



LETTER OF INTRODUCTION, TERMS OF TRADE AND SERVICE LEVEL AGREEMENT

Melissa Crooney

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INTRODUCTION OF REPRESENTATIVE:

This document sets out the Terms and Conditions of Business in respect of the business relationship between GRIB and the Clients.

The Financial Advisory and Intermediary Services Act, also known as **FAIS**, aims to regulate Financial Service Providers (FSP's) by protecting you against improper conduct by such FSP's legislation, I would like to bring the following information regarding myself to your attention:

My name is **Melissa Crooney**, I am a **registered Representative** of Garden Route Insurance Brokers (Pty) Ltd ("GRIB") FSP number 15438 and Company Registration number 2018/586153/07 and I receive a basic salary.

Garden Route Insurance Brokers (Pty) Ltd takes responsibility for the advice and intermediary services I provide under Category 1:

- 1.2 Short-term Insurance Personal Lines
- 1.6 Short-term Insurance Commercial Lines
- 1.23 Short-term Insurance Personal Lines A1

My contact details are as follows:

PHYSICAL ADDRESS	POSTAL ADDRESS	CONTACT DETAILS
Unit 2 Quayside Office Park Cnr. Gordon & Hedge Street Knysna 6571	P.O. Box 3441 Knysna 6570	Tel: 0800 43 49 48 Fax: 086 508 3625 Email: info@grib.co.za

I have been trained in the following insurance products:

Short Term Insurance:

- Commercial Lines
- Personal Lines

If you are not satisfied with either my advice or services, you can view our complaints procedure on www.grib.co.za or click here. Alternatively, you can contact the GRIB main key person appointed by the Financial Services Board, Dan Payton and he may be contacted at info@grib.co.za.

Garden Route Insurance Brokers (Pty) Ltd is monitored by Moonstone Compliance (Pty) Ltd, a practice approved by the Financial Services Board. Our compliance officers email address is aknobel@moonstonecompliance.co.za and Moonstone Compliance (Pty) Ltd.'s contact number is 021 883 8000 and fax 021 883 8005.

My brokerage possesses written authority to market various products from numerous Insurers, proof thereof will be provided upon written request to the Key Person on info@grib.co.za. Our brokerage is accredited with the relevant knowledge and competency and proficiency to market the products of the various Insurers within the scope of its authority.

I have the following relevant qualifications and experience:

- Matric
- NQF5 120 Credits
- RE5 for Representatives

I do not hold more than 10% of an insurer's shares. I am remunerated for my services and earn a salary.

Should you choose to enter into a contract of insurance with Garden Route Insurance Brokers (Pty) Ltd as the Broker, the Standard Terms and Conditions of business will apply.

Yours sincerely

Melissa

STANDARD TERMS AND CONDITION OF BUSINESS

These Terms and Conditions of Business, whether signed or not by you, take effect when we provide Services to you or place insurance on your behalf, or when we have provided you with Consultancy Services irrespective of whether or not there is a signed agreement in place with Garden Route Insurance Brokers (Pty) Ltd (“GRIB”).

INTRODUCTION

1. This document sets out the Terms and Conditions of Business in respect of the business relationship between Garden Route Insurance Brokers (Pty) Ltd (“GRIB”) and its Clients.
2. These Terms and Conditions of Business apply between Garden Route Insurance Brokers and its Clients, regardless of the type of Services Garden Route Insurance Brokers provides. Garden Route Insurance Brokers provides services as a Financial Services Provider in terms of FAIS.
3. To the extent that any of the Services provided by Garden Route Insurance Brokers are governed by any South African legislation or regulated by the Financial Services Board, these terms and conditions cannot and do not purport to override the aforementioned, in so far as they are not allowed to be amended.

TERMINOLOGY

In these terms and conditions, the words used shall bear the meaning assigned to them below: -

1. “Garden Route Insurance Brokers/we/us/ours” shall mean Garden Route Insurance Brokers (Pty) Ltd, with registered office at Quayside Office Park, corner Gordon and Hedge streets Knysna, including all its divisions and subsidiaries from time to time, including any that do not bear the name “Garden Route Insurance Brokers” and/or that have a separate FSP registration number to Garden Route Insurance Brokers (Pty) Ltd or whom may be a Juristic representative of Garden Route Insurance Brokers.
2. “Appointment Letter” shall mean a separate appointment letter where you appoint Garden Route Insurance Brokers to render certain Services to you or you signed a Broker Authority and Clients Mandate.
3. “Client” shall mean the party with whom Garden Route Insurance Brokers enters into this Agreement and/or the Service Level Agreement and/or the Appointment Letter and/or in respect of which it performs 4. “Cession Clauses” shall mean the only circumstances in which a client will not be required to resign mandates as required in section 5(1) of the Code of Conduct for Administrative and Discretionary FSPs requires a FSP to obtain a signed mandate from a client before rendering any intermediary service to that client.
5. “Code of Conduct” shall mean the General Code of Conduct for Authorized Financial Services Providers and Representatives published in terms of Section 15 of FAIS.
6. “Consultancy Services” shall mean the services to be rendered by us to you of a consultancy nature, including, without limitation, risk management services, actuarial services, and healthcare services.
7. “FAIS” shall mean the Financial Advisory and Intermediary Services Act, No. 37 of 2002, as amended from time to time.

8. "FSB" shall mean the Financial Services Board established by Section 2 of the Financial Services Board Act, No. 97 of 1990, as amended.
9. "Financial Services Provider" shall mean any person, other than a representative, who as a regular feature of the business of such person - (i) furnishes advice; or (ii) furnishes advice and renders an intermediary service; or (iii) renders an intermediary service.
10. "Intermediary Service" is defined in sub section (3)(b) of FAIS as being, "any act other than the furnishing of advice, performed by a person for or on behalf of a client or product supplier - (a) the result of which is that a client may enter into, offers to enter into or enters into any transaction in respect of a financial product with a product supplier; or (b) with a view to - (i) buying, selling or otherwise dealing in (whether on a discretionary or non-discretionary basis), managing, administering, keeping in safe custody, maintaining or servicing a financial product purchased by a client from a product supplier or in which the client has invested; (ii) collecting or accounting for premiums or other moneys payable by the client to a product supplier in respect of a financial product; or (iii) receiving, submitting or processing the claims of a client against a product supplier".
11. "Insurers" shall mean collectively or individually insurers, underwriting management agencies or reinsurers, as the case may be.
12. "Insured Values" shall mean the amount for which insurance cover is obtained in respect of the property, other asset or interest insured, and the basis on which insurance premium is computed.
13. "Services" shall mean the services to be rendered by us to you as set out in a separate Service Level Agreement, or as set out in the separate Appointment Letter.
14. "Service Level Agreement" shall mean a separate Service Level Agreement entered into by and between us and you, which shall cover the various service levels agreed upon.
15. "Sum Insured" shall mean the value shown in the policy which is the policyholder's (your) calculation of the total value at risk and upon which the Insurer calculates the premium".
16. "You/your" shall mean the Client, who has appointed Garden Route Insurance Brokers to render certain Services on your behalf, who will be referred to as "the Client" or "you", as the context may require with registered office as is set out in the Appointment Letter and/or the Service Level Agreement, if any.

REGULATION

We are authorised and regulated by the FSB in terms of FAIS, bearing License Number: 15438.

PRODUCTS AND SERVICES

We offer a full range of insurance products and our service may include but is not limited to: advising you on your insurance needs; arranging your insurance cover with Insurers to meet your specific requirements and helping you with any subsequent event or alteration to the insurance we have arranged on your behalf. As part of our service we may assist you with any claim you need to make. We have access to most major Insurers, with which we place your insurance. We will advise you should we have any special arrangements with them or if you are required to deal directly with the Insurer for ongoing policy administration. We may issue policies and handle claims on behalf of some Insurers.

DISCLOSURE OF INFORMATION

Instructions:

- a. You warrant to us that the director or officer or partner or other employee/s that will represent you in your dealings with us is duly authorized to do so. We will, in any event, endeavour to confirm all instructions in writing (by letter, e-mail or facsimile) to avoid any misunderstandings about the cover which you have requested. Written instructions may also be recorded in minutes following meetings. For administration purposes, we may record our telephone conversations with you.

Duty of Disclosure:

- a. An insurance contract imposes onerous duties upon prospective insured's and their service providers, who are obliged to act with utmost good faith towards Insurers always.
- b. You are obliged to disclose to Insurers, before the contract is concluded, each and every "material" circumstances or information which may in any way affect the assessment of the risk and, in turn, the decision of the Insurer to insure the risk, as well as the premium payable. The obligation of disclosure is not limited to material circumstances or information of which you are aware; it extends to those circumstances of which you ought to be aware in the ordinary course of your business. You are responsible for ensuring that we have all material documents / information and facts which should be disclosed to Insurers.
- c. If there is any doubt as to whether a circumstance or information is material to the risk, we recommend you inform us thereof.
- d. If there is any breach of duty to act with utmost good faith or failure to disclose any material circumstance or information to Insurers, the Insurers may be entitled to void the policy of insurance from inception. In effect, this means they may be entitled to act as if the policy had never existed and to seek recovery of all claims already paid under that policy, although they may be obliged to repay the premium.
- e. The duties of utmost good faith and full disclosure arise again on renewal, extension, amendment of any policy or replacement of cover with a new Insurer. They also apply to the making of claims and to any situation during the period of the policy in which you are required, under the terms of the policy or otherwise, to provide information to Insurers.
- f. You must take care to ensure that all the information provided to us is true, as Insurers may void a policy based on misrepresentation.
- g. If you are in any doubt over any of the policy terms or conditions, please seek our advice promptly.
- h. You agree that you cannot hold us responsible for and waive any claim against us for any loss/damages suffered by you as a result of incorrect/incomplete data being furnished to us by you.

Proposals, Questionnaires and Forms:

- a. With certain classes of insurance, you may be required to complete a proposal form or questionnaire. We will provide any advice and assistance you may reasonably require, but we cannot complete or sign the form on your behalf. In completing a

proposal, claim form or other document relating to an insurance policy, the accuracy of all answers, statements and/or information is your sole responsibility.

Risk Information:

- a. You will be required annually and in the case of any material changes in the interim, to immediately upon becoming aware of such, provide updated risk information with regard to the subject matter to be insured and claims information which will be used for the purposes of obtaining renewal terms from Insurers.
- b. All Insured Values / Sums Insured provided by you are deemed by us to be adequate for your purposes and to include VAT at the prevailing rate (unless otherwise stated).
- c. If Insured Values / Sums Insured are too low and you are therefore under-insured, then the condition of an average will apply, which stipulates that if the value of the property is greater than the sum insured, then you shall bear the risk of the difference in value. You bear the responsibility to ensure the adequacy of sums insured, and we shall not be liable in any way if you are underinsured
- d. You are reminded that should the subject matter of the insurance or the nature of the risk be altered in such a way as to increase the risk insured under the policy, the Insurer must be given prior written notice thereof and in that situation, is entitled to either reject the increased risk, amend the terms of cover and/or charge an additional premium. Where the subject matter of the insurance is so altered as to make it a different risk (as opposed to increasing the risk), the Insurer will not be liable.

PROVISION OF INSURANCE PREMIUM COSTING'S

1. We will, when providing a quotation for the placement of your business, use our best efforts to ensure its accuracy and that we can place it at the quoted price.
2. In cases where we are requested to provide estimated terms without approaching the market, we cannot confirm the final premium until we have agreed the costing with Insurers.
3. We will inform you of the premium required by Insurers when the payment is due and the terms and conditions of the scope of coverage have been agreed.

BINDING OF COVER

Cover will only be placed on your specific written instruction and will only be in force once it has been 100% (fully) placed with Insurers and you have received written confirmation of the fact from us. A policy of insurance stipulates that all premiums are payable prior to the inception of cover.

RENEWAL OF COVER

Unless otherwise agreed, we will renew your cover in accordance with expiring sums insured and/or limits. We will advise you in writing of the proposed renewal terms including any amendments. All proposed amendments to your insurance programme will be deemed to take effect on the renewal date.

It is your responsibility to advise us of your renewal requirements before the expiry of any period of insurance cover and should you not accept the proposed amendments you will be obliged to immediately inform us of this in writing.

MID-TERM AMENDMENTS

1. If you require any changes to your insurance covers please contact us immediately, and we will negotiate the changes required. We again draw attention to the duty of disclosure and binding of cover referred to above.
2. Any notification to GRIB of changes required does not mean that cover is automatically in place. As soon as approval of changes has been obtained, we shall accordingly notify you thereof in writing.

CONFIRMATION OF COVER

1. We will confirm that we have placed cover or effected your required changes as soon as possible. We will confirm in writing the scope of cover, on your specific request, explain specific terms and conditions which may apply and give you the names of the Insurers with whom the cover or; insurance has been placed. Notice to us of changes required does not mean that cover is automatically in place. The changes to cover will be effective from the date upon which they are accepted by the Insurer and confirmed in writing.
2. We will endeavour to send you a policy document and/or cover note as soon as practicable but in any event within the timelines prescribed by any applicable law, provided that the Insurer has furnished us with such document. Overseas Insurers may take many months to issue a policy. The policy sets out the various terms, conditions, warranties and exclusions relating to the cover.
3. Whilst we will endeavour to ensure that the Insurer/s has/have given proper effect to your requirements, it is important that you carefully read all confirmations of cover, schedules, policies and other documents to ensure they meet your requirements. If they do not, we should be contacted as soon as possible. We do not undertake to review the entire wording of insurance policies with you unless specifically requested.
4. In instances where a policy document is not available before the intended inception date of cover, provided the Insurer has accepted the risk and confirmed this in writing to us, we shall provide you with written confirmation of cover which together with the payment by you of the premium may be regarded as assurance of cover being in place.

PAYMENT OF PREMIUM AND FEES

1. You are responsible for the payment, in full, of premium and/or fees to us as directed on and immediately on receipt of our invoice. Your policy will state that all premiums are payable on or before the inception of cover. If you do not pay your premiums timeously cover under the policy may be jeopardized. In the event that settlement is required, other than on presentation of our invoice, we will advise you accordingly. It is not our policy to fund the payment of premium on behalf of our Clients to Insurers. Failure to pay your premium on time may result in the voiding of your policy.
2. Except for monthly policies, or with specific agreement from Insurers, part payments of premium and fees, is not acceptable. On receipt of a part payment, we will hold your payment pending your written instructions on how we should apply the monies to individual premium debits. Any delayed payment may result in void policies for which we can accept no liability.

BANKING PROCEDURES

1. Unless otherwise directed, we only accept electronic bank transfers in the currency of our invoice
2. Notification of the payment must be faxed or e-mailed to the account executive or Finance Department (debtor's supervisor) for information purposes, including our invoice reference number(s) of the items being settled.
3. In the event of premiums being due monthly, provision should be made for a debit order authorisation.
4. We do not accept cheques or any cash payments

CLAIMS

1. Claims, losses or any circumstances which could give rise to a claim should be notified to us as soon as possible and certainly within any time limit specified in the policy. Such notification should include all material facts concerning the claim, loss or circumstances. Where circumstances so require we will advise you how to proceed with the quantification and settlement of your claim.

We will keep you apprised of the progress of your claim and of any special circumstances relating thereto.

2. The settlement of your claim will depend upon acceptance of the claim by the Insurer. The collection of payments from overseas Insurers may take longer than for local placements.
3. It is our policy to assist you in conducting claims negotiations and secure interim payments, where appropriate, from Insurers during the process of settling the claim. We will provide this service as long as we are your appointed service provider. We reserve the right to charge you a fee to handle the settlement of outstanding and/or run off claims should you terminate our appointment before such claims are finalised.
4. Any excess, deductible, or first amount payable is an uninsured part of your claim. We do not undertake to recover such amounts ourselves, unless otherwise agreed in writing with you. We undertake, if agreed upon, to negotiate all insured claims submitted by you during the currency of your insurance programme whilst we continue as your appointed service provider as part of our normal service.
5. If the circumstances of any claim provide for an excess or deductible to be payable by you to an Insurer then the amount claimable by you from the Insurer will be the net amount, after such excess or deductible has been considered.
6. Any costs not included in the policy will require reimbursement directly from you. These costs may include, administrative costs and all additional costs incurred during the claims negotiation, including but not limited to, legal advice, police reports, tracing agents, travelling and the like. These costs will be agreed with you prior to being incurred.
7. In the event that we are required to provide advice or services in relation to a claim that we consider to fall outside of the scope of services provided by a short-term insurance intermediary as provided for in terms of common law, any relevant legislation and/or any trade practice currently adopted by us, then we reserve the right to determine whether we are in a position to provide such advice or services and what the cost of that advice or

services should be if we agree to provide same. In such a case, we will enter into a separate remuneration arrangement with you.

RETENTION OF DOCUMENTATION

We will maintain records of our dealings with you as prescribed by law.

FINANCIAL SECURITY OF RISK CARRIER

1. It is our policy to place your business only with reputable and creditworthy Insurers. We do not accept responsibility for, or guarantee, the future solvency of Insurers or their ability to pay claims.
2. Should circumstances necessitate it, we may in order to place risks fully or improve terms and conditions of cover, place risks with international markets and/or markets outside South Africa.

This shall only be done with your prior consent and after we have consulted with you. In these circumstances, local regulations of the insurance markets and the legal ability to obtain and enforce payment of disputed claims may be more expensive and difficult to obtain.

3. If you require information about any of the Insurers or have specific instructions in this respect, please discuss this with us.
4. If you require us to place all or part of your insurance cover with a market that is not on our approved financial security list, we will require your written authorisation to do so.
5. We are not the Insurer of any risk nor can we guarantee the availability of a cover. The final choice of Insurer(s) remains with you. If at any time the cover you require can only be provided by an Insurer that is not on our list of approved Insurer(s), we will advise you of such and we will further advise you of the risks of using that Insurer which you will be required to approve in writing. You will indemnify us in such circumstances.

REMUNERATION

1. Our remuneration may comprise commission from the Insurer/s concerned as a result of placing your business with local and international insurance markets as well as fees for Services rendered to you.
2. Services for which fees are charged are detailed in our quote and always reflect on the schedule that GRIB or the Insurer issues.
3. We aim to provide you with short-term insurance and risk management solutions that protect what's important to you and/or your business.

To help us achieve this, it's important that you understand what we do as your insurance broker and risk advisor.

When you are buying a financial product as defined in the Financial Advisory and Intermediary Services Act, 2002 (FAIS), such as a short-term insurance policy, we will give you a Disclosure Notice setting out information about our Insurance brokerage and our representatives, the product provider (insurer), how to report a claim against the product and details of how to lodge a complaint on our internal complaints system and/or with the FAIS Ombudsman or the Ombudsman for short-term insurance.

At the time of quoting we will also provide written information about the financial product you have purchased and our remuneration.

Should we have provided you with advice about a financial product, which will consider your individual objectives, financial situation and needs, and this advice leads to our arranging a financial product on your behalf.

By continuing to engage our FSP to provide insurance services, you are agreeing to the delivery of our services and our remuneration as described in the RD.

Our remuneration

Unless we have agreed in writing otherwise, our remuneration for acting as your insurance and risk advisor and as an independent intermediary will comprise the following:

- A commission paid to us by the insurer
- An administration fee paid to us by the insurer
- A service fee or compliance fee, paid to us by you the insured, both these fees agreed with you beforehand by way of your signature on the proposal form or the acceptance of the quote submitted to you.

The commission paid to us by an insurer is standard for insurance brokers in South Africa in accordance with rates prescribed in the Short-term Insurance Act.

Limitation on Remuneration to Intermediaries

The Short-Term Insurance Act, 1998 (Act No. 53 of 1998) Regulations - Part 5: Limitation on Remuneration to Intermediaries (Section 48) 3. Maximum commission payable, No. commission shall exceed, in respect of—

- a motor policy, 12,5 per cent of the premium payable under the policy;
- any other short-term policy, 20 per cent of the premium payable under the policy.

Commission is paid by the short-term insurer in respect of the premium received and GRIB receives more than 30% of its commission from Hollard.

In addition, we may also receive a Fee for the following services:

“Section 8(5) of the Short-term Insurance Act (STIA) provides that an independent intermediary shall not charge, in addition to any remuneration contemplated in section 48, any fee which is payable by a policyholder, unless the amount thereof is disclosed expressly and separately to the policyholder by the intermediary. The Compliance fee and Service fee may at any stage be removed by you if you do not require any of the specific extra services we perform. The Service fee and Compliance fee that reflects on the quote and again reflected on the schedule issued to you the Policyholder is for the service and functions that the FSP renders in terms of the FAIS act and other services as described:

- the managements and duties performed by the Key Persons appointed by the FSB within the FSP;
- the payment of FSB fees for the various services as determined by National Treasury;
- the payment of the levy to the FSB;
- the payment of the levy to the FAIS Ombudsman;

- the payment of external compliance companies to ensure that compliance of the FSP is to the standard as set forth by the FAIS Act;
- payments of auditors and other financial staff in the preparation of audited financial documents for the FSB;
- the cost of storage of documents for 60 months after cancelation;
- Reminder Notification of Licence renewal of drivers;
- Reminder Notification of vehicle licence renewal;
- Reminder Notification to replace batteries in Tracking Device;
- Reminder Notification of driver's PDP;
- Reminder Notification of Fire Appliance renewal certificate date;
- Enhanced monthly Excel spreadsheet for quick reference;
- Up to R2,500 in assistance of the non-payment of claims, whereby in the FSP opinion that the claim was not paid out as a genuine error, or genuine misunderstanding of the cover had occurred on behalf of the client and in order build and to keep strong relations this marketing assistance is provided (subject to the set annual budget of the FSP);
- Consultation with the FSP's attorneys (max 1 Hour) for legal advice or assistance with difficult claims, letter of demands and Summons that are not defended by insurance companies. (subject to the set annual budget of the FSP);
- The attempted recovery of costs or financial losses after a loss that are not insured.
- Drafting and delivery of letters of demand for vehicles that are insured for 3rd party only or the accident damage is below the excess as stated in the schedule.
- Surveys and risk reports
- Preparations of claims complaints to the Ombudsman
- Site visits
- Assisting 3rd parties submit claims against our clients

These services do not constitute services as an intermediary of the insurer. Regulation 5.1(1) (General limitations) provides that no consideration shall, in respect of short-term insurance business carried on in the Republic, directly or indirectly, be provided to, or accepted by or on behalf of, an independent intermediary for rendering services as intermediary, otherwise than by way of commission in monetary form. The Commission that is paid by the short-term insurer is in respect of the premium received from you and this commission is treated as remuneration to the FSP for rendering services as an intermediary as defined by the FAIS Act. The Insurance company do not remunerate our FSP for advice.

The Service fee and Compliance fee is not for any of the following services:

- Furnishing of advice for or on behalf of a client or product supplier
- Managing or administrating of the FSP in the process of advice or administration services
- Administrative functions in the maintenance of an insurance schedule

- Collecting or accounting for premiums or other monies payable to the client or supplier
- Receiving, submitting or processing claims of clients against the product supplier

We want to be entirely transparent about our remuneration so please ask us if you want more information or have any questions.

ADDITIONAL SERVICES

We shall, if possible, provide you with additional services upon your request. Such services shall only be rendered if you agree to our proposed fee, for rendering such additional services.

CONFIDENTIALITY

Personal information collection - Purposes of processing data

1. We shall collect and process the following kinds of personal information for the following purposes:
2. purposes related to and intended to acquire contractual information or preliminary information; or
3. purposes related and intended to performance of the contract as well as the handling of the related contractual obligations between parties; or
4. purposes related to and intended to comply with obligations relating to statutory, tax and accounting laws, as well as the maintenance of the law by any public body, including the prevention, detection, investigation, prosecution, and punishment of offences; or
5. purposes related to the enforcement of a law imposing a pecuniary penalty; or
6. purposes related to the protection of the public revenue; or
7. purposes related to the conduct of proceedings before any court or tribunal being proceedings that have been commenced or are reasonably in contemplation; or
8. purposes related to the interests of national security; or
9. statistical, research, commercial or direct marketing purposes which shall imply to gather useful information in order to improve the communication and/or our solutions, services and products, however nondisclosure of your identity will be observed.
10. Where we disclose your personal information to our agents or sub-contractors for these purposes, the agent or sub-contractor in question will be obligated to use that personal information in accordance with the terms of these Terms and Conditions of Business.
11. In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, we may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and to establish, exercise or defend our legal rights.

THE WAY IN WHICH DATA WILL BE PROCESSED - SECURING YOUR DATA

1. The processing will be carried out by means of operations carried out with or without the help of electronic or automated means, concerning the collection, recording, organization, modification, selection, retrieval, comparison, utilization, interconnection, blocking,

communication, dissemination, erasure and destruction of data, whether the latter are contained or not in a data bank. The processing will be carried out by the data controller.

2. We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We will further implement appropriate technical and organisational measures to secure against the unauthorised or unlawful access to or processing of personal information.

THE MANDATORY OR FACULTATIVE NATURE OF THE DATA

The data required is necessary to perform the Services. Your eventual refusal to confer the data shall cause the impossibility to perform the Services.

RIGHTS OF INFORMATION, RECTIFICATION, CORRECTION AND UPDATE

1. You shall have the right to obtain, free of charge, confirmation as to whether or not personal data concerning you exists, regardless of there being already recorded communication of such data in intelligible form.
2. You, upon proof of identification, shall have the right to be informed of the source of the personal data, of the purposes and methods of processing, as well as of the entities to which the personal data may be communicated. You shall also have the right to obtain updating or rectification of the data, erasure, or blocking of data that have been processed unlawfully, including data whose retention is unnecessary for the purposes for which they have been collected or subsequently processed. This shall be done by us within a reasonable time, at a charge to you that is not excessive, in a reasonable manner and in a form, that is generally understandable.
3. You shall have the right to object, in whole or in part, on legitimate grounds, to the processing of personal data concerning you, even though they are relevant to the purpose of the collection.
4. Garden Route Insurance Brokers gathers data containing information about its Clients and their insurance placements, including, but not limited to, names, industry codes, policy types, and policy expiration dates, as well as information about the Insurers that provide coverage to its Clients or compete for its Clients' insurance placements.

DELEGATION

1. In the normal course of our operations we may request other service providers to assist us to service and place your business.
2. The remuneration of such other service providers will form part of the agreed fees unless otherwise advised.
3. Should a Garden Route Insurance Brokers sell its business or transfer its clients to another FSP, this involves the termination of the existing agreement between the two parties. New mandates must be signed between the client and the receiving FSP as the contractual obligations are between different parties. In terms of this agreement you are not required to re-sign a new mandate if the Broker Authority includes the Cession Clause

RESTRICTION OF OUR LIABILITY

We confirm that we have in place professional indemnity insurance and fidelity guarantee cover.

1. In no event will we be liable to you for any indirect, incidental, special, consequential, exemplary or punitive damages (including, without limitation, lost or anticipated revenues, lost business opportunities or lost sales or profits).
2. To the fullest extent permitted by law, and except for damages resulting solely and directly from fraud or intentional misconduct by us, GRIB'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 of R30 million (Garden Route Insurance Brokers Standard) or such higher amount.

CLIENT PREMIUMS

1. We act as agents for the Insurer for the collection of insurance premiums, the payment of claims and the refund of premiums. We are governed by strict rules pertaining to the collection and receipt of premiums in terms of the Short-term Insurance Act and we maintain the statutory guarantee required in terms thereof.
2. This means that premiums paid in full to us or our selected collection agency, are treated as having been received by the Insurer when received in our bank account and claims payments and premium refunds are treated as having been received by you when the money leaves our bank account.

COMPLAINTS PROCEDURE

1. In terms of FAIS, we maintain a statutory complaints department and you should formally lodge any complaint with our Key Persons. If you require further information pertaining hereto, please refer to GRIB's website at www.grib.co.za.
2. We maintain, in terms of the Code of Conduct, an internal complaint resolution system and procedures for the resolution of complaints by Clients. A copy of our policy outlining our commitment to you, and system and procedure for, internal resolution of complaints is available on request.
3. Should you be dissatisfied with our service; you must lodge any complaint in writing with our compliance department.
4. We shall handle your complaint in a timely and fair manner and take steps to investigate and respond thereto promptly.
5. Should any complaint not be resolved to your satisfaction through our internal complaint resolution system and procedures, you may then take such further steps as you may deem fit, including the lodgement of a complaint with the Ombudsman for Financial Services Providers.

POLICY HOLDER PROTECTION RULES

1. In terms of Section 55 of the Short-Term Insurance Act, Policyholder Protection Rules have been promulgated.
2. Those rules aim to ensure that "policies are entered into, executed and enforced in accordance with sound insurance principles and practice in the interest of the parties and in the public interest generally".
3. If you require a copy of our input in respect of those rules we will provide that.

CANCELLATION OF YOUR INSURANCE

1. If, during the period of your insurance programme, your Insurers tender notice of cancellation of your insurance cover, we will utilise our best efforts to replace your programme with suitable new Insurers. In such circumstances, our efforts may be unsuccessful or the replacement cover may differ in cost and comprehensiveness.
2. We accept no liability for any acts or omissions arising out of the mid-term replacement of your cancelled programme. Our duty to you is to arrange replacement cover as expeditiously as possible under the prevailing circumstances.
3. We will retain the full annual commission and/or fees on the cancelled programme and we will earn pro rata commission and/or fees on the replacement programme.

CONSULTANCY SERVICES

In the event of you using our Consultancy Services relating to risk assessment/management and the following happening:

1. Those consultancy services recommending that certain things should be done by you, with a view to reducing risks; and
2. you deciding not to implement some or all of those recommendations; and
3. that not being disclosed by you or us to the relevant Insurers; and
4. at a later stage those Insurers becoming aware of that non-disclosure and taking steps to invalidate the policy, then we shall not be liable to you at all, in the event of the Insurers avoiding liability in terms of the policy based on the non-disclosure.

TERMINATION OF OUR APPOINTMENT

1. This Agreement may be terminated by either you or us giving 30 (thirty) days' notice in writing to the other, or immediately in any of the following events:
 - a. if either you or we commit a material breach of any of the terms of this Agreement which is not remedied within 7 (seven) working days after the aggrieved party has served a notice calling on the guilty party to rectify the breach, except where such breach is due to a cause beyond the control of either you or us, or
 - b. if either you or we are liquidated, become sequestrated, are subject to business rescue proceedings, make a voluntary arrangement with creditors or have a receiver or administrator appointed.
3. Upon termination of this Agreement we shall continue handling any outstanding claims work or complete any work in progress provided that we are able to and that an acceptable method of remuneration is agreed between us.
3. We shall co-operate in ensuring that your insurance broking arrangements can be promptly and effectively continued either by you or by a third party nominated by you at the time.
4. On request, we shall return to you the original or a copy of your current policy documents, your risk information and claims history/experience only on request. All other information / documentation remains our property.
5. Where any termination, as aforesaid, takes place before the expiry of the full 12 (twelve) month policy period, the full annual fee/commission shall be regarded as having been properly earned by us.

COMMUNICATIONS / NOTICES

1. All introductions and notices to us from you should be in writing. In urgent cases, oral instructions will be accepted. All instructions should be confirmed in writing.
2. Electronic communications and facsimiles received after normal business hours shall only be deemed to have been received on resumption of normal business hours.

APPLICABLE LAW

It is agreed that our contractual relationship with you is governed by the laws of the Republic of South Africa.

DISPUTE RESOLUTION

1. It is agreed that, in the event of a dispute arising between us, we will first try to resolve that dispute by way of mediation.
2. However, if we are unable to resolve that dispute by mediation within 3 (three) months after it has arisen, then we agree that such dispute will be dealt with by way of arbitration in accordance with the rules of The Arbitration Foundation of Southern Africa.
3. Such arbitration proceedings shall be held in Knysna and conducted in English.

MONEY LAUNDERING / FINANCIAL CRIME

1. We may be obliged to request you to furnish us with additional information and/or documentation to enable us to comply with the provisions of South African legislation relating to money laundering / financial crime.
2. Furthermore, we will screen our databases including your records, against the Office of Foreign Assets Control (OFAC) and/or similar lists.
3. You undertake to furnish us with whatever information and/or documentation that we may require in connection with that.

INTELLECTUAL PROPERTY

You agree and acknowledge that we reserve all right and title and interest in all data, analyses, recommendations, proposals, reports, our knowledge, software, ideas, concepts, methodologies and processes, including, but not limited to insurance strategies, financial information, technical information, systems information, consumer research, information processing, delivery systems, product development, and service development which either party uses, acquires or develops, during the term of, or in the course of the performance of our appointment as service provider to you.

CLIENT ACKNOWLEDGEMENT

We serve multiple clients within industries, including those with potentially opposing interests to yours. We are committed to maintaining the confidentiality of each client's information in all such situations. Accordingly, you acknowledge and agree that we may have served, may currently be serving or may in future serve other companies, whose interests are averse to yours, including parties with whom you -

1. compete;
2. have a commercial relationship or potential commercial relationship (e.g. suppliers, distributors);
3. enter into competitive bidding situations; and

4. enter or consider entering into merger, acquisition, divestiture, alliance or joint venture transactions.

THIRD PARTIES

1. Any advice, report or information that we provide is given solely for your benefit and cannot be given to or relied upon by any third party (including your related companies, employees and agents, unless expressly agreed to by us) without our prior written consent. We exclude all liability in respect of any advice, report or information provided to any unauthorised third party.
2. You acknowledge that the services are solely for your benefit and nothing herein shall be construed as conferring any rights upon or duties toward any other person or entity (including your related companies, employees and agents, unless expressly agreed to by us).
3. If you are obliged to procure insurance to meet a contractual obligation, you must take your own independent legal advice on whether the insurance that we recommend satisfies that contractual obligation. Garden Route Insurance Brokers cannot give such legal advice and you irrevocably warrant that you will not seek or rely upon any legal advice from Garden Route Insurance Brokers on such matters for any purpose at any time.

GENERAL

1. If any term of this Agreement is found to be illegal, invalid or unreasonable under any applicable law, regulations or material pronouncements, or invalid or unenforceable under codes of conduct, statements of practice, directions or guidelines issued by any regulator or relevant professional body, then such term shall, insofar as it is severable from the remaining terms, be deemed to be omitted from the Agreement and shall in no way affect the legality, validity or enforceability of the remaining terms, which will remain in full effect.
2. The terms of this Agreement constitute the entire understanding and agreement between the parties; supersede all prior communications, agreements and understandings of the parties regarding the subject matter of this Agreement. The parties agree that no rights to damages or to claim loss from the other arise from any termination of any prior agreement by this Agreement.
3. We are not liable for any failure or delay to perform any of our obligations where such failure or delay is due to causes outside of our reasonable control.
4. A failure at any time by either you or us to enforce any right or obligation shall not be deemed to be a continuing waiver of such right or obligation.
5. If any term of these Terms and Conditions of Business is or becomes or is found by a court of law or other competent authority to be illegal, invalid or unenforceable, in whole or in part, under any law, such term or provision or part will to that extent be deemed not to form part of these terms of business and the legality, validity and enforceability of the remainder of these terms of business will not be affected or impaired.

IMPORTANT DOCUMENTATION

To view or download any of the following important documentation, please click on the hyperlinked document name:

[Complaints Resolution Policy](#)

[Treating Customers Fairly Mission Statement](#)

[Promotion of Access to Information Act No. 2 of 2000](#)

[Conflict of Interest Management Policy](#)

[FAIS Declaration](#)