

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: Ground Floor, 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
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
Complaints Procedures: contact Legal Hero 010 001 1001/ hello@legalhero.co.za or escalate complaint via complaintescalation@legalhero.co.za
Compliance Officer: Compysure 028 316 4286
Conflict of Interest: www.legalhero.co.za

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
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 Shortterm
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

COMPLAINTS DETAILS

Telephone: 0860 333 361
Email: complaints@guardrisk.co.za
Website: 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: Ground Floor, 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
Website: www.legalhero.co.za
FAIS registration (FSP No): 45377
FAIS Categories: Short Term Personal Lines A1

Relationship between Legal Hero and Guardrisk:

Please note that this Policy is subject to a cell captive relationship between Guardrisk and Legal Hero (Pty) Ltd, as a result of a shareholder and subscription agreement concluded between Guardrisk and Legal Hero, whereby Legal Hero is entitled to share in the profits and losses generated by the insurance business. Therefore, this is an arrangement whereby Guardrisk shares equity with Legal Hero through a shareholding arrangement and provides Legal Hero a vehicle through which to write Legal Hero's insurance risks. Where applicable, Legal Hero is entitled to a profit share, at a percentage agreed to with Guardrisk.

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
Conflict of interest: www.legalhero.co.za

POLICY WORDING

A copy of the policy wording can be obtained from www.legalhero.co.za

POLICY DETAILS SHIELD 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, Unintently Passing Benefit of R 20 000.00, Claim-Free Cashback, Criminal Docket, Protection Orders subject to terms and conditions.

POLICY DETAILS SHIELD GOLD

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 Shield Platinum: R 289.00
Monthly Premium Shield Gold: R 199.00
Excess: R 000.00 Value added products: 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/email 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 Shield Platinum: R57.80.
UMA Fee: R72.25
Commission fee Shield Gold: 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 31 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 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 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 pressurized to buy the product.
- Failure to provide correct or full relevant information may influence and 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 NATIONAL FINANCIAL OMBUD SCHEME

Physical Address: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, Cape Town, 7708 **OR** 110 Oxford Road, Houghton Estate, Illovo, Johannesburg, 2198
Telephone: 0860 800 900 Email: info@nfosa.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

ARREST: Press option 2

ADMIN QUERIES: Press option 1 / admin@legalhero.co.za

LEGAL PROBLEM: Press option 1 / legal@legalhero.co.za

www.legalhero.co.za | www.facebook.com/LegalHeroSA

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