



**STATUTORY NOTICE TO SHORT TERM INSURANCE POLICY HOLDERS
IN TERMS OF THE GENERAL CODE FOR AUTHORISED
FINANCIAL SERVICES PROVIDERS AND REPRESENTATIVES
Vulindlela Financial Services (PTY) LTD**

In terms of the Financial Advisory and Intermediary Services Act, you have the right to the following information: **PLEASE READ CAREFULLY**

PARTICULARS OF THE FINANCIAL SERVICE PROVIDER

(a) Name, physical address, postal address and telephone number	<p>Vulindlela Financial Services (Pty) Ltd is a company incorporated in terms of the Company's Act of South Africa bearing registration number 2013/134187/07. Physical Address: 10 Waterford Office Park, Cnr Witkoppen & Waterford Dr, Fourways Telephone: 087 702 9710 Website: www.vulindlelafsa.co.za</p>
(b) Legal and contractual status of the provider	<p>Vulindlela Financial Services (Pty) Ltd is a licensed Financial Services Provider (FSP 49685). Vulindlela Financial Services (Pty) Ltd has Professional Indemnity Insurance.</p>
(c) Compliance Officer contact details	<p>Nyamatsi Compliance Link Tel: 083 498 3724: e-mail: shadrackr@nyamatsi.co.za</p>
(d) Complaints Resolution Policy (e) Complaints department	<p>Available at www.vulindlelafsa.co.za or info@vulindlelafsa.co.za Should you have a complaint, kindly contact the complaints department on 087 702 9718.</p>
(f) Type of policy involved	<p>Vulindlela Financial Services (Pty) Ltd is authorised to render advice pertaining to product Category 1: Personal and Commercial Lines for which the FSP is authorised in terms of FAIS. Please see your policy document for details.</p>
(g) Extent of premium obligations you assume as policyholder	<p>Refer to policy document for payment particulars.</p>
(h) Manner of payment of premium, due date of premiums and consequences of non-payment	<p>Refer to policy document for payment particulars.</p>

OTHER MATTERS OF IMPORTANCE

If any complaint to the FSP is not resolved to your satisfaction, you may submit the complaint to the Registrar of Short-Term Insurance. Polygraph or any lie detector test is not obligatory in the event of a claim and the failure thereof may not be the sole reason for repudiating a claim. If the premium is paid by debit order: It may only be in favour of one person and may not be transferred without your approval and the Insurer must inform you at least 30 days before the cancellation thereof, in writing, of its intention to cancel such debit order.

WARNING

Do not sign any blank or partially completed application form. Complete all forms in ink. Keep all documents handed to you. Make notes of what is said to you. Don't be pressurised to buy the product. Incorrect or non-disclosure by you may impact on any claims arising from your contract of insurance.

Particulars of the Ombudsman who is available to advise you in the event of claims problems that are not satisfactorily resolved by the Financial Service Provider and / or the Insurer-

<p>Particulars of the Ombudsman for Short Term Insurance The Ombudsman PO Box 32334 Braamfontein 2017 Tel: 011 726 8900 / Fax: 011 726 5501</p>	<p>Particulars of the Financial Advisory & Intermediary Services (FAIS) Ombudsman- FAIS Ombud PO Box 74571 Lynwood Ridge 0040 Tel: 012 762 5000 / Fax: 012 470 9097 Website: www.faisombud.co.za</p>	<p>Particulars of Registrar of Short Term Insurance Registrar of short-term insurance Financial Services Board PO Box 35655 Menlo Park 0102 Tel: 012 428 8000 / Fax: 012 346 6941</p>
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