Legal Disclosures

Important information for all our clients

Details about ourselves:

Company Name:	Nautical A Division of New National Assurance Company Limited,
Company Registration Number:	2010/019872/07
Registered Address:	Regus Johannesburg, Founders Hill Ground Floor, 1 Casino Rd, Founders Hill, Johannesburg, 1609
Postal Address:	P.O Box 8061 Greenstone 1616
Telephone Number: E-mail Address:	27 87 821 8777 jpl@nauticalum.co.za / celina@nauticalum.co.za
Website:	www.nauticalum.co.za
Our License to Transact Business as a Financial Services Provider:	FSP License Number: 43437
Category of License:	Short Term Insurance – Personal Lines Intermediary service only Short Term Insurance – Commercial Lines Intermediary service only
Mandates:	Nautical A Division of New National Assurance Company Limited, FSP number 2603
Our Insurance in place that provide protection To our clients:	**Professional Indemnity Insurer:** Lombard Insurance Company Ltd **Fidelity Guarantee** Not Insured **Cyber Policy Insurer:** Bryte Insurance Company Limited and Compass Insurance Company Limited
Premium Collection Agency	Company: Fulcrum Collections Company Registration Number: 2014/133378/07 FSP License Number: 50705 Physical Address: 1st Floor, Lacey Oak House, Ballyoaks Office Park 35 Ballyclare Drive, Bryanston, 20191 Postal Address: PO Box 849 Riverclub 2149 E-mail: collections@fulcrum.co.za Telephone No: 010 001 2860 Compliance Officer: Sachin Govender E-mail: saching@fulcrum.co.za
How do we get paid for what we do?	We receive management fees from New National Assurance Company Limited for managing Marine Insurance on their behalf.

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Complaints

If you have a complaint about our service, staff or products sold to you, please contact the following person in writing with full details of the problem you have encountered:

Name: Address: E-mail Address:	JP Liebenberg Regus Johannesburg, Founders Hill Ground Floor, 1 Casino Rd, Founders Hill, Johannesburg, 1609 jpl@nauticalum.co.za

Details about your Insurer:

Company: Company Registration Number: Registered Address: Postal Address: Telephone Number: Website:	New National Assurance Company Limited, FSP number: 2603 1971/010190/06 9 Old Main Road Kloof 3640 PO Box 1610 Durban 4000 031 334 2000 www.nnac.co.za

Complaint Process:

1. For your complaint to receive our attention, kindly submit your complaint in writing to our complaints officer whose details are as follows:

   Name: Morongoa Mametja
   Contact Number: 031 334 2000
   Direct Number: 011 646 7456
   Email Address: complaints@nnac.co.za

2. Please ensure that you include your name, policy and/or claim number and motivation to enable us to assist you efficiently.

3. Upon receipt of your complaint, we will, within 2 (two) working days or as soon as practically possible, acknowledge receipt of your complaint.

4. Our complaints officer will attempt to identify all issues and if necessary, request further information from you.

5. Your complaint will be handled in a fair, transparent and friendly manner.

6. Our complaints officer will attempt to resolve your complaint within 10 (ten) working days.
   Provided we have all the necessary information to assist you. We will keep you informed of progress on your complaint on a regular basis.

7. Once your complaint has been considered, we will inform you in writing of our decision and the outcome of your complaint.

8. All complaints are to be entered numerically in the Complaints Register and the root cause established. By determining the root cause of the complaint, the following can be established, and a summary of suggested improvements can be drawn up:
   - Is the root cause likely to affect other clients, products, or processes?
   - Is there an identified failure in our current controls and processes?
   - Is there an element of poor staff performance e.g., lack of skills or technical knowledge?
   - Is there an element of poor service provider performance?
   - Is there a risk to our TCF delivery?

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Compliance Officer: **If you have a complaint about their service, staff or products sold to you, please contact the following person in writing with full details of the complaint:**

Internal Compliance Officer: Name: Telephone Number: E-mail:	 Ms V Lakhraj 031 334 2000 compliance@nnac.co.za

External Compliance Officer: Company: Telephone Number: E-mail:	 Associated Compliance (Pty) Ltd 011 678 2533 craig@associatedcompliance.co.za

We make every effort to ensure that at all times we act in your best interests and in no way allow our own interests, potential or actual, to influence our objective performance and the delivery of unbiased and fair financial service to you. In furtherance of this objective, we want to ensure you fully understand the various interests we have, be they Ownership, Financial or Relationships with Third Parties. There are several entities with whom we can have a relationship of this nature and a summary of these is provided below

Financial Services Providers:	We are an FSP and act as your Intermediary. There may be circumstances where we have a relationship with another Broker (FSP) that you need to be aware of.
Underwriting Manager:	They are appointed either by a Product Provider (Insurer) or the Broker to manage a specific type of product on their behalf. They are also licensed Financial Services Providers.
Product Provider/ Supplier:	This is your Insurer – New National Assurance Company Limited, FSP number: 2603
Distribution Channel:	There are arrangements with any of the above or combination of these that provides support or services to us in our role of providing a financial service to you.
Any other Person:	If there are any other persons that provide us with a financial interest as part of the delivery of the financial services.

Each of the above may well have companies that are associated with them with whom we have a relationship. These could be subsidiary or holding companies or certain natural persons such as spouse, children, and parent. Where these relationships exist, you need to be made aware of them.

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What represents an Ownership or Financial Interest?	
Ownership:	Actual equity that was paid for.
Financial Interest:	Cash, or its equivalent, vouchers, gift service, advantage, benefit, discount, domestic or foreign travel, hospitality, accommodation, sponsorship, other incentive or valuable consideration.

Any combination of these relationships and/or ownership or financial interests may present a potential conflict and as such we need to ensure that you are aware of these.

We also confirm that no Staff are incentivised to give preference to any specific Insurer and/or product and where incentives based on volumes of business are in place, these are supported by an assessment of the quality of business sold and procedures followed.

Do we have a shareholding in any Insurer and/or cell captive arrangement?	NO
Do we receive more than 30% of our Income from any Insurer or Cell Captive?	Yes. We receive all our fee Income from New National Assurance Company Limited.
Do we have a relationship with any product/supplier that provides a Financial Interest?	NO

Immaterial Financial Interest
It is generally accepted practice within our Industry that "entertainment" is provided by the Product Provider to the Financial Services Provider (Broker) and vice versa. The Rand value is limited per calendar year to R1,000.00 and such limitations are dealt with and managed by our Conflict-of-Interest Management Policy.

A Full Copy of our overall Conflict of Interest Management Policy can be obtained from:

Our offices upon written request to:
jpl@nauticalum.co.za or celina@nauticalum.co.za.

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What else should you know?

We undertake to ensure that all staff delivering a financial service to or on behalf of the Insurer we represent, are all authorised representatives and meet all the required honesty, integrity and educational standards and that we check these on an annual basis.

We undertake:

To keep all information, you tell us about yourself confidential.

Not to alter any documents you provide us with when submitting them to any Insurer. Where we feel an error has been made, we will advise you prior to submission.

To never ask you to sign blank documentation – wherever possible all documents, be they proposals or claim forms should be completed by you to ensure full and correct details.

Never to take away any rights you have in terms of any legislation that governs the way we transact business.

To supply a copy of any documents used in the preparation of your insurances, when required, free of charge.

Your Insurer undertakes:

To be the one who provides the reason for any claim that is repudiated.

To ensure that they write to you should they wish to cancel your policy and to give you at least 30 day's notice of their intention to do so.

If you are paying your premiums by debit order:

The debit order may only be in favour of one person/entity.

It may not be transferred without your approval.

You are entitled to 30 days' notice of cancellation of the debit order.

If you are paying for personal insurances:

You are entitled to a period of 15 days grace in which to pay the premium (other than in the first month of insurance).

If you are paying your premiums in any way other than monthly:

You are only entitled to a 15-day grace period if the insurance is in respect of your personal insurances, otherwise:

All premiums must be paid at inception or by renewal date for the policy to be in force.

If you have a claim or are involved in an incident that could lead to a claim:

You must advise us immediately, preferably in writing. Your policy will contain conditions that relate to the early reporting of potential claims, and it is important that you do not breach this responsibility.

If any of the information you gave us changes:

You must advise us immediately – policy cover, premiums and terms are based on what you told the insurer, so we need to advise them of any changes that could affect their view of you and your policy.

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Other contact details: External Complaints

NATIONAL FINANCIAL OMBUD SCHEME SOUTH AFRICA (NFO)

(NFO)
JOHANNESBURG

110 Oxford Road,
Houghton Estate,
Johannesburg,
2198

Telephone Number:
0860 800 900

Email Address:
info@nfosa.co.za

Website:
www.nfosa.co.za

(NFO)
CAPE TOWN

Claremont Central Building,
6th Floor,
6 Vineyard Road,
Claremont,
Western Cape,
7700

Telephone Number:
0860 800 900

Email Address:
info@nfosa.co.za

Website:
www.nfosa.co.za

FAIS OMBUDSMAN

The FAIS Ombudsman
P.O. Box 41
Menlyn Park
0063

Telephone Numbers:
086 066 3274
(012) 762 5000

Email: info@faisombud.co.za

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FINANCIAL SECTOR CONDUCT AUTHORITY

Financial Sector Conduct Authority
P.O. Box 35655
Menlo Park
0102

Telephone Number:
0800 20 37 22

Facsimile: *(012) 346 6941*

Website:
www.fsca.co.za

SASRIA SOC LTD

SASRIA SOC LTD
Physical Address:
36 Ficker Road, Illovo

P.O. Box 653367
Benmore,
2010

Telephone Number:
(011) 214 0800

Email: contactus@sasria.co.za

SOUTH AFRICAN INFORMATION REGULATOR

South African Information Regulator
Physical Address:
Woodmead North Office Park,
54 Maxwell Drive,
Woodmead,
Johannesburg,
2191

P.O. Box 31533,
Braamfontein, Johannesburg
2017

Telephone Numbers:
0800 017 160
(012) 762 5000

Email: PAIAComplaints@inforegulator.org.za
POPIACompliance@inforegulator.org.za

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