

STATUTORY NOTICE

IMPORTANT INFORMATION – PLEASE READ CAREFULLY – DISCLOSURE AND OTHER LEGAL REQUIREMENTS IN TERMS OF THE SHORT-TERM INSURANCE ACT, THE POLICYHOLDER PROTECTION RULES (SHORT-TERM INSURANCE), 2017 AS AMENDED AND THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT.

As a non-life Insured, or prospective Insured, you have the right to the following information:

Financial Advisory & Intermediary Services Act No. 37 2002 “FAIS Act”

The FAIS Act requires compliance by Product Suppliers (Insurers) and Financial Services Providers (Intermediaries or Brokers) with a General Code of Conduct that was introduced to assist you in making informed decisions about the insurance products that you purchase. It also aims to ensure that your Product Supplier and Financial Services Provider render financial services honestly, fairly, with due skill and diligence and in your interests and the integrity of the financial service industry.

This Disclosure Notice contains certain information about your Product Supplier (Guardrisk Insurance Company Limited) and Financial Services Provider/your Intermediary (Viva Cover (Pty) Ltd) that you are entitled to together with information about the Ombud and the Registrar. Viva Cover (Pty) Ltd is currently also the Administrator who performs certain functions of Product Supplier in terms of a binder agreement. If you require any further assistance, please contact your Intermediary on the appropriate numbers provided below for your query.

| 1. ABOUT YOUR FINANCIAL SERVICES PROVIDER (INTERMEDIARY & ADMINISTRATOR) | |
|---|---|
| Name | The Intermediary is Viva Cover (Pty) Ltd. Viva Cover (Pty) Ltd is also the Administrator who performs certain administration functions on behalf of the Product Supplier (Guardrisk). |
| Company Registration Number | 2007/018990/07 |
| FSP Number | 42787 |
| Postal Address | PostNet Suite 33, Private Bag X75, Bryanston, 2012 |
| Physical Address | The Centenary Building, 30 Meridian Drive, Umhlanga New Town, 4319 |
| Tel Number | 0860 109 529 |
| Fax Number | 0866 786 300 |
| Email | support@huaweicares.co.za |
| Website | www.huaweicares.co.za |
| Legal status of your financial services provider | We are an authorised Financial Services Provider in terms of the FAIS Act and may render advice and Intermediary services in respect of Category 1, Subcategories 1.1; 1.2; 1.3; 1.4; 1.6; 1.22 & 1.23 relating to non-life and certain life insurance products. All representatives have been mandated by us in terms of section 13 (1) (b) of FAIS We accept liability for all financial advice and or Intermediary services provided by our representatives within the scope of their mandate. |
| Whether services are rendered under supervision | The names of our representatives are available upon request, most of whom are under supervision. We have policies and procedures to ensure that they remain fit and proper. |
| Whether more than 10% of Insurer's shares are held and whether more than 30% of total remuneration was received from the Insurer in the preceding year/last 12 months | Viva Cover (Pty) Ltd and Guardrisk Insurance Company Limited does not have any shareholding in one another. |
| Whether professional indemnity insurance and fidelity guarantee is held | Viva Cover (Pty) has Professional Indemnity cover. |
| Conflicts of Interest | We have a conflicts of interest management policy which is available on our website. In terms of the revised General Code of Conduct, Viva Cover (Pty) Ltd (FSP 42787) is defined as not rendering "Independent" financial services as its' "Associate", Ignition Telecoms Investments (Pty) Ltd, is a significant owner of Viva Life Insurance Limited (FSP 39697), a product supplier. Viva Life Insurance Limited is however only one of the product suppliers in respect of whose products Viva Cover renders financial services and Viva Cover and Viva Life Insurance Limited are separate FSP's which function independently of one another. |
| Details of financial services provider's complaints procedure | Complaints Department Tel: 0860 109 529 Email: complaints@huaweicares.co.za |
| Details of financial services provider's claims procedure | Claims Department Tel: 0860 109 529 Email: claims@huaweicares.co.za |
| Details of financial services provider's compliance arrangements | Harry Pretorius of Cyclopedic Consulting Services (Pty) Ltd Tel: 0860 109 529 Email: info@cyclopedic.co.za |
| Rand amount of fees, commissions etc. payable | We act as an Intermediary and thereby enjoy up to, but not exceeding, the regulated commission in terms of the Insurance Act, which varies from product to product. We also receive fees for the administrative/binder functions we perform. This is detailed in your schedule of insurance. |
| Contractual arrangements with product suppliers including any restrictions or conditions | This FSP has both an Intermediary agreement and a binder agreement with the Insurer. |

2. ABOUT THE PRODUCT SUPPLIER (INSURER)

| | |
|--|--|
| Name | Guardrisk Insurance Company Limited |
| Company Registration Number | 1992/001639/06 |
| FSP Number | 75 |
| Postal Address | PO Box 786015, Sandton, 2146 |
| Physical Address | The Marc, Tower 2, 129 Rivonia Road, Sandton, 2196 |
| Tel Number | 011 669 1000 |
| Website | www.guardrisk.co.za |
| E-mail address of Compliance Officer | compliance@guardrisk.co.za |
| Details of the compliance department | The Compliance Officer, 011 669 1000 |
| Details of claims department | Please refer to the details in the Intermediary disclosures |
| Tel number of complaints department | 0860 333 361 |
| Email address of the Complaints department | complaints@guardrisk.co.za |

3. ABOUT THE SERVICE

The Product Policy

If the policy was sold to you by the Intermediary's telemarketer, the same details as those of the Intermediary are applicable. Recordings of the telephone discussion with the telemarketer can be made available to you on request.

The Intermediary must have an agreement with the Insurer in terms of which the following remuneration is payable for the insurance business, a collection fee to the Administrator; commission to the Intermediary; an underwriting fee to the Insurer and binder fees where applicable. This is disclosed in your schedule of insurance.

4. PARTICULARS OF FAIS OMBUD

| | |
|------------------|--|
| Name | The FAIS Ombud |
| Postal address | PO Box 74571, Lynwood Ridge, 0040 |
| Physical Address | Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road, Cnr Lynnwood Road & Sussex Ave, Lynnwood, 0081 |
| Tel Number | 012 470 9080 |
| Fax Number | 012 348 3447 |
| Email | info@faisombud.co.za |
| Website | www.faisombud.co.za |

5. PARTICULARS OF SHORT-TERM INSURANCE OMBUD

| | |
|------------------|--|
| Name | The Ombud for Short-term Insurance |
| Postal address | PO Box 32334, Braamfontein, 2017 |
| Physical Address | Sunnyside Office Park, 5th Floor, Building D, 32 Princess of Wales Terrace, Parktown |
| Tel Number | 011 726 8900 |
| Fax Number | 011 726 5501 |
| Email | info@osti.co.za |
| Website | www.osti.co.za |

6. PARTICULARS OF REGISTRAR OF SHORT-TERM INSURANCE

| | |
|------------------|---|
| Name | Registrar of Short-term Insurance |
| Postal address | PO Box 35655, Menlo Park, 0102 |
| Physical Address | Rigel Park, 446 Rigel Avenue South, Erasmusrand, Pretoria |
| Tel Number | 012 428 8000 |
| Fax Number | 012 347 0221 |
| Website | www.fsca.co.za |

7. PARTICULARS OF THE INFORMATION REGULATOR

| | |
|----------------|--|
| Name | The Information Regulator |
| Postal address | PO Box 31533, Braamfontein, Johannesburg, 2017 |
| Tel Number | 010 023 5200 |
| Email | enquiries@info regulator.org.za |

8. PROCEDURES FOR REGISTERING CLAIMS OR COMPLAINTS

Procedures for the submission of claims and complaints are detailed in your policy and are important. If you have difficulties in determining the correct procedures, please contact your Intermediary/Administrator. All complaints must be reduced to writing and generally, you are required to advise your Intermediary/Administrator within a prescribed number of days of a loss, provide written details of the loss, provide proof in support of the claim, report the theft to the police and provide any other details that may be required by the Intermediary/Administrator. Should you remain dissatisfied with the assistance provided, then you may contact 0860 109 529. In addition, the addresses of both the Registrar of Short-term Insurance and the FAIS Ombud are provided in this Disclosure Notice and your policy should your complaint still not be satisfactorily resolved.

9. NAME, CLASS OR TYPE OF POLICY

Full details about the name, class and type of policy involved are reflected on your policy schedules and are also contained in the policy wording. Policy schedules should always be read in conjunction with the policy wording. Should you require any explanation about the terms, conditions, exclusions, provisions, premiums, excesses (or deductibles) or any other information, please contact your Intermediary/Administrator for assistance on 0860 109 529.

10. EXTENT AND NATURE OF PREMIUM OBLIGATIONS

Your policy document reflects the premiums payable, the due date of payment and the frequency of payment (e.g., monthly, or annually). All premiums are inclusive of Value Added Tax at the prescribed rate. The Administrator is authorised to accept premium payments on behalf of the Product Supplier, and you may make payment to the Administrator. This is also the case with monthly premiums by debit order.

11. CONSEQUENCES OF NON-PAYMENT OF PREMIUMS

The due date for the payment is reflected on your policy schedule, renewal notice or premium advice as the case may be. Your payment should be made on or before the due date reflected to avoid the cancellation of the policy.

12. FIRST AMOUNTS PAYABLE

It is important that you are aware of any amounts that you will be required to pay in the unfortunate event of a claim. Your policy schedule or wording contain the amounts that you pay as a portion of a claim and your Financial Services Provider or Product Supplier can assist you with any queries you have in this regard.

13. OTHER MATTERS OF IMPORTANCE

- (a) You must be informed of any material changes to the information referred to in paragraphs 1, 2, 3, 4, 5 and 6.
- (b) You must be informed in writing, on 31 days' notice of any material changes to your policy wording.
- (c) If any complaint to the Intermediary, Insurer or Administrator is not resolved to your satisfaction, you may submit your complaint to the FAIS Ombud.
- (d) Polygraph or similar tests are not obligatory, and claims may not be rejected solely on the basis of a failure of such a test.
- (e) If your premium is paid by debit order, the debit order must be in favour of either the Intermediary or the Product Supplier (Insurer) and may not be transferred without your approval.
- (f) The Product Supplier (Insurer) must give you 31 days' notice in writing of its intention to cancel your debit order.
- (g) The Product Supplier (Insurer) and not the Intermediary must give reasons in writing for the rejection of any claim submitted by you.
- (h) The Product Supplier (Insurer) must give you 31 days' written notice of its intention to cancel your policy.
- (i) You are entitled to a copy of your policy free of charge.

14. WARNING

- (a) Complete all forms in ink.
- (b) Keep all documents you receive.
- (c) Make notes as to what is said to you.
- (d) Ask for a letter of representation from your advisor.
- (e) Do not be pressured into buying a product.
- (f) Failure to provide correct or fully relevant information may influence an Insurer on any claims arising from your contract.
- (g) Do not sign any blank or partially completed application forms.

15. SHARING OF INSURANCE INFORMATION

Insurers share information with each other regarding policies and claims with a view to prevent fraudulent claims and obtain material information regarding the assessment of risks proposed for insurance. By reducing the incidents of fraud and assessing risks fairly, future premium increases may be limited. This is done in the public interest and in the interest of all current and potential policyholders.

The sharing of information includes but is not limited to information sharing via the Information Data Sharing System operated by Trans Union ITC on behalf of the South African Insurance Association. By the insurer accepting or renewing this insurance, you or any other person that is represented herein, gives consent to the said information being disclosed to any other insurance company or its agent.

You also similarly give consent to the sharing of information regarding past insurance policies and claims that you have made. You also acknowledge that information provided by yourself, or your representative may be verified against any legally recognized sources or databases. By insuring or renewing your insurance you hereby not only consent to such information sharing, but also waive any rights of confidentiality with regards to underwriting or claims information that you have provided or that has been provided by another person on your behalf.

In the event of a claim, the information you have supplied with your application together with the information you supply in relation to the claim, will be included on the system and made available to other Insurers participating in the Information Data Sharing System.

16. WAIVER OF RIGHTS

The General Code of Conduct stipulates that no financial services provider 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.