

**GENERAL DISCLOSURE NOTICE TO  
FEDGROUP LIFE LIMITED**



**FEDGROUP**

## General Disclosure Notice to Fedgroup Life Limited (Pty) Ltd clients as at 1 September 2017

### **Mission and Commitment**

FedGroup Life is a member company of FedGroup, South Africa's leading independent financial services group. In stark contrast with the industry norm, FedGroup is committed to transparency, which means that our clients always know what they are getting, and how much they are paying for it. FedGroup Life is a licensed insurer in terms of the Long-Term Insurance Act 52 of 1998 and a licensed financial services provider in terms of the Financial Advisory and Intermediary Services Act 37 of 2002. This policy is issued by FedGroup Life in terms of the aforementioned legislation.

FedGroup is continually expanding its range of financial services offerings to enable the group to better provide for the financial needs of its clients. The FedGroup product range includes investments, insurance, education savings, trust services, property finance, estate planning and wills. This range is backed up by FedGroup's cutting-edge administration system, which enables it to respond to customer needs at industry-leading speeds.

The group was established in 1990 as a family-owned investment and trust company. It has grown into a well-established, secure, professional organisation offering products and services of the highest standard.

Our head office is strategically based in Sandton with additional branches offering nationwide representation in the Western Cape, Eastern Cape and KwaZulu-Natal.

As part of FedGroup's commitment to deliver financial services with honesty, fairness, due care and diligence, and to meet the requirements of certain disclosures in terms of the Financial Advisory and Intermediary Services (FAIS) Act, we provide the following general disclosures for your information:

#### **FedGroup Life Head Office Physical Address:**

89 Bute Lane,  
Sandown,  
2196

#### **Postal Address:**

PO BOX 782823,  
Sandton,  
2146

#### **FedGroup Life Limited**

Registration number: **2007/018003/06**

Authorised financial services provider (FSP) license number: **40607**

#### **Queries and complaints:**

Head office address (as above)  
Telephone number: 011 305 2300  
Email address: insured@fedgroup.co.za

#### **Complaints**

Head office address (as above)  
Telephone number: 011 305 2300  
Email address: compliants@fedgroup.co.za

#### **Compliance Officer Details**

Noorah Kirsten  
Telephone Number: 011 305 2300  
Email address: fedcomplife@fedgroup.co.za

If any complaint to FedGroup Life is not resolved to your satisfaction, you may submit your complaint to the relevant ombud's office. The complaints procedure and form can be obtained by accessing (complaints procedure form)

## **DECLARATIONS**

### **Legal status and authorisation details**

FedGroup Life is authorised to deliver financial services under Category I

A copy of our FSP licence certificate and the conditions of the said licence is available on our website

### **Inter-company structure**

In the event that there is a potential conflict of interest in any financial advice offered to its clients, FedGroup Life will at all times place the interest of its clients before its own. In providing financial services to its clients, certain business may flow to other companies within the wider FedGroup Financial Holdings group. FedGroup Life benefits to the extent that the business is retained within the group. Below is a list of these companies.

A full breakdown of all subsidiary companies may be requested

### **FedGroup Financial Holdings (Pty) Ltd:**

FedGroup Financial Services

FedGroup Participation Bonds

FedGroup Asset Management

FedGroup Management

FedGroup Employee Benefits

FedGroup Trust Administration

FedGroup Life Limited

### **Duties and obligations**

FedGroup Life's duties and obligations are specified in the clients' Individual Risk Policy, or where agreed in writing by the parties. Unless otherwise agreed, FedGroup Life will provide financial product information on those financial products with which it is familiar and which are adequate and appropriate in the circumstances, and will not be obliged to provide details of every product which might potentially meet that need.

Without limiting the generality of the aforesaid, the information provided on this website is intended to provide you, the user, with objective information about FedGroup Life's financial products and services and is not intended to constitute a recommendation, guidance or proposal in regard to the suitability of any product in respect of any financial need you may have. Calculations made/obtained by means of the calculators, planning tools or other facilities made available on this website are for illustrative purposes only and, unless the contrary is specifically stated, are subject to written confirmation by FedGroup Life at the time of concluding a transaction

### **Waiver of rights**

FedGroup Life may not request or induce in any manner a client to waive any right or benefit conferred on the client or accept or act on any such waiver by the client.

### **Potential conflict of interests**

In the event that there is a potential conflict of interest in any financial service offered to its clients, FedGroup Life will at all times place the interest of its clients before its own. In providing financial services to its clients, certain business may flow to other companies within the wider FedGroup Financial Holdings group. FedGroup Financial Holdings group benefit to the extent that business is retained within the group.

### **Gifts and entertainment and conflicts of interest policy**

The group has a gifts and entertainment and conflicts of interest policy that aims to prevent any situation that could create a perception of conflict with a client's interest or compromise the company's independence from suppliers.

The conflicts of interest management policy (COIMP) is available on the website.

### **Professional indemnity and fidelity insurance**

FedGroup Financial Holdings has secured professional indemnity and fidelity insurance for all subsidiaries across the group. Copies of insurance cover can be obtained upon request.

### **Anti-money laundering legislation**

FedGroup Financial Holdings is required to comply with all anti-money laundering legislations (e.g. the Financial Intelligence Centre Act (FICA)).

Where a FedGroup subsidiary company is an accountable institution (in terms of FICA), it will be obliged to record and verify client information in the manner prescribed in the FICA Amendment Act. FedGroup Financial Holdings is also required to report unusual and suspicious financial activities.