Disclosure Notice by Impisi Financial Services (Pty) Ltd

We are a licensed Financial Services Provider in terms of the Financial Advisory and Intermediary Services (FAIS) Act and are required to make the following disclosures in terms of that Act, which also governs aspects of the way we do business. One of the objectives is that you are able to make informed decisions. There are also responsibilities to you, our client. This document deals with both aspects.

Financial Service Provider information

Business name	Impisi Financial Services (Pty) Ltd
Trade name	Impisi Financial Services (Pty) Ltd, *also known as* IFS *or* IMPISI, *is a business of Impisi Group Services.*
FSP Licence number	54281
Business Registration number	2024/268274/07
Contact details	10 Telesto, Pinotage Street, Wilgeheuwel, Roodepoort, 1724 tel: (010) 016 7516 or cell: 084 350 4937 e-mail: admin@i-mpisi.com website: www.i-mpisi.com
Categories of financial services for which we are licensed to provide financial advice and intermediary services	**Category 1** Short-term Insurance: Personal Lines. Advice and Intermediary Services. Short-term Insurance: Personal Lines A1. Advice and Intermediary Services. Short-term Insurance: Commercial Lines. Advice and Intermediary Services.
Compliance and Complaints Officer	Customer satisfaction and retention of your business is vital to us and has been one of the aspects of our ongoing success. Feedback on our service is always welcomed (both negative and positive) and we will appreciate it if you would please refer initial problems (if any) to the representative handling your account or to their superior (Key Individual). If you cannot achieve satisfaction, please do not hesitate to contact our compliance / complaints officer/ key individual: Compliance e-mail : philani@i-mpisi.com Telephone number : (010) 016 7516

Restriction of our Liability

We confirm that we hold Professional Indemnity Insurance and Fidelity Guarantee cover.

To the fullest extent permitted by law, and except for damages resulting solely and directly from fraud or intentional misconduct by us, IMPISI's liability to you for any and all damages, costs, and expenses (including but not limited to attorneys' fees), whether based on contract, delict (including negligence), or otherwise, in connection with or related to the services (including a failure to provide a service) or any other services that we provide shall be limited to a total aggregate amount as per required minimum per local regulator or as stipulated in our Terms and Conditions of Business or such higher amount which may have been agreed with you prior to doing business with IMPISI.

More information can be found on IMPISI's website, www.i-mpisi.com under our Terms and Conditions of Business (version1) and the Annexure A where it applies, as amended from time to time, or a hard copy will be provided to you on request.

Product Supplier's information (Insurers)

The name/s of the product suppliers involved in your account are listed on your policy document. We have contractual relationships with these and various other product suppliers – in fact, with virtually the entire insurance market which enables us to obtain the best and most appropriate cover for you.

Legal and contractual relationship

Impisi Financial Services (Pty) Ltd is a licensed FSP authorised by product suppliers to provide the financial services in respect of the financial sub-categories as stated above and does not collect premiums (on the direct insurance placements) and undertakes certain other duties on their behalf.

In the preceding 12 months, we have not received more than 30% of our total remuneration from any one Product Supplier (insurer).

We hold no interest exceeding 5% in any product supplier's shares.

Financial product name and conditions

Details of the products and all conditions relating thereto are contained in your policy documentation and some of these are set out in your summary of insurances. To assist you the summary also contains helpful hints on your cover and duties. It is however vital that you read the policy which is your contract with insurers and may contain specific terms for your insurance. Please advise us of any aspect which requires further explanation, or which is incorrect.

Detail on how to institute a claim

Immediately after it is known to the insured, any loss or damage which may result in a claim must be reported to IMPISI, as your insurance broker followed by details in writing. Procedures for the submission of claims are detailed in the policy document. Please also refer to the "claims notification procedure" contained in your summary of insurances.

Conflict of Interest

In the regular course of business, our policy aims to put the interests of our clients before our own. All staff will never permit personal interests to conflict with the company interests, its clients, or affiliates. Acting in such a manner is unacceptable and any party who acts outside of IMPISI's best interest may be subject to disciplinary action. A full copy of our Conflict of Interest is available on our website www.i-mpisi.com or on request from us.

Remuneration and other considerations received by the service provider

The Rand amount of fees and/or commissions earned by IMPISI is disclosed in your policy and/or our Fee Report. These vary depending upon the product type, but will not exceed the following:

a) Non-Motor: 20% of premium
b) Motor: 12.5% of premium
c) SASRIA: 11% of premium

Please note

1. You (Insured) are required to pay the premium on or before the inception date or renewal date or on receipt of our debit in respect of endorsements, otherwise no cover applies. Please refer to your policy wording for Consequences of non-payment of premiums.

2. Incorrect or non-disclosure by you of relevant facts may result in rejection of your claims. This includes any facts (or omissions) which increase the risk of loss or damage and includes facts indicating you may have financial problems, etc. This duty to disclose remains your responsibility and continues right up to inception or renewal date of your covers and thereafter.

3. Do not sign any written or printed form or document unless all details required to be inserted thereon have already been inserted and you have read and understood the content thereof. Complete all forms in ink. Keep a copy.

4. Keep all documents provided to you. We are required to supply you with a copy or written or printed record of any transaction, on request.

5. Ensure that you receive written confirmation of important changes in cover and advice provided to you. Do not be pressurised to buy any product.

6. You may require advice on products purchased by you or risks to which you are exposed. If you do not believe you have received adequate advice or are unsure of the advice you have received, please ask questions to your representative who deals with you or their superior.

7. Your broker may not request or induce you to waive any right conferred upon you in terms of the FAIS Act.

8. You are entitled a period up to 30 days within which you may cancel your policy in writing at no cost. Cover will cease upon cancellation of the policy. If the insurer wishes to cancel your policy, this will be done in writing, to your last known address.

9. The Ombudsman is available to advise you in the event of claim problems which are not satisfactorily resolved by the insurance intermediary and/or the insurer.

FAIS Ombud contact details for problems in terms of the FAIS Act

You may contact the FAIS Ombudsman if you are dissatisfied with the advice or intermediary service rendered by your Insurance Broker/Intermediary.

Physical Address : Menlyn Central Office,125 Dallas Avenue, Menlyn Central, Waterkloof Glen, Pretoria, 0010
Postal Address: P O Box 41, Menlyn Park, 0063
Website: www.faisombud.co.za
E-mail: info@faisombud.co.za
Tel: (012) 726 5000 or 0860 663 274
Fax: (012) 348 3447

The Ombudsman for short-term insurance

You may contact the Ombudsman for Short Term Insurance if you have a complaint against your insurer, or if you are dissatisfied with the outcome of your claim.

Physical Address: 110 Oxford Road, Houghton Estate, Johannesburg, 2198
Postal Address: Box 32334, Braamfontein, 2017
Website: www.osti.co.za
E-mail: info@osti.co.za
Tel: (011) 726 8900 or 0860 726 890
Fax: (011) 726 5501