

IMPORTANT - PLEASE READ CAREFULLY

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DISCLOSURE NOTICE

This notice does not form part of the insurance contract but is a requirement in terms of the Long-term Insurance Policyholder Protection Rules ("PPRs") 2017 and the Financial Advisory and Intermediary Services Act ("FAIS") General Code of Conduct 2003

Your Administrator is:

Business Name: **Platinum Life (Pty) Ltd**
Registration No: 2000/024098/07
Physical address: 8b Rivonia Road, Illovo, Sandton, 2196
Postal address: P.O. Box 1152, Saxonwold, 2196
Telephone: 0860 542 542
Web: www.platinumlife.co.za

FAIS Registration: FSP 5394

Platinum Life is authorised to render financial services for the following Category 1 products:

- Long-Term Insurance: Subcategory A
- Long-Term Insurance: Subcategory B1
- Long-Term Insurance: Subcategory B1-A
- Long-Term Insurance: Subcategory B2
- Long-Term Insurance: Subcategory B2-A
- Long-Term Insurance: Subcategory C

Platinum Life has Professional Indemnity insurance.

Platinum Life has a Conflict of Interest Management Policy which is available on its website, www.platinumlife.co.za

Platinum Life has an external compliance officer whose details are available through its internal Compliance Head on 010 141 7482

Your Insurer is:

Business Name: **Guardrisk Life Limited**
Registration No: 1999/013922/06
Physical address: 3rd Floor, 102 Rivonia Road, Sandown, Sandton 2196
Postal address: PO Box 786015, Sandton, 2146
Telephone: 011 669 1000
Web: <http://www.guardrisk.co.za>

FAIS registration: FSP 76

Guardrisk Life Limited is authorised to render financial services for the following Category 1 products:

- Long-Term Insurance: Subcategory A
- Long-Term Insurance: Subcategory B1
- Long-Term Insurance: Subcategory B1-A
- Long-Term Insurance: Subcategory B2
- Long-Term Insurance: Subcategory B2-A
- Long-Term Insurance: Subcategory C

Guardrisk Life Limited has Professional Indemnity insurance and Fidelity Guarantee Cover in place.

Guardrisk Life Limited has a Conflict of Interest Management Policy in place which is available on its website, www.guardrisk.co.za

Guardrisk Life Limited has an internal compliance officer, whose office can be reached by,

Telephone: 011 669 1104

Email: compliance@guardrisk.co.za

Legal and contractual relationship between your Administrator and your Insurer:

- **Platinum Life** has no shareholding within **Guardrisk Life Limited** nor does **Guardrisk Life Limited** have shareholding within **Platinum Life**.
- **Platinum Life** can at any stage earn more than 30% of its commission from **Guardrisk Life Limited**.
- All commissions payable to **Platinum Life** are in accordance with prescribed legislation.
- Upront commission is calculated using the following statutory formula: Monthly premium x 12 months x a maximum term of 26 years x 0.0325. **Platinum Life** does not exceed this statutory formula.
- **Guardrisk Life Limited** has an Outsource Agreement in place with **Platinum Life** which allows **Platinum Life** to perform all administrative functions on your policy. R5.50 of your monthly premium is allocated to this function, which will escalate annually with the prevailing Consumer Price Index.
- **Guardrisk Life Limited** has a Binder Agreement in place with **Platinum Life** which allows **Platinum Life** to enter into, vary or renew a policy, as well as to settle claims on a policy. R8.00 of your monthly premium is allocated to this function, which will escalate annually with the prevailing Consumer Price Index.

Platinum Life has outsourced some of its telephonic sales processes:

- **Platinum Life** policies may be sold telephonically by **UDM International (Pty) Ltd**, Registration number 2007/005107/07.
- **UDM International** is an authorized financial services provider with FAIS registration number 38488.
- **UDM International** is authorised to render financial services for the following Category 1 products:
 - Long-Term Insurance: Subcategory A
 - Long-Term Insurance: Subcategory B1
 - Long-Term Insurance: Subcategory B1-A
 - Long-Term Insurance: Subcategory B2
 - Long-Term Insurance: Subcategory B2-A
 - Long-Term Insurance: Subcategory C
- **UDM International** has Professional Indemnity Insurance.
- **Platinum Life** has no shareholding within **UDM International** nor does **UDM International** have shareholding within **Platinum Life**.

IMPORTANT INFORMATION

Keep all documents handed to you.

Make notes as to what is said to you.

Do not be pressurised into buying the product.

Failure to provide correct or full information may influence the insurer on any claims arising from your contract of insurance.

If this policy is to replace another life insurance policy, please bring this replacement to the attention of the broker or agent that sold you the policy you will now be replacing.

You are entitled to a copy of your policy free of charge.

Read your accompanying policy schedule and documentation and ensure that you know:

- The type of policy involved.
- The premium obligations assumed by you.
- The nature and extent of benefits you may receive.
- The manner of payment of premiums.

Platinum Life is responsible for the activities of its representatives. Some representatives may be rendering services under supervision and will inform you accordingly.

How to claim:

Should you wish to lodge a claim, please contact **Platinum Life's** Claims Department on 0860 542 542

Platinum Life has a Claims Handling Management Policy which can be viewed on www.platinumlife.co.za

Platinum Life must give reasons in writing for the rejection of any claim submitted.

COMPLAINTS

If you have any query or complaint about this policy or are, in any way, unhappy with the service you have received, please contact:

Platinum Life's Client Care department on 0860 542 542.

Platinum Life has a Client Complaint Procedure which can be viewed on www.platinumlife.co.za

If your query is not satisfactorily resolved by your Administrator (Platinum Life), you may then contact your Insurer (Guardrisk Life Limited) by:

Telephone: 0860 333 361

Email: complaints@guardrisk.co.za

Website: www.guardrisk.co.za

Your right to cancel the transaction:

You have the right to cancel your policy at any point in time. Cover will cease upon the cancellation of your policy.

Cooling Off Rights:

If any of the information reflected above and below was given to you orally, this disclosure notice serves to provide you with the information in writing. Should you not be satisfied with the policy, you are entitled to a period up to 31 days from date of receipt of your policy, within which you may cancel your policy at no cost. All premiums paid by the policyholder to the insurer within the cooling-off period, up to the date of receipt of the cancellation notice, will be refunded to you provided no claim has been lodged or any benefit paid within this cooling-off period.

Your right when being advised to replace an existing policy:

You may not be advised to cancel a policy to enable you to purchase a new policy or amend an existing policy, unless:

- The insurer identifies the new policy as a replacement policy and the implications of cancellation of the old policy are disclosed to you.
- The insurer which issued the original policy may contact you, and if so; you are advised to discuss the matter with the representative.

If your enquiry is claims related and is not satisfactorily resolved by your Administrator, or your Insurer, you may contact:

The Ombudsman for Long Term Insurance
Private Bag X45, Claremont, 7735
Tel (021) 657 5000
Sharecall 0860 103 236
Fax (021) 674 0951
info@ombud.co.za

If your complaint pertains to the advice or intermediary service that you have received from your Administrator, or your Insurer, you may contact:

The FAIS Ombudsman
PO Box 74571, Lynwood Ridge, 0040
Tel (012) 470 9080
Fax (012) 348 3447
info@faisombud.co.za