

Statutory Notice

Disclosures in terms of the Financial Advisory and Intermediary Services Act 37 of 2002 ("FAIS")

Direct Axis (SA) (Pty) Ltd ("Direct Axis") is an authorised Financial Services Provider. This document contains important information regarding Direct Axis, you must read this document carefully. As a customer of a FAIS regulated product, you have the right to the following information:

1	About the Financial Services Provider and Intermediary: Direct Axis SA (Pty) Ltd
1.1	Direct Axis SA (Pty) Ltd is an authorised Financial Services Provider No 7249, 108 De Waal Road Diep River 7735, PO Box 44319 Claremont 7708, Tel : 021 764 3000, fax number: 021 764 9916; www.directaxis.co.za
1.2	Direct Axis SA (Pty) is a private company, company registration number 1995/06077/07. Direct Axis SA (Pty) has an outsourcing agreement with Direct Axis a Business Unit of FirstRand Bank Limited.
1.3	Direct Axis is a registered financial services provider for the following classes and types of products: Long term insurance subcategory B1 and B1-A, Long-term Insurance subcategory A, Long term Insurance B1 and B1A, Short term Deposits, Long-term Deposits and Short-term Insurance.
1.4	Direct Axis holds professional indemnity cover.
1.5	We have a conflict-of-interest policy which can be viewed on our webpage.
1.6	Direct Axis has no shareholding, nor do we have any financial interest in the business of the insurer, and we have not received more than 30% of total insurance remuneration, including commission from the Insurer in the preceding year. We have been given a mandate by the insurer to act on their behalf.
1.7	The products are provided under a contractual agreement between Hollard and Direct Axis, accrediting Direct Axis to distribute the Products.
1.8	<p>These products are underwritten by Hollard Life Assurance Company Limited (Hollard). Hollard is an authorised Financial Services Provider.</p> <p>Hollard has appointed Direct Axis as the binder holder for credit life products and an intermediary for funeral products. The two parties have entered into an agreement authorising them to perform certain functions. In performing these functions, Direct Axis acts on behalf of the Hollard and is paid a fee for performing the binder functions.</p> <p>The binder holder is Direct Axis (S.A) (Pty) Ltd. Direct Axis performs the following binder functions:</p> <p>Binder functions - enter into, vary and renew policies.</p> <p>Fee of 1%.</p>

1.9	You have a 31-day penalty free cancellation period from the date you receive your policy documents, please review your documentation and confirm that everything mentioned is in accordance with our conversation, if it is not, please contact us.
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2	Our Representatives
2.1	Our Representatives are authorised in terms of a written mandate to render advice and intermediary services on our behalf in respect of the product providers mentioned in this disclosure.
2.2	Direct Axis takes responsibility for the actions of its authorised representatives insofar as they are providing financial services. Some representatives may be rendering services under supervision and will inform you accordingly.

3	Details about your Insurer - Hollard Life Assurance Company Ltd
3.1	Your insurer is Hollard Life Assurance Company Ltd, FSP Number 17697, Reg. No. 1993/001405/06, Physical address: Hollard Villa Arcadia, 22 Oxford Road, Parktown, 2193; Postal address: Hollard Partner Solutions, PO Box 87428, Houghton, 2041; Telephone number : 0800 601 016; Fax: 011 351 3012
3.2	Complaints: If you have any complaint about your Insurance cover or a claim, please contact the Insurer on Tel: 011 351 4150; E-mail: hpscomplaints@hollard.co.za . You can contact their compliance officer on Tel: 0860 666 675; E-mail: compliance@hollard.co.za
3.3	If you are still unhappy after you have contacted the administrator, Hollard Complaints and Direct Axis about your concern, you may email Hollard's Office of the Internal Adjudicator (OIA). The Internal Adjudicator will investigate your complaint objectively and independently. Tel: 011 351 5652 Fax: 011 351 0801 Email: oia@hollard.co.za
3.4	Terms and conditions of the product including Procedures for the submission of claims are given in the policy document which will be sent to you within 30 days of the sale. Should the policy document not contain the procedure for instituting a claim, please contact the Insurer on 0860 666 675.
3.5	Hollard holds professional indemnity cover and has a conflict-of-interest policy which can be viewed on their webpage.

4	Details about your Administrator - IUA Business Solutions (Pty) Ltd - Credit Life
4.1	Hollard has appointed IUA Business Solutions (Pty) Ltd to perform certain policy admin and claims functions on Hollard's behalf, as set out in a written binder agreement between Hollard and IUA Business Solutions (Pty) Ltd. IUA Business Solutions (Pty) Ltd receives a binder fee of 3.5% (including VAT) of the gross written premium for performing this service.
4.2	Your Administrator is IUA Business Solutions, FSP Number 15737, Reg. No. 1981/006334/07, Physical address: Cnr. Keynsham and Umhlanga Rocks Drive, 19 Crewkerne Close, Somerset Park Umhlanga Rocks, 4319; Postal address: P O Box 1800, Umhlanga Rocks, 4320; Telephone number : 031 570 7600; Fax: 086 679 6554
4.3	Complaints: If you have any complaint about your Insurance cover or a claim, please contact the Administrator on Tel: 031 570 7600; E-mail: Complaints@iua.co.za You can contact their compliance officer: Associated Compliance Motor (Pty) Ltd Practice Number 7218 Tel: 011 678 2533 jen@acmotor.co.za
4.4	IUA has professional indemnity and fidelity insurance and has a conflict-of-interest policy which can be viewed on their webpage (admin@iua.co.za)
4.5	IUA does not hold more than 10% of Hollard's shares. IUA does not receive more than 30% of total remuneration from Hollard.

5	How to claim for Credit Life
5.1	In the event of a credit life claim, please contact IUA Business Solutions (Pty) Ltd on 031 570 7600 or lifecclaims@iua.co.za if you want to make a claim.
5.2	The claimant must send the evidence and other documents asked for within the time given. All the information that the claimant sends must be in the format prescribed and without expense to IUA.
5.3	The claimant must tell IUA of the claim in writing within 180 days from the date of the insured event. We will tell the claimant what evidence and other documents we need to process the claim.
5.4	Procedures for the submission of claims are given in the policy document, Should the policy document not contain the procedure for instituting a claim, the claim should be submitted to Direct Axis

6	How to claim for Funeral cover
6.1	In the event of a funeral or life cover claim, please contact Hollard on the following details: Tel: 011 547 7000 or 0860 000 789 Fax: 086 659 0135 Email: lifecclaims@hollard.co.za
6.2	The claimant must send the evidence and other documents asked for within the time given. All the information that the claimant sends must be in the format prescribed.

6.3	Procedures for the submission of claims are given in the policy document, should the policy document not contain the procedure for instituting a claim, please contact the insurer.
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7	Financial Services Provider Complaints
7.1	If you have any complaint about the financial services provider, Direct Axis, you can contact the Complaints Department on the details listed below:
7.2	Telephone number 021 764 3404
7.3	Fax number is 021 704 9916
7.4	Email address is crm@directaxis.co.za
7.5	<p>The Complaints Process</p> <p>When you contact us, we will:</p> <ul style="list-style-type: none"> - Log and acknowledge receipt of your correspondence immediately. - Record your complaint and provide you with a reference number. - Investigate the complaint and ensure it is resolved as soon as reasonably possible and in line with relevant regulations. - Keep you updated on our progress should the complaint resolution take longer than reasonably expected. - Provide you with a full response of the resolution. <p>If you are not satisfied with the resolution of your complaint, please contact the relevant External Dispute Resolution body listed below.</p>

8	Alternate dispute resolution
	If a complaint is not resolved to your satisfaction, you have the right to refer any matter or dispute to an ombudsman with jurisdiction. The contact details to file complaints are:
8.1	The FAIS Ombudsman: Telephone number is 012 4709080; Email: info@faisombud.co.za . Website: www.faisombud.co.za Postal address PO Box 74571, Lynnwood Ridge, 0040
8.2	National Financial Ombud Scheme Tel: 0860-800-900. Email: info@nfosa.co.za , Address Johannesburg: 110 Oxford Road, Houghton Estate, Johannesburg, Gauteng, 2198. Address Cape Town: 6 th Floor, Claremont Central Building, 6 Vineyard Road, Claremont, Cape Town, 7700 Website: www.nfosa.co.za
8.3	The National Consumer Tribunal: Telephone Number: 012 683 8140 / 012 742 9900
8.4.	Information Regulator: Telephone number is 0100235200 ; Email: POPIAComplaints@infoeregulator.org.za ; Website: www.infoeregulator.org.za

9	Compliance related queries / complaints
9.1	For any compliance matter relating to the financial service rendered by Direct Axis, or if you are not satisfied with a response to a complaint from Direct Axis, you may contact our Internal compliance officer:
9.2	Email: fscacompliance@directaxis.co.za
9.3	Telephone: 021 764 3000

10	The privacy of your personal information
10.1	We care about the privacy, security and online safety of your personal information and we take our responsibility to protect this information very seriously. Below is a summary of how we deal with your personal information. For a more detailed explanation, please read our official Privacy Notice on our website.
	<ul style="list-style-type: none"> - Processing your personal information: We must collect and process some of your personal information in order to provide you with products and services, and also as required legislation. - Sharing your personal information: We will share your personal information with other insurers, industry bodies, credit agencies and service providers. This includes information about your insurance, claims and premium payments. We do this to assist the product providers with assessing claims, preventing fraud and to conduct surveys. - Protecting your personal information: We take every reasonable precaution to protect your personal information (including information about your activities) from theft, unauthorised access and disruption of services. - Receiving marketing from us: Please contact us on the details mentioned in the additional Information document if you want to change your marketing preferences. Remember that even if you choose not to receive marketing from us, we will still send you communications about this product.
10.2	You can refer to our Privacy Policy located online at for more information on our privacy practices.

11	Direct Axis interests
11.1	Direct Axis has a Joint Venture with Hollard Insurance Company Ltd Registration number: 1952/003004/06
11.2	FirstRand Investment Holdings Proprietary Limited hold an ownership interest in Direct Axis Registration Number: 2001/023466/07 extent of ownership: 100%

12	Matters of importance
12.1	You must accurately, fully and properly disclose all material facts. All information provided by you or on your behalf is your own responsibility. You need to be satisfied with the accuracy of any transaction submitted by anyone on your behalf.
12.2	Misrepresentation, incorrect information or non-disclosure by you of any material facts or circumstances may impact negatively on any claims arising from the contract.
12.3	You have a right to cancel this policy in writing within 31 days after receipt of the policy.
12.4	Please remember to read through everything and make sure that the information Hollard has on record for you is correct. If anything changes or needs to be amended, please contact Hollard to ensure no affect at claims stage.
12.5	You must not be induced to waive any right or benefit.
12.6	The information given to Direct Axis verbally must be confirmed in writing within 31 days.
12.7	If you are not happy about the advice received, please contact our compliance officer on 021 764 5955 or email Rialivhuwa.Mudau@directaxis.co.za .
12.8	All calls are voice recorded and for quality and security purposes and will be made available upon request.
12.9	You must not sign any incomplete or blank documents. No person may request or insist that you do so.