

**STATUTORY NOTICE FOR HUAWEI CARES administered by  
VIVA COVER (Pty) Ltd (“Viva Cover”)  
FSP number: 42787**

**IMPORTANT INFORMATION – PLEASE READ CAREFULLY – DISCLOSURE AND OTHER LEGAL REQUIREMENTS**

(This notice does not form part of the Insurance Contract or any other document)

As a non-life insurance 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, 2021   |
| Physical Address  | Quadrant 4, The Centenary Building, 30 Meridian Drive, Umhlanga New Town, 4319   |
| Tel Number  | 0860109529   |
| Fax Number  | 0866393910   |
| Email   | support@vivacover.co.za  |
| Website   | www.vivacover.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 short term 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 on the FSCA website, 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 do not have any shareholding in one another.  |



# HUAWEI Care

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|---|--|
| Whether professional indemnity insurance, fidelity guarantee and premium guarantees (IGF) is held | Viva Cover (PTY) Ltd has Professional Indemnity and IGF cover with AIG South Africa Limited  |
| Conflicts of Interest   | We have a conflicts of interest management policy which is available on our website  |
| Details of financial services provider's complaints procedure                                     | Customer Services<br>Tel: 0860 109 529<br>Fax: 0866 786 300<br>Email: support@vivacover.co.za  |
| Details of financial services provider's claims procedure   | Claims Department<br>Tel: 0860 109 529<br>Fax: 0866 393 910<br>Email: claims@vivacover.co.za   |
| Details of financial services provider's compliance arrangements                                  | Catherine Cooper of Compli-serve KZN (PTY) Ltd, authorised practice, no 6798<br>Internal compliance tel: 0860 109 529<br>Email: <a href="mailto:catherine@compliserve.co.za">catherine@compliserve.co.za</a>   |
| 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 Short-Term Insurance Act, which varies from product to product. We also receive fees for the 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                     | 102 Rivonia Road, Sandown, Sandton. 2196                                   |
| Tel Number                           | 011 669 1000   |
| Fax Number                           | 011 669 2792   |
| Website                              | <a href="http://www.guardrisk.co.za">www.guardrisk.co.za</a>               |
| E-mail address of Compliance Officer | <a href="mailto:compliance@guardrisk.co.za">compliance@guardrisk.co.za</a> |
| Details of the compliance department | Then compliance officer, (011) 6691039                                     |
| Details of claims department         | Please refer to the details in the intermediary disclosures                |
| Details of complaints department     | Please refer to the details in the intermediary disclosures                |

## 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   | P O Box 74571, Lynwood Ridge, 0040  |
| Physical Address | Kasteel Park Office Park, Orange Building, 2nd Floor, c/o Nossob & Jochemus Street, Erasmus Kloof, Pretoria, 0048 |
| Tel Number       | 012 470 9080  |



|            |  |
|------------|--|
| Fax Number | 012 348 3447   |
| Email      | <a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a> |
| Website    | <a href="http://www.faisombud.co.za">www.faisombud.co.za</a>   |

## 5. PARTICULARS OF SHORT-TERM INSURANCE OMBUD

|                  |   |
|------------------|---|
| Name             | The Ombud for Short-Term Insurance                                      |
| Postal address   | (ST) PO Box 32334, Braamfontein, 2017                                   |
| Physical Address | (ST) 1 Sturdee Avenue, 1st Floor, Block A, Rosebank, Johannesburg, 2196 |
| Tel Number       | (ST) 011 726 8900   |
| Fax Number       | (ST) 011 726 5501   |
| Email            | (ST) <a href="mailto:info@osti.co.za">info@osti.co.za</a>               |
| Website          | (ST) <a href="http://www.osti.co.za">www.osti.co.za</a>                 |

## 6. PARTICULARS OF REGISTRAR OF SHORT-TERM INSURANCE

|                  |   |
|------------------|---|
| Name             | Registrar of Short-Term Insurance                   |
| Postal address   | PO Box 35655, Menlo Park, 0102                      |
| Physical Address | 41 Matroosberg Road, Ashlea Gardens, Pretoria, 0002 |
| Tel Number       | 012 428 8000  |
| Fax Number       | 012 346 6941  |
| Website          | <a href="http://www.fsca.co.za">www.fsca.co.za</a>  |

## 7. 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 Viva Cover. You are required to advise Viva Cover within a prescribed number of days of a loss, provide written details of the loss, provide proof in support of the claim, & any other details that may be required by Viva Cover. You may contact Viva Cover's Policy Holder Services department on 0860 861 111. In addition, the addresses of the Registrar of Short-Term Insurance, the Short-Term Ombud and the FAIS Ombud are provided should your complaint still not be satisfactorily resolved.

## 8. 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 Viva Cover for assistance.

## 9. 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). When amendments are made to the policy, any additional or refund premium that may become due are also reflected on the policy schedules. 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.

## 10. 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 at midnight on the day of the due date.

## 11. 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 you Financial Services Provider or Product Supplier can assist you with any queries you have in this regard.

## 12. OTHER MATTERS OF IMPORTANCE

- (a) You must be informed of any material changes to the information referred to in paragraphs 1, 2, 3 and 4.
- (b) If any complaint to the Intermediary or insurer/UMA is not resolved to your satisfaction, you may submit your complaint to the FAIS Ombud.
- (c) Polygraph or similar tests are not obligatory, and claims may not be rejected solely on the basis of a failure of such a test.
- (d) If your premium is paid by debit order, the debit order must be in favour of either the Intermediary of the Product Supplier (insurer) and may not be transferred without your approval.
- (e) The Product Supplier (insurer) must give you 30' days' notice in writing of its intention to cancel your debit order.
- (f) The Product Supplier (insurer) and not the Intermediary must give reasons in writing for the rejection of any claim submitted by you.
- (g) The Product Supplier (insurer) must give you written notice of its intention to cancel your policy.
- (h) You are entitled to a copy of your policy free of charge.

### **13. WARNING**

Complete all forms in ink.

- (a) Keep all documents you receive.
- (b) Make notes as to what is said to you.
- (c) Do not be pressured into buying the product.
- (d) Failure to provide correct or full relevant information may influence an insurer on any claims arising from your contract of insurance.

### **14. 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 in regard to 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 you 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.

### **15. WAIVER OF RIGHTS**

The General Code of Conduct stipulates that no financial services may request or induce in any manner a client to waive any right or provider benefit conferred on the client by/or in terms of any provisions Code, or recognize, accept or act on any such waiver by a client. Any of the said such waiver is null and void.