



Elna Rudman

VERSEKERINGSMAKELAARS ^{BK}
INSURANCE BROKERS ^{CC}

**DISCLOSURE DOCUMENT
AND
SERVICE LEVEL AGREEMENT**

**PERSONAL AND CORPORATE INTERMEDIARY SERVICES, ADVICE AND
PRODUCTS ENTERED INTO BETWEEN ELNA RUDMAN BROKERS CC,**

“ FSP “

ELNA RUDMAN BROKERS CC

CK98/46820/23

FINANCIAL SERVICES CONDUCT AUTHORITY LICENSE

NUMBER: 5186 FIRST ISSUE 2004

REPRESENTED BY, ELNA RUDMAN & PIETER NICOLAAS RUDMAN,
CHANTAL DU PLESSIS AND NADINE VAN STADEN, EACH IN THEIR OWN
CAPACITY/ROLE IN THE BROKERAGE.

“ CLIENT “

PERSONAL

CORPORATE

TRUST

NAME: _____ NAME: _____ NAME: _____

ID NO: _____ REG NO: _____ TRUST: _____

CLIENT PHYSICAL ADDRESS:

.....

CLIENT POSTAL ADDRESS:

CLIENT VAT NUMBER:

PREVIOUS INSURANCE CO.

PREVIOUS POLICY NUMBER:

ELNA RUDMAN MAKELAARS/BROKERS CC Reg No. 98/46820/23

PO Box 406, Wingate Park, 0153 • 746 Woody Street, Wingate Park, Pretoria • Tel:(012) 345-1448 • Fax: (012) 345-3119

E-Mail: elnar@netactive.co.za • Website: www.elnarudman.co.za

OBJECTIVE OF FSP

“Securing your Today and Tomorrow”

(With Product and Planning)

“Helping Clients Understand their Today and Tomorrow”

(By Reporting, Servicing and Advising.)

WHAT CLIENTS WANT MOST

“Know and Understand Me and my Personal need or Business needs”

“Help Me and my Family/Business with our Finances”

“Simplify our Finances and Take Away our Financial Stress”

**(By updating details, values and negotiating rates,
with regular contact with Client’s chosen
contact person)**

DISCLOSURE INFORMATION

Services are rendered by Elna Rudman, Member, Key Individual and Representative for Short-Term Personal Lines & Commercial lines and KI for all other products and Pieter Nicolaas Rudman, authorized as Key Individual to handle all licensed products as Key Individual and Representative and member of the cc. Both Key individuals have the current expected Fit and Proper qualities, qualifications and experience. Chantal Du Plessis is qualified as a Representative of the Brokerage by obtaining/adhering to the necessary FAIS fit and Proper requirements. Nadine van Staden acts as a Representative under Supervision and is currently busy obtaining the necessary qualifications in terms of FAIS fit and proper. A position will be filled soon for the correct candidate to assist with claims.

Short-term Insurance Contracts: (follow links for postal and physical addresses of companies – see contact us)

Mutual & Federal Risk Financing/SIS – <http://www.stratsys.co.ca>

OMNICOVER – www.omnicover.co.za

Camargue – <http://www.camargueum.co.za>

Abelard – <http://www.aua.co.za>

Santam – <http://www.santam.co.za>

Hollard - <https://www.hollard.co.za/>

Mi-Way – <http://www.miway.co.za>

VUM Taxi Insurance – <http://vum.co.za>.

SHA – Prof. Indemnity/Liabilities/Cyber Insurance – <https://www.sha.co.za/>

Auto & General – <http://www.autoandgeneral.co.za>

Quicksure U/W Managers - OMI, Santam & Others – <http://www.quicksure.co.za>

Momentum Short-term – <http://www.momentum.co.za> (follow short-term link)

Discovery Short-Term – <http://www.discovery.co.za>

Savannah Marine – <http://www.savannahmarine.co.za>

Navigate – www.navigateum.com

KEU Liability Insurance for Events Insurance – www.keu.co.za

Mirabilis for Contractor's All Risks – <http://www.mirabilisafrica.com>

And several other Niche companies.

Life and Related Contracts: (follow links for postal and physical addresses of companies – see contact us)

Sanlam – <http://www.sanlam.co.za>

PPS – <http://www.pps.co.za>

Discovery Life & Health – <http://www.discovery.co.za>

Momentum Life and Health – www.momentum.co.za (follow links for Life & Health)

Liberty Life & Health – <http://www.liberty-life.com>

Resolution Health – <http://www.resoned.co.za>

Fedbond for Investments: <http://fedgroup.co.za>

Please note that on your policy contract with each of the above companies their full physical and postal address are stipulated as well as a Disclosure Notice of the company including their details and that of our Brokerage.

Contact details of Elna Rudman Insurance Brokers cc:

Elna, Pieter, Chantal or Nadine @ 012 345 1448 or visit our webpage at www.elnarudman.co.za or FB page: Elna Rudman Brokers cc - Physical address: 746 Woody Street, Wingate Park, Pretoria. Postal: P O Box 406, Wingate Park, Pretoria, 0153.

Email: Elna: e@erer.co.za, Pieter: p@erer.co.za, Chantal: a@erer.co.za & Nadine: a2@erer.co.za

Fax no: 086 649 9194 WhatsApp: 081 741 6986

We pride ourselves that the corner stones of our business are: Honesty, Integrity, Leadership, Quality and Mutual respect.

We would like to assist you to make well-informed financial decisions to secure a prosperous future for you and your family. We aim with our excellent claims handling to prevent that your claim becomes a pain!

FSCA Compliance Officer for Elna Rudman Brokers: Sirius Lex Consulting (Pty) Ltd – www.siriuslex.co.za

Complaints to be forwarded in writing to: Germa Beukes at germa@siriuslex.co.za

Telephone no: +27 12 809 1180, PO Box 11396, Silver Lakes, Pretoria, 0054

Complaints: forward to the FAIS OMBUD:

Tel no: +27 12 470 9080

Fax: +27 12 348 3447

E-mail: info@faisombud.co.za or webpage: www.faisombud.co.za

Short-Term OMBUD: www.osti.co.za

Professional Indemnity Insurance for Elna Rudman Brokers cc underwritten by CENTRIQ Insurance, FSP No: 3417 - PN: FE63981 with an indemnity Limit of Ten Million Rand renewed each year 1 June.

Elna Rudman Brokers cc does not hold any shares in any of the companies that we are contracted to.

Elna Rudman Brokers cc did not receive more than 30% of our total commission income from the companies that we are contracted to in the previous financial year, except for Mutual & Federal Risk Financing/SIS who we earned commission of approximately 46% of our total income in the preceding tax year on Short-term business. This is purely based on good premiums and service from the supplier passed on to our clients.

The mentioned intermediary is authorized to provide advice and intermediary services on the following

Category I Products:

Long Term Cat A, B & C

Short-term Personal & Commercial

Retail Pension & Pension Fund Benefits

Securities & Instruments: Shares & Debentures

Collective Investment Schemes

Health Service Benefits

No current exemptions exist that the Registrar granted to the FSP about matters covered in terms of the FAIS Act.

This Brokerage do not accept any incentives, remuneration other than commission and policy fees as disclosed to clients from Product suppliers to influence our placement of business with a specific Product Supplier – business is placed according to the individual needs of clients and best option for their needs are recommended.

Our conflict of Interest policy as well as our FICA Internal Procedures can be studied at: www.elnarudman.co.za or copies can be requested.

Client Name & Signature:

ID No/Company Reg. No:.....Date signed:

Matters of importance:

1. FIC (FINANCIAL INTELLIGENCE CENTRE)

The FSP is an accountable institution. In terms of the Financial Intelligence Centre (FICA) we have an obligation to report any suspicious transactions to the FIC. This would be illegal activity, money laundering and undisclosed offshore investments.

2. Succession Planning

The FAIS Act requires FSP's to institute a succession plan. The FSP is a closed corporation and does not terminate in the event of the deaths of Elna or Pieter Nicolaas Rudman. Contracts remain in place while the Executor finds a suitable Key Individual for the business to continue, or buyer for the business if the FSP is to be sold. Key man Assurance can be affected as this provides funding during this period. Chantal Du Plessis, daughter of Elna Rudman is in the process of studying for her Key Individual exam that will put her in the position to take over the Business as all other qualifications and experience are already in place.

1

FSP AGREEMENT

1.1

OUR OBLIGATION:

We undertake to act honestly and fairly, in accordance with Treating Customers Fairly (TCF), we act with skill, care and diligence in terms of FAIS. We have and employ effective resources, procedures, and appropriate technological systems for the proper performance of the agreed financial services. We seek from you, information regarding your financial situation, product experience and objectives in connection with the services required at date of advice. We will treat you fairly in a situation of conflicting interests. Make adequate disclosure of relevant information, include disclosure of costs and fees associated with services rendered or products sold to you and actual or potential own interests, in relation to dealings with you our client.

We are responsible for adequate and appropriate record-keeping. We avoid fraudulent and misleading advertising, canvassing and marketing. We comply with all relevant regulatory and statutory requirements, codes of conduct and common law requirements, that impact on ourselves as FSP, including but not limited to, FAIS and FICA.

We have no authority to:

- enter into contractual obligations on behalf of you;
- incur any liability on behalf of you;
- settle or waive any claim against or by you;
- effect portfolio restructuring or switches, without your prior written consent.

2.2

CONFIDENTIALITY

We acknowledge that in the course of rendering services to you in terms of this authority, we may obtain information of a confidential nature. We shall not, whether during this agreement, or at any time, thereafter, use or disclose or allow third parties, to use or disclose any of the

confidential information, except to the extent permitted by you, in writing or as required by law.

Page 7

2. CLIENT AGREEMENT

2.1 YOUR OBLIGATION

You must provide us with information required to perform services, within a reasonable time period;

Provide us with written consent, completed application forms and transaction documentation;

Inform us of any changes in your circumstances, which might effect a change in your planning;

Inform us, if you wish to discontinue our relationship and lastly;

Acknowledge, and understand, about the completion or submission of any transaction requirement, all material facts must be accurately and properly disclosed, and that the accuracy and completeness of all answers, statements or other information provided by you, is your duty.

2.2 AUTHORIZATION TO ACCESS OF INFORMATION

You consent that we may access applicable financial information from third parties to enable us to assess your financial affairs and to adequately and professionally render a financial planning service. This will be from Astute, Assurance Companies, Insurance Companies, Medical Aid Administrators and Asset Management companies or any other Companies you may refer us to.

“Helping Clients Understand their Today and Tomorrow”

3. ANALYSIS REQUIREMENT

A financial and needs analysis is a requirement of the FAIS act. This is the starting point of our service. We would like to do a full Financial Needs Analysis; however, a single needs analysis can be requested. This is applicable mostly for Life assurances but can be adapted for the Short-Term Insurance needs of a client if so requested.

There is no cost involved but this may change in the future if Financial Advisors are required to work on a fee only basis.

Page 8

I, we need:

A full Analysis	Initial:
Single needs analysis	Initial:
No analysis (Short-Term)	Initial:

Where you have not provided all information requested by us, or where we have been unable to conduct an analysis because there was not enough time to do so, there may be limitations in the appropriateness of the advice provided. It shall be your responsibility to take care and consider whether the advice is appropriate considering your objectives, financial situation and needs. If no analysis is done, then we will be simply supplying information.

4. ADVICE

OPTING OUT

Where you elect to conclude a transaction that differs from that recommended by us, or otherwise elect not to follow the advice furnished, or elect to seek more information or advice than we can provide, it shall be your responsibility to take care to consider the information and whether any product selected is appropriate to your needs, objectives and circumstances.

5. FICA

FICA

In terms of FICA, the Financial Intelligence Centre Act, we will need the following before we can proceed with financial advice, services or product:

(Please make X if not provided and tick ✓ where provided)

Personal		(Pty) Ltd		Business (CC)		TRUST	
Copy ID/Passport		CM42		CK1, CK2		Trust Doc	
Proof of residence -Utility Bill		COR 15 Address Authorised signatory		COR 15 Address Authorised signatory		Proof of address Utility bill/Tax doc	
Proof of bank account		Proof of bank account		Proof of Bank account		Proof of bank account	

6. FINES, IMPRISONMENT AND DEBARMENT

Elna Rudman & Pieter N Rudman as Key Individuals of Elna Rudman Brokers cc are subject to numerous legislative requirements. These protect you and us and for information purposes we show the maximum fines that can be applied if found guilty of negligence or dishonesty.

Legislation	Fine	Imprisonment	Debarment
FAIS	R800,000		
FICA	R10,000,000		
POCA	R100,000,000		

As can be seen these are onerous and we need an honest and open relationship between Pieter N Rudman, Elna Rudman & Personnel and yourself/your business.

7. ANNUAL REVIEW REQUIREMENT

All products, investments and plans must be reviewed annually in terms of FAIS legislation. The review can be electronic or at a meeting. The annual review will be undertaken in the month that either your policy (policies) come up for renewal or upon your request.

7.1 Personal Life Products and Investments

Two months prior to your company tax year end or policy anniversary

Month Selected: _____

7.2 Company Owned Life and Investments

Two months prior to your company tax year end or policy anniversary

Month Selected: _____

7.3 Employee Benefits

Two months prior to the revision date salary review date

Month Selected: _____

7.4 Medical Aid

Month selected: November? / _____

7.5 Short-Term (Personal Lines/Commercial

Two months prior to renewal date or upon request.

Month selected: _____

As reviews take time and resources to prepare, conduct, implement cost can be incurred in the future when Intermediaries may be required to work on a fee only basis.

8. TERMINATION

This agreement, mandate and appointment, shall remain in force until terminated, by either party on giving 30 days, written notice of termination. It shall not be required of such party to furnish reasons for the termination. An “investigation only” mandate will terminate once a report has been compiled, presented by the FSP and paid for by the client if so agreed.

SERVICES AND ADVICE NOT PROVIDED

We do not refer or provide advice or services in the following areas, as we are either not licensed for these, or because it is not our usual business:

Financial Accounting and Tax Advice;

Trading in Foreign Currency and Property Syndications;

Telephonic advice without consultation;

If you are not a client of this business that mandated us to deliver intermediary services, when both parties agreed to the terms and conditions.

“Simplify our Finances and Take Away our Financial Stress”

9. CLIENT MANDATE

You mandate us to provide the following intermediary service, advice and product. Please select and initial your choice:

PERSONAL FINANCIAL PLANNING	Initial
Risk (Life, Disability, Sickness, Impairment, Dread Disease, Income Protection)	
Pre-Retirement, (RA's, Endowments)	
Post-retirement (Income and Growth Plans and Annuities)	
Short-Term Insurance (Personal Lines and Commercial)	
Short-Term Insurance (Gap cover)	
Life Policy schedules and reporting	
Medical Aid	
Other	

CORPORATE FINANCIAL PLANNING	Initial
Business Assurance (Key man, Contingent Liability, Shareholders)	
Medical group schemes	
Employee Benefits (Group Risk, Pension, Provident Funds and Group Retirement Annuities)	
Professional Indemnity/Liability	
C.A.R (Contractors All Risk for building projects)	
Corporate Short-term solutions (Fleet insurance, Buildings, other Short-term needs i.e. valuations of assets/compiling of Asset lists)	

10. JOINT UNDERTAKING

We both undertake to honour the terms of this agreement. By signing, you acknowledge receipt of a copy of this agreement and you mandate us as FSP above, and give us authority to investigate your assurance, insurance and investments or appoint us as your Insurance Broker.

11. NOTES AND SPECIFIC REQUESTS

Home Doctor:	Accountant:
Lawyer:	Spouse:
Will: Yes/No Where kept:	Spouse ID:
Children: 1 2 3 4 5 6 7 8	Hobbies:

12. LETTER OF INVESTIGATION

You hereby agree that Elna Rudman Brokers cc, Pieter N Rudman, Elna Rudman, Chantal Du Plessis, Nadine van Staden (under supervision) are to, Investigate and Report as indicated above. (This will not change the service and commission records of your existing products).

Signed at: _____

Date: _____

Client: _____

Signature: _____

FSP: _____

Signature _____

13. LETTER OF APPOINTMENT

You may appoint us as your Financial Service Provider after our initial investigation and reporting. We will supply you with the documents (for instance Broker's appointment/mandate) required. This will change the service and commission records of your existing products where applicable but will be declared to you.

Signed at: _____ Date: _____

Client: _____ Signature: _____

FSP: _____ Signature: _____

14. JOINT REMUNERATION AGREEMENT

The parties agree that Elna Rudman Brokers cc shall be remunerated for intermediary Services, Advice and Products in various ways depending on the work undertaken or product placed and serviced. The remuneration is for us to employ staff, have updated electronic equipment, equipment to voice-log telephone calls, fast connectivity, printing and stationary, license and compliance fees, insurance, mobility with reliable vehicles, vehicle maintenance, petrol, accounting, training of staff, utility bills. Mentioned costs and those not mentioned can run up to R100,000+ per month. Either, and as per agreement commission (currently paid by service providers) will be paid to us and a policy fee may be added to administrative intensive Short-term Insurance depending on the needs of the Insured, this fee will not exceed R150 per month. These costs will be declared at quotation and inception stages of our Business contract with you or a month's notice will be given in advance of any future changes in fees. Life and related business as with Medical Aids may later include more specific costs when the requirement of working on a Fee only basis is implemented by the FSCA. (Financial Services Conduct Authority)

15. VALUE PROPOSITION

A Value proposition considers what we provide and what you pay. It is about benefit costs. Is there a “value add”, and do you receive and perceive value?

We Provide Products:

Life Assurance;
Employee Benefits;
Medical Aid;
Short Term Insurance: Commercial & Personal Lines;
Investments;
Annuities/Endowments.
(Remuneration: As per agreed commission and/or fees per quotation delivered)

We Provide Service:

Compiling of applicable information;
Needs analysis;
Financial analysis;
Financial planning;
Application to company after acceptance;
Negotiating with companies on your behalf when special conditions are placed on cover and/or premiums;
Forwarding of Contract after perusing;
Record of advice;
Annual Product and Planning review;
Continued servicing: of amendments, additions, cancellations, alternative quotations, advice and handling of claims;
Following up on third party and recovery claims;
Keeping you updated on the Facebook page of Elna Rudman Brokers cc and by sending out Newsletters.

We are:

Financial Services Conduct Authority (formerly FSB) licensed (as required by the FAIS law);

Contracted to most Services Providers (thus providing you with various options as to one product to consider);

Contracted to a registered Compliance Company (to ensure we comply to the FAIS law and understand the requirements thereof);

Contracted for Professional Indemnity Insurance (for your protection when things go wrong);

Actively participating in all training requirements including Continuous Professional Development for all staff.

We do:

Death claim administration;

Short-term Insurance claims administration;

Medical Aid queries;

Chronic Employee benefits withdrawal;

Retirement and Death Tax certificates;

No claim confirmations – Short-term Insurance;

International Travel certificates;

Obtaining quotes for Short-term Insurance when requested;

Obtaining valuations for short-term Insurance when requested at claims stage or buildings/contents at inception – at cost of supplier;

Finding and referring of Suppliers for instance Plumbers, Building Contractors, Electronic replacements etc.

With 33 years of experience, operating as Elna Rudman Brokers cc since 1998, you can rest assure that your Insurance needs will be in good hands.

“Ensuring that your claim never becomes a pain”