950/07
Physical address: Greenhill Village Office Park, Ground Floor Candlewood Building C/O Nentabos & Botterklapper Street, De Wilgers, Pretoria, 0184
Postal address: Greenhill Village Office Park, Ground Floor Candlewood Building C/O Nentabos & Botterklapper Street, De Wilgers, Pretoria, 0184
Telephone: 012 348 8310
Email: info@phakama.co.za
Website: www.phakama.co.za
FAIS registration (FSP No): 1473

In terms of the FSP license, Phakama is authorised to provide Services and/or Advice for products under:

CATEGORY I, IV

- [Long-term Insurance : Category A]
- [Long-term Insurance : Category B1]
- [Long-term Insurance : Category B2]
- [Long-term Insurance : Category C]

Without in any way limiting and subject to the other provisions of the Services Agreement/Mandate, Phakama 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: Binder Holder
Professional Indemnity and/or Fidelity Cover: Yes, FNB R1 000 0000 (One Million Rand)
Complaints Procedures: <http://www.phakama.co.za/contact.html>
Compliance Officer: MYRA GROBLER 021 348 8310
Conflict of Interest: <http://www.phakama.co.za/contact.html>

NON-MANDATED INTERMEDIARY

Business Name: Legal Hero Business (Pty) Ltd ("Legal Hero")
Registration number: 2014/135793/07
Physical address: Ground Floor, Tyger Forum B, 53 Willie van Schoor Drive, Bellville, 7530
Postal address: PO BOX 5554, Tygervalley, 7536
Telephone: 010 001 1001
Email: funeral@legalhero.co.za
Website: www.legalhero.co.za
FAIS registration (FSP No): 45560

In terms of the FSP license, Legal Hero Business is authorised to provide Services and/or Advice for products under:

CATEGORY I, IV

- [Long-Term Insurance subcategory A]
- [Short-term Insurance : Personal Lines]
- [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: Yes, Leppard R1 000 0000 (One Million Rand)
Claims Procedure including prescription period:
Complaints Procedures: www.legalhero.co.za
Compliance Officer: Complysure 028 316 4286
Conflict of Interest: www.legalhero.co.za

The Insurer and Life Hero have concluded a shareholder and subscription agreement that entitles Life Hero to place insurance business with the Insurer. The shareholder and subscription agreement entitles Life Hero to share in the profits and losses generated by the insurance business. The Insurer may distribute dividends, at the sole discretion of the Insurer's Board of Directors, to Life Hero during the existence of the Policy.

THE INSURER

Business Name: Guardrisk Microinsurance Limited
Registration number: 1991/005238/06
Physical address: The Marc, Tower 2, 129 Rivonia Road, Sandton, 2196
Postal address: PO Box 786015, Sandton, 2146
Telephone: +27-11-669-1000
Email: info@guardrisk.co.za
Web: www.guardrisk.co.za
FAIS registration (FSP No): FSP 51674

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

CATEGORY I:

- Long-term Insurance : Category A
- Long-term Insurance : Category B1
- Long-term Insurance : Category B1-A
- Long-term Insurance : Category B2
- Long-term Insurance : Category B2-A
- Long-term Insurance : Category C

PROFESSIONAL INDEMNITY AND/OR FIDELITY COVER:

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

COMPLIANCE DETAILS

Telephone: +27-11-669-1000
Email: compliance@guardrisk.co.za

Complaints Details

Telephone: 0860 333 361
Email: complaints@guardrisk.co.za
Website: www.guardrisk.co.za
Conflict of Interest :
Guardrisk Microinsurance Limited has a conflict of interest management policy in place and is available to clients on the website.

POLICY WORDING

Policy details

Type of Policy: LEGACY SILVER FUNERAL COVER
Risk covered: Death of Principal Policyholder – Single Cover
Policy Benefits: R5 000 Single Cover

Premiums

Your premium obligations
Monthly Premium: R29.00
Manner of payment of premium: Peral or Bank Debit Order
Due date and frequency: Monthly

Consequence of non-payment:

Payment Grace Periods. There is a grace period of 31 (thirty-one) Days after the Premium payment date where cover will remain in force despite non-payment. If any Claim Event occurs during this period which results in a valid Claim, the unpaid Premium(s) will be deducted from any Benefit paid. Failure to pay the Premium(s) by the expiry of this period will result in the Policy lapsing and all Benefits will cease.

Non-Payment of Premium. A Claim Event that arises in the period after the Policy has lapsed will not be covered.

Commencement Date: The date on which cover under this Policy starts, taking into consideration the applicable Waiting Periods and payment of the first Premium. This date is subject to the Insurer accepting the application.

Fees

Commission fees: 18,5% to Legal Hero Business (Pty) Ltd
2% to Phakama Administration Services (Pty) Ltd
Binder fees: 7,5% to Phakama Administration Services (Pty) Ltd
Outsource fee: 10% to Life Hero (Pty) Ltd

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, the Intermediary received more than 30% of total remuneration, including commission, from the Insurer. NO

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 31 (thirty one) days from the date of receipt of the Policy within which You may cancel Your Policy in writing at no cost provided no Claim has arisen or any benefit paid. 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 Underwriting Manager provided above.

If We fail to resolve Your complaint satisfactorily, You may submit Your complaint to the National Financial Ombud Scheme.

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 (thirty one) days written notice, to Your last known address.

You will always be entitled to a copy of Your policy at no extra charge.

WAIVER OF RIGHTS

No insurer 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 recognize, accept or act on any such waiver by a client. Any such waiver is null and void.

PARTICULARS OF THE NATIONAL FINANCIAL OMBUD SCHEME

(For claims/service-related matters)
Physical address (Cape Town): Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7708
Physical address (Johannesburg): 110 Oxford Road, Houghton Estate, Illovo, 2198
Telephone: 0860 800 900
Email address: info@nfosa.co.za
Website: www.nfosa.co.za

PARTICULARS OF THE FINANCIAL SECTOR CONDUCT AUTHORITY

(For market conduct matters)
Postal address: PO Box 35655, Menlo Park, 0102
Telephone: +27-12- 428-8000
Fax number: +27- 12- 346- 6941
Email address: info@fsca.co.za

PARTICULARS OF THE FAIS OMBUDSMAN

(For product/advice related matters)
Postal Address: PO Box 41, Menlyn Park, 0063
Telephone: +27- 12- 762- 5000
Sharecall: 086 066 3274
Email address: info@faisombud.co.za

PARTICULARS OF THE INFORMATION REGULATOR

(For personal information breaches)
Postal Address: PO Box 31533, Braamfontein, Johannesburg, 2017
Telephone: +27- 010- 023- 5200
Email address: POPIAComplaints@infoeregulator.org.za