

## Statutory Disclosure Notice

### FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT, 2002 (“FAIS”)

In terms of the FAIS General Code of Conduct for Authorised Financial Services Providers, the following information is provided:

#### Company Name and Address

The PFS Group (Pty) Ltd. is a non-mandated intermediary/administrator  
Registration Number: 2016/474152/07  
FSP Number: 42414

37 Old Kilcullen Road,  
Bryanston,  
Sandton  
2191

Telephone Number: 010 025 2030  
Email: [norman@pfsinsurance.co.za](mailto:norman@pfsinsurance.co.za)

#### Financial Services and Products

The PFS Group (Pty) Ltd. is an Authorized Financial Services Provider and is authorised to provide financial services under the following categories:

- Short Term Insurance: Personal Lines
- Short Term Insurance: Commercial Lines

The PFS Group (Pty) Ltd. has the required Professional Indemnity (PI) insurance cover in place.

We are accredited and have written authority to market products from the following product suppliers:

- Santam
- Old Mutual Insure
- ONE
- Hollard Trucking
- HIC
- Osprey

We do however act independently and our product suppliers will not accept responsibility for our actions.

We do not own more than 10% of issued shares directly or indirectly of any Financial Product Provider.

We do not earn more than 30% of our total commission from a specific product supplier.

**Complaints:**

Customer satisfaction and retention of your business is vital to us and is one of the aspects of our on-going success. Feedback on our service is always welcomed (both negative and positive) and we'd appreciate it if you would please refer initial problems (if any) in writing to the below mentioned electronic address.

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.

**Contact Details for Ombudsman:**

The Ombudsman for Short-Term Insurance

PO Box 32334  
Braamfontein  
2017

Telephone number: (011) 726 8900 or 0861 726 890

Email: [info@osti.co.za](mailto:info@osti.co.za)

FAIS Ombud Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

**Contact Details for Compliance Officer:**

Name: Liezl Sadler

Telephone Number: 082 440 5151

Email: [liezl@reldas.co.za](mailto:liezl@reldas.co.za)

**We are committed to protecting your privacy and will ensure that your personal information is used appropriately, transparently and only for the purposes for which it was obtained for.**