

# Schedule of Insurance



## The policyholder

**Name:** SA Hunters And Game Conservation Association And All Their Members FTRR & I  
**Reg No:** .  
**Business description:** SA Hunting and Conservation Association - Association for SA Amateur Hunters  
**VAT Number:**  
**e-mail address:** tommy@sahunt.co.za  
**Telephone number:** (082) 563 9940  
**Cellular phone number:** N/A  
**Postal address:** Plot 3  
Mountain Drive 7  
Derdepoort

## The insurer

**Name:** Western National Insurance Company Limited  
**Licence number:** 9465  
**Telephone number:** (086) 1937628  
**Fax number:** (021) 9140293  
**Address:** 5th Floor, The Edge, 3 Howick Place,  
Tyger Waterfront, Carl Cronje Drive,  
Bellville  
7530

## The intermediary

**Name:** PSG Wealth FP CENTURION SHORT TERM - Francois Myburgh (016)  
**FSP number:** 728  
**Telephone number:** (086) 122 2257  
**Fax number:** (012) 679 0426  
**e-mail address:** francois.myburgh@psg.co.za

## Policy details

**Policy Type:** Public Liability Stand Alone  
**Policy number:** PLS312032  
**Premium payment frequency:** Monthly  
**Inception date:** 1 August 2022  
**Cover Period:** 12,00 months  
**Endorsement date:** 1 August 2022  
**Renewal date:** 1 August 2023

Signed at Bellville on 23 February 2023

A handwritten signature in black ink, appearing to read 'FRANCOIS MYBURGH', is written over a horizontal line.

On behalf of the insurer

# Premium summary

<b>Policy sections included</b>	<b>Premium</b>
Section a: public liability	R68 750,00
<b>Cost of Premium</b>	<b>R68 750,00</b>
<b>Total Cost</b>	<b>R68 750,00</b>

Cover is only valid under sections for which premium is payable.  
The premium includes commission and fees to the intermediary in the amount of R13750,00.  
The premium is VAT inclusive at a rate of 15%.

The insurer: Western National Insurance Company Limited (Reg no 2005/017349/06)  
Address: 5th Floor, The Edge, 3 Howick Place  
Tyger Waterfront, Carl Cronje Drive  
Bellville  
7530  
VAT number: 4640244960

In terms of Binding General Ruling No. 14 this document constitutes a tax invoice, debit note and credit note as contemplated in sections 20(7)(a) and 21(5)(a) of the VAT Act.

## Section A: Public liability

### Section A: Public liability

Limit of liability R40 000 000 R68750,00

*Retroactive date of cover: 1 August 2017*

First amounts payable

#### FIRST AMOUNTS PAYABLE TO SECTION A - PUBLIC LIABILITY

The Company shall only be liable for the amount of liability arising from a claim under this policy which is in excess of the first amount payable. The Insured is responsible for the following first amounts of claims:

- |  |                             |
|--|-----------------------------|
| a. Visitors' or guests' vehicle          | 5% of claim, minimum R5 000 |
| b. Visitors' or guests' vehicle contents | 5% of claim, minimum R2 500 |
| c. Visitors' or guests' effects          | 5% of claim, minimum R1 000 |
| d. Spread of fire                        | R10 000                     |
| e. Event liability                       | R10 000                     |
| f. Any other claim                       | R 5 000                     |

**(Public liability - terms and conditions applicable to Section A)**

**Exclusions**

The Company draws the attention of the Insured to the following exclusions applicable to all sections of the policy:

- a. Excluding the ownership, possession or use of any aircraft or airfield;
- b. Excluding the ownership, possession or use of a watercraft, unless being used on inland waterways;
- c. Excluding participant to participant exposure.

(Please note that this list is by no means exhaustive of all exclusions applicable to cover provided. It is merely listed to particularly draw the Insured's attention to it. The policy wording read with this schedule contains all other exclusions to cover.)

**Conditions**

The Company draws the attention of the Insured to the following conditions applicable to all sections of the policy. The Insured:

- a. will not permit or allow smoking or burning of open fires except in such areas as are designated and suitable for such purposes;
- b. warrants that the Insured and/or its staff is qualified by certification or examination in their field of activity;
- c. warrants that any new activity will be immediately advised to the Company;
- d. warrants that all life safety equipment is serviced and maintained according to standard acceptable practice or prescribed practice in the industry for the type of equipment used;
- e. warrants that participants wear all relevant protective gear at all times during events which require protective gear.

(Please note that this list is by no means exhaustive of all conditions applicable to cover provided. It is merely listed to particularly draw the Insured's attention to it. The policy wording read with this schedule contains all other conditions to cover.)

**WARRANTIES AND ENDORSEMENTS APPLICABLE TO SPECIFIC ITEMS**

The Company draws the attention of the Insured to the following warranties and endorsements applicable to specific items in the policy. Please note that this list is by no means exhaustive of all warranties and endorsements applicable to cover provided. It is merely listed to particularly draw the Insured's attention to it. The policy wording read with this schedule contains all other warranties and endorsements to cover.

**Indemnity disclaimer forms**

The insurance provided by the public liability section is subject to there being disclaimer forms containing an indemnity, signed by each guest and/or participant or legal guardian if the guest and/or participant is underage. In the event of non-compliance with this condition, the Company may not indemnify the Insured. Further, the indemnity forms must be:

- a. in accordance with the requirements of the type of business conducted by the Insured.
- b. lodged with the Company prior to inception of certificate.
- c. signed by each participant or their guardian

**Disclaimer notice boards**

The insurance provided by the public liability section is subject to there being prominently displayed disclaimer notice boards at the entrance(s) to the premises. In the event of non-compliance with this condition, the Company may not indemnify the Insured.

**Hazardous activities**

The insurance provided by the public liability section is subject to there being specific disclaimer forms signed by each guest and/or participant who intends participating in any outdoor activity of a hazardous nature, but excluding swimming, golfing, tennis, bowls or other ball sports. In the event of non-compliance with the condition, the Company may not indemnify the Insured.

**Swimming pools**

The insurance by this section is subject to there being prominently displayed disclaimer notice boards at all swimming pools. In the event of non-compliance with this condition, the Company may not indemnify the Insured.

**Special events liability**

In the event where special event liability is included in the policy schedule, all subcontractors will be excluded from cover unless stated otherwise in a memorandum.

**ADDITIONAL INFORMATION**

Your intermediary, where applicable, must be informed of any discrepancies within 30 days after print date, after which the company will not be liable for errors or omissions. This schedule forms part of the insurance company's policy wording and must be read in conjunction with the applicable wording.

**Veld and Forest Act**

The National Veld and Forest Act, 1998, states that any owner, occupier or person in control of land on which fire occurs who fails to take reasonable steps to extinguish the fire or to confine the fire to that land or to prevent it from causing damage to property on adjoining land, is guilty of a first category offense.

There is also the presumption of negligence whereby losses are suffered "from veld fire which... started on or spread from land owned by the defendant, the defendant is presumed to have been negligent in relation to the veld until the contrary is proved..."  
"However, membership of a FPA (Fire Protection Association) negates this presumption."

A FPA is an association comprised mainly of voluntary land owners, registered by the Department of Water Affairs and Forestry (DWAF) to promote veld fire management by integrating prevention, preparedness, response and recovery.

If fire breaks are burnt, this must be in consultation with adjoining owners and notice given to the local FPA (if any). If agreement cannot be reached, at least 14 days' written notice must be given to adjoining owners and the association. The adjoining owners must either burn their fire breaks at the same time or be in attendance with adequate resources to prevent any spread of fire.

Assuming there are no objections and conditions are conducive, the owner may burn the break. If not, consensus must be sought for alternative days, but 14 days' notice is not required. The break must be prepared and maintained, giving due consideration to weather, climate, terrain and vegetation, in such a manner as to have a reasonable chance of preventing the spread of fire, without causing soil erosion.

The act also requires land owners to have 'reasonable' firefighting equipment, personnel and protective clothing at the ready.

It is hereby noted and agreed that the policy and its cover is extended to include cover for activities where schools and or children are educated and raising awareness to conserve rivers and waterways.

## Section B: Products liability

### Section B: Products liability

Limit of liability

R40 000 000

#### FIRST AMOUNTS PAYABLE TO SECTION B

The Company shall only be liable for the amount of liability arising from a claim under this policy which is in excess of the first amount payable. The Insured is responsible for the following first amounts of claims:

- a. Any claim R 5 000

## Section D: Directors & officers liability

### Section D: Directors & officers liability

Limit of liability

R20 000 000

#### FIRST AMOUNTS PAYABLE TO SECTION D

The Insured shall not be liable for a first amount payable towards claims under this subsection.

## General Terms & Conditions

### General Terms & Conditions

#### PANDEMIC AND OR EPIDEMIC GENERAL CONDITION

Notwithstanding any provision of this policy including any Specific Exclusion or Extension or other provision not included herein which would otherwise override a General Exclusion, this policy does not cover death, injury, sickness, loss, liabilities, damage/s, cost, or expense of whatsoever nature (including indirect losses and consequential losses) directly or indirectly caused by, resulting from, happening through, or arising out of or in connection with:

- a. any epidemic or pandemic of whatsoever nature or cause; and/or
- b. the imposition of quarantine, isolation, or other restrictions in movement of people, goods and/or animals by a local, municipal, regional or government authority (whether national or international) or any other body or agency; and/or
- a. any travel advisory or warning being issued by a national or international government or any other body or agency; and /or
- b. any action taken in controlling, preventing, suppressing or in any way relating to any the events contemplated in a), b) and/or c)

If the INSURERS allege that by reason of this General Exclusion, any death, injury, sickness, DESTRUCTION, cost or expense of any type whatsoever is not covered by this policy, the burden of proving the contrary rests on the INSURED.

#### NOTEWORTHY CONDITIONS AND EXCLUSIONS APPLICABLE TO ALL SECTIONS

The following exclusions and conditions are applicable to all sections and should be noted:

- a. Contractual indemnity exclusion;
- b. SASRIA/NASRIA, war and terrorism, asbestos and nuclear risks exclusions;
- c. Sexual harassment exclusion;
- d. Compliance with all legislation and other governmental, provincial and municipal regulations governing the conduct of the business;
- e. Retained recourse condition;
- f. Excluding any motor risk insured or otherwise insurable.

(Please note that this list is by no means exhaustive of all exclusions and conditions applicable to cover provided. It is merely listed to particularly draw the Insured's attention to it. The policy wording read with this schedule contains all other exclusions and conditions to cover.)

# Statutory notice to Short-term insurance policyholders

## **DISCLOSURE AND OTHER LEGAL REQUIREMENTS**

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In terms of the Policyholder Protection Rules, 2017 and the Financial Advisory and Intermediary Services Act (FAIS Act): General Code of Conduct for authorised Financial Services Providers and their representatives each insurance policyholder, or prospective policyholder, has the right to the following information:

### **ABOUT THE INTERMEDIARY**

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Name: PSG Wealth FP CENTURION SHORT TERM - Francois Myburgh (016)  
FSP Number: 728  
Telephone Number: (086) 122 2257  
Professional indemnity insurance policy number: SPL/SLF/0000033872  
Professional indemnity insurance insurer: PIFRS (PI Financial Services)

### **ABOUT THE INSURER**

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Name: Western National Insurance Company Limited (South Africa) - Juristic Representative under FSP9465  
Licence number: 9465  
Physical address: 5th Floor, The Edge, 3 Howick Place, Tyger Waterfront, Carl Cronje Drive, Bellville, 7530  
Postal address: P.O. Box 5881, Tygervally, 7536  
Telephone Number: 0861 937 628

#### **Details of the compliance department of the insurer**

Telephone number: 021 914 0290

### **ABOUT THE UNDERWRITING MANAGER**

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Name: RSUM (Pty) Ltd  
FSP Number: 51113  
Physical address: 70 Main Road, Paarl, Western Cape, 7640  
Postal address: 70 Main Road, Paarl, Western Cape, 7640  
Telephone Number: (021) 271 1020  
e-mail address: [info@rsum.co.za](mailto:info@rsum.co.za)  
Website: [www.rsum.co.za](http://www.rsum.co.za)

Professional indemnity insurance policy number: SPL/SLFG/000032277  
Professional indemnity insurance insurer: The Hollard Insurance Company Limited

Categories of financial services licensed for: Short-term Insurance:  
Personal Lines and Commercial Lines

Please note: the underwriting manager is not licensed to and not allowed to provide advice that may lead to the initiation of a new policy or the amendment of a current policy.

Financial Interest: The underwriting manager has a financial interest in the underwriting performance of the insurance products under its administration.

Conflicts of Interests: During the course of normal business relationships, we may from time to time be entertained by, or may entertain product suppliers or intermediaries. Such entertainment is restricted in accordance with the FAIS Code of Conduct, and the management of such entertainment is included in the underwriting manager's Code of Conduct.

#### **Details of the compliance department of the Underwriting Manager:**

Telephone number: (021) 271 1020  
e-mail address: [compliance@rsum.co.za](mailto:compliance@rsum.co.za)  
Compliance officer: Associated Compliance (Pty) Ltd represented by John Horsfall, Craig Ormrod.  
Physical address: 33 Bulawayo Road, Kenridge Heights, Cape Town, Western Cape, South Africa.  
Telephone number: 021 976 9734

## **ABOUT YOUR SASRIA COUPON**

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If you enjoy SASRIA cover, you are entitled to the following information:

Postal address: P.O. Box 653367, Benmore, 2010  
Physical address: 36 Fricker Road, Illovo, Sandton, 2196  
Telephone number: (011) 214-08800 or 086 172 7742  
Fax number: (011) 447-8630  
Website: [www.sasria.co.za](http://www.sasria.co.za)  
Email address: [contactus@sasria.co.za](mailto:contactus@sasria.co.za)

### **Details of the compliance department of SASRIA**

For any SASRIA related complaints, you may contact:

The Compliance Officer  
SASRIA SOC Limited  
P.O. Box 653367  
Benmore  
2000  
[complaints@sasria.co.za](mailto:complaints@sasria.co.za)

Claims procedure:

In the event of claim, all relevant documentation relating to your claim must be submitted to the Underwriting Manager, the details of which appear above.

Consequences of not paying premium:

Cover will cease in the event of the policyholder failing to pay premium.

## **COMPLAINTS PROCEDURE**

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1. RSUM (Pty) Ltd in is committed to adhere to all relevant legislation, the FAIS general code of conduct, SAUMA code of conduct and SAIA code of conduct. Should you feel that we or our suppliers, are not living up to this code, have contravened or failed to comply with an agreement, a law or a rule, that our maladministration or wilful or negligent action or failure to act, has caused you harm, prejudice, distress or substantial inconvenience, or, that we or our service providers have treated you unfairly.
2. You should:
  - 2.1. Escalate your complaint to your broker, who will submit it to the relevant account executive.
  - 2.2. If your complaint is not resolved to your satisfaction within a reasonable time frame, you should write a letter of complaint in which you set out the facts as clearly as possible and submit it per e-mail to [compliance@rsum.co.za](mailto:compliance@rsum.co.za).
  - 2.3. If your complaint is still not resolved to your satisfaction within six weeks of sending it to the complaints departments, you can escalate the matter to the relevant insurer, see details above.
3. Furthermore, you can escalate the matter to the relevant ombudsman or the commissioner of the Financial Sector Conduct Authority, see contact details below.
4. You are entitled to request the complaints procedure from the Underwriting Manager.

## **REGULATORY BODIES**

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### **FAIS OMBUDSMAN**

PO Box 74571, Lynwood Ridge, 0040  
Telephone number: 012 470 9080  
or 012 762 5000  
Fax number: 012 348 3447  
[info@faisombud.co.za](mailto:info@faisombud.co.za)  
[www.faisombud.co.za](http://www.faisombud.co.za)

### **FINANCIAL SECTOR CONDUCT AUTHORITY**

PO Box 35655, Menlo Park, 0102  
Telephone number: 012 428 8000  
or 0800 11 0443  
Fax number: 012 347 0221  
[info@fsca.co.za](mailto:info@fsca.co.za)  
[www.fsca.co.za](http://www.fsca.co.za)

### **SHORT TERM INSURANCE OMBUDSMAN**

PO Box 32334, Braamfontein, 2017  
Telephone number: 011 726 8900  
or 0860 726 890  
Fax number: 011 726 5501  
[info@osti.co.za](mailto:info@osti.co.za)  
[www.osti.co.za](http://www.osti.co.za)

# Other important information in terms of the Policyholder Protection Rules

## THE POLICYHOLDER PROTECTION RULES

The Policyholder Protection Rules confer rights on policyholders and defines a policyholder as:

... a policyholder is a -

- (a) natural person; or
- (b) a juristic person, whose asset value or annual turnover is less than the threshold value as determined by the Minister of the Department of Trade and Industry in terms of section 6(1) of the Consumer Protection Act, 2008 (Act No. 68 of 2008).

The information following below is provided in terms of the Policyholder Protection Rules.

## GENERAL RIGHTS OF A POLICYHOLDER

1. You are entitled to a copy of the policy wording and schedule free of charge.
2. Only an insurer can repudiate a claim and not an intermediary. If an insurer repudiates a claim, you are entitled to the reasons why the rejects insurer or refuses to pay the claim or any part of the claim.
3. A 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.
4. A claim cannot be repudiated on the grounds of a premium not having been paid if the period of grace to pay the premium has not expired. The period of grace in terms of the Policyholder Protection Rules is 15 days from the date on which premium is due.
5. The information about the Insurer must be confirmed to you in writing upon presentation of a quotation by the intermediary.
6. The insurer must notify you if a material change occurs in the contact details of the insurer (or the underwriting manager) or the terms and conditions of the policy.
7. The insurer can only cancel the policy by sending such a notification directly to you.
8. No insurer or intermediary may request or induce in any manner a policyholder, potential policyholder, member of a group scheme or potential member of a group scheme or claimant or potential claimant to waive any right or benefit conferred on that person by or in terms of a provision of these rules, or recognise, accept or act on any such waiver, and any such waiver is null and void.

## COOLING-OFF RIGHTS

1. A policyholder may, where a policy has a term longer than 31 days and no benefit has yet been paid or claimed or an event insured against under the policy has not yet occurred, within 14 days after the date of receipt of the policy contract following the entering into of a new policy or variation of an existing policy, or from a reasonable date on which it can be deemed that the policyholder received the policy contract, cancel the policy entered into with the insurer by way of a cancellation notice to the insurer.
2. All premiums or moneys paid by the policyholder to the insurer up to the date of receipt of the notice referred to in a. above or received at any date thereafter in respect of the cancelled or varied policy will be refunded to the policyholder, subject to the deduction of the cost of any risk cover actually enjoyed.

## PREMIUM PAYMENT OBLIGATIONS AND IMPLICATIONS OF NON-PAYMENT

1. Cover is only valid under sections for which premium is payable.
2. Whether you pay your premiums monthly or annually, you are responsible for ensuring that it is paid on the due date for payment.
3. The amount of premium payable is reflected in the premium calculation sheet included with the schedule.
4. If the premium payment frequency (on the first page of the schedule) is stated as:
  - 4.1. annual, then this policy is valid for a year and the premium is due on the inception date stated on the first page of the schedule or from the same date in any year for which the policy is renewed thereafter;
  - 4.2. annual and additions of cover are made during the term of the policy, the premium for the additional cover is due on the effective date of such cover;
  - 4.3. monthly, then this policy is a calendar month policy and premiums are due on the first day of each month notwithstanding the agreed debit order date;
  - 4.4. monthly and additions of cover are made during a month, the premium for the additional cover is due on the effective date of such cover.
5. If the first premium of a new policy is not met for any reason whatsoever reason, the policy is regarded as not taken up and no cover is provided.
6. If it is elected to have premium collected by debit order:
  - 6.1. the insurer, through the underwriting manager, will collect the premium from the bank account designated for this purpose in the debit order authority or proposal form;
  - 6.2. the debit order authority will remain in force indefinitely until it is revoked by the account holder;
  - 6.3. and you revoke the debit order authorization, or the bank reverses the debit order collection upon your instruction, the policy will be canceled and no further premiums will be collected, except for outstanding amounts due to us.
- 6.4. Your reference on your bank account statement will include our name and your debit order reference. The debit order reference is a unique alphanumeric code against which you can verify that we collected your premium and it can be found at the end of your bank statement reference.
7. If the premium payment frequency is monthly and the debit order premium collection is unsuccessful due to any reason other than referred to in 6.3 above, the following options are available for payment of premium:
  - 7.1. the amount of the unmet premium can be collected together with the premium of the next month. Should the debit order collection of the next month not be successful, the policy will be cancelled with effect from the 1<sup>st</sup> of the month for which the first premium had not been collected;
  - 7.2. a cash payment can be made, but subject to the requirements stated in 8. below.
8. Cash payments of premium into the bank account of the insurer can only be made upon prior arrangement or request from the underwriting manager. The proof of payment must be sent to [corlia@rsum.co.za](mailto:corlia@rsum.co.za).
9. Any amount of premium received will first be applied towards the longest outstanding premium.



10. Except for the first month of cover, the terms of Rule 15 of the Policyholder Protection Rules (subject to its definition of a policyholder) provides for a 15 days' period of grace for premium payment from the date on which premium payment is due.
11. Notwithstanding the statutory grace period referred to above, the policy wording may grant a longer period of grace. Please refer to the policy wording and note that these periods run concurrently.
12. If premium is not paid on the due date or within any allowed period of grace, it could result in the repudiation of a claim.

#### **YOUR RESPONSIBILITIES AS A POLICYHOLDER**

1. You must not feel pressurised to buy this product.
2. You must check your policy schedule to ensure that the items insured, their description and values are those you gave to us.
3. You must keep all documents handed to you and make notes of what is said to you.
4. You must advise us of any change to the description use or value of the item insured as soon as reasonably possible to ensure that you are correctly insured.
5. You must disclose all relevant facts may influence an Insurer on any claims arising from your contract of insurance.
6. You must notify us of any claim against the policy as soon as reasonably possible.
7. You must submit all forms in connection with any transaction relating to a policy to the Insurer or the underwriting manager fully completed in ink or electronically. For your protection we will not permit you to sign any blank or partially completed form necessary for the purpose of the transaction, where another person will be required, permitted or allowed to fill in other required detail, or conclude any such transaction.

#### **CLAIMS NOTIFICATION PROCEDURE**

Immediately following any event which may result in a claim under this policy, you must:

1. contact your intermediary for assistance with instituting the claim and advice on the specific cover selected;
2. at your own expense give notice to the insurer as soon as reasonably possible;
3. as soon as practicable after the event, or such further time as the insurer may in writing allow, submit a claim in writing by completing the appropriate claim form for the type of loss and provide such proof, information and sworn declarations that may reasonably be required, to your intermediary or the underwriting manager;
4. note that late notification can result in the rejection of the claim;
5. provide particulars of any other insurance covering such events as are hereby insured;
6. make no admission, statement, offer, promise, payment or indemnity without our prior consent for the underwriting manager in writing;
7. report any event to the police as soon as is reasonably possible after the event if it involves malicious damage, damage to a vehicle, theft, death, injury or any other criminal act or suspected criminal act or loss of property;
8. if *your* property is lost or stolen, you must take all reasonably practical steps to discover the guilty party and recover the stolen or lost property; and,
9. consult your policy wording and schedule for further details on the claims procedure, notification requirements and your policy benefits. If you need advice on this, please contact your intermediary for further assistance.

Claim forms are available at [www.rsum.co.za](http://www.rsum.co.za) should you have any difficulty, kindly contact our claims department at 021 271 1020 or per email at [info@rsum.co.za](mailto:info@rsum.co.za).

#### **OBLIGATIONS OF THE INTERMEDIARY**

1. An intermediary must:
  - 1.1. protect your best interests;
  - 1.2. provide you with information to make informed decisions;
  - 1.3. make sure that you understand all the terms and conditions of the policy.
2. An intermediary must point out any exclusion or limitation in a policy that may affect the decision of the average targeted policyholder to enter into the policy and includes -
  - 2.1. a waiting period;
  - 2.2. any first amounts payable towards losses;
  - 2.3. any limit on the amount or amounts of cover;
  - 2.4. any limit on the period for which benefits will be paid;
  - 2.5. any restrictions on eligibility to claim.
3. The intermediary must further supply you with the following information:
  - 3.1. the legal status of the intermediary;
  - 3.2. whether the intermediary holds more than 10% shares in the insurer;
  - 3.3. whether the intermediary earns more than 30% of its total commission from the insurer;
  - 3.4. the monetary value of commissions, fees or other remuneration earned on your policy;
  - 3.5. the contractual arrangements with the insurer including any restrictions or conditions;
  - 3.6. the key individual responsible for the actions and advice of the representative you deal with;
  - 3.7. whether the representative that you deal with works under supervision;
  - 3.8. how the complaints procedure of the intermediary works;
  - 3.9. the details of the compliance officer of the intermediary.

If any of this information is not forthcoming despite your request, please contact the Financial Sector Conduct Authority at 0800 11 0443 or 0800 20 2087. Alternatively, use the form on the 'contact us' page on their website [www.fsca.co.za](http://www.fsca.co.za) <<http://www.fsca.co.za>>.