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Life – Investments – Retirement – Medical Aid – Employee Benefits – Gapcover – Wellness

DISCLOSURES IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES (FAIS) ACT, 37 OF 2002

(THIS NOTICE DOES NOT FORM PART OF YOUR CONTRACT)

As a client you have the right to the following information:

1. Your Financial Services Provider, AVB Financial Solutions

Name: AVB Financial Solutions
Registration no.: CK03/048006/23
FSP no.: 25707
Our address, contact numbers and email address particulars are reflected above on our letterhead

2. Legal status of Provider

AVB Financial Solutions was registered as a Close Corporation in 2003. Angela Van Breda meets the fit and proper requirements as prescribed by FAIS, to assist you in a professional manner with your financial requirements. Angela Van Breda is an independent Financial Planner.

Angela Van Breda is a representative for Discovery Holdings FSP 18147.

3. Details of the Key Individual and Financial Planner

Name: Angela Dawn van Breda Financial Planner since: 1986

Physical and postal addresses are reflected above, as well as the contact numbers.

Personal Assistants:

1. Zulfa Keown
2. Angelique Torlage (Medical Aid Representative-under supervision)
3. Tania Myburgh (Insure Representative-under supervision)
4. Lorette Van Zyl (Life and Invest Admin Business Consultant)

Representatives: Angela Van Breda (Discovery IC)
Mariska Van Jaarsveld

Authorised Financial Services Provider CK03/048006/23 FSP 25707

I have training and experience to advise my clients on the following business lines:

- Estate Planning
- Health Care
- Investment Planning
- Retirement Planning
- General Financial Planning

4. Legal status

- Licensed as a Financial Services Provider in terms of Section 8 of the Financial Advisory and Intermediary Services Act, 2002 (Act No. 37 of 2002) subject to the conditions and restrictions set out in the License Annexure.
- I am a member of the **Financial Planning Institute (AFPI)**, and an **Accredited Healthcare broker** with The Council for Medical Schemes
- (License Number ORG 2732)
- As full time Financial Planner, I do not directly or indirectly hold 10% of a Product Suppliers shares or have any financial interest in a Product Supplier.
- AVB Financial Solutions did not receive more than 30% of its total remuneration from any one Product Provider in the preceding 12 months.
- AVB Financial Solutions holds Professional Indemnity Insurance offered through Southern Cross Underwriters, and the policy is underwritten by AIG.
- See Quotation or Annexure for Information on Product Suppliers and Product:
 - Name, Physical and Postal Address, Telephone details, Name and Contact details of their Compliance Department.
 - Product name and type, full nature and extent of benefits, full details of charges and fees, any guaranteed minimum benefits or other guarantees, effects of early withdrawal or termination etc.

5. Details of compliance, complaints process and FAIS Ombud

5.1 AVB Financial Solutions' Compliance Officer & Complaints Procedure

Compliance with the FAIS Act is monitored by Masthead Distribution Services (Pty) Ltd, a compliance practice approved by the Financial Services Board. Their postal address is PO Box 856, Howard Place, 7450. Their contact numbers are 021 686 3588(t) and 021 686 3589(f)

In terms of the FAIS Act we are obliged to set up a complaints resolution process. We have implemented a complaints resolution process, which would be available for your perusal, should you require such. Please contact our office should you wish to get more detailed information in this regard.

Please note that in accordance with legislation we keep an updated disclosure register. This register informs you, our client of all financial and ownership interests that I/ we may become entitled to and lists the business relationships that I have with the product suppliers. This document ensures transparency in my/our dealings with our customers and is available for inspection.

5.2 FAIS Ombud

Should a complaint not be resolved to your satisfaction, you may forward such complaint to the Office of the Ombud for Financial Services Providers

Please note that, if you wish to lodge a complaint with the FAIS Ombud against AVB Financial Solutions or its key individual or representative, you will need to show that you have already attempted to resolve the matter directly with AVB Financial Solutions.

6. **Confidentiality**

All information furnished by the client to AVB Financial Solutions shall be treated as confidential and shall be used only for the purpose of providing financial advice and rendering of intermediary services.

Neither AVB Financial Solutions nor its representative, key individual or staff may disclose any confidential information acquired or obtained from a client or, subject to FAIS section 4(1), a product supplier in regard to such client or supplier, unless the written consent of the client or product supplier, as the case may be, has been obtained beforehand or disclosure of the information is required in the public interest or under any law. As stipulated in the POPI Act, 2013:

The purpose of this Act is to –

- (a) Give effect to the constitutional right to privacy, by safeguarding personal information when processed by a responsible party, subject to justifiable limitations that are aimed at –
 - i) Balancing the right to privacy against other rights, particularly the right of access to information; and*
 - ii) Protecting important interests, including the free flow of information within the Republic and across international borders;**
- (b) Regulate the manner in which personal information may be processed, by establishing conditions, in harmony with international standards, that prescribe the minimum threshold requirements for the lawful processing of personal information;*
- (c) Provide persons with rights and remedies to protect their personal information from processing that is not in accordance with this ACT; and*
- (d) Establish voluntary and compulsory measures, including the establishment of an Information Regulator, to ensure respect for and to promote, enforce and fulfil the rights protected by the Act.*

Adhering to this Act – a privacy policy statement has been compiled and any client can obtain a copy of this agreement by mailing our information officer on queries@avb.co.za.

7. Other matters of importance

- a) Do not sign any blank or partially completed application forms. Do not leave blank spaces. Complete all forms in ink.
- b) Keep and Read all documents handed to you.
- c) In terms of the Financial Intelligence Centre Act, AVB Financial Solutions is obliged to report any suspicious and unusual transactions that may facilitate money laundering.
- d) It is important that you are absolutely sure that the product or transaction meets your needs and that you feel you have all the information you need before making a decision.
- e) Records of communication and interaction with clients must be kept for 5 years after rendering service or termination of product.

8. Financial Services and Products

As an authorised Financial Services Provider, AVB Financial Solutions has been licensed by the Financial Services Board in terms of the FAIS Act, to render advice and intermediary services in respect of the following financial products:

Category 1

- 1.1 Long-Term Insurance: Category A
- 1.3 Long-Term Insurance: Category B1
- 1.2 Long Term Insurance Category B2
- 1.4 Long-Term Insurance: Category C
- 1.5 Retail Pension Benefits
- 1.7 Pension Fund Benefits (excluding Retail Pension Benefits)
- 1.14 Participatory Interests in Collective Investment Schemes
- 1.16 Health Service Benefits

I have a contractual relationship with and I am authorised to recommend the insurance and / or investment products covered by the following insurers / investment houses:

Altrisk, Brightrock, Bond Street, Capital Alliance, Discovery Health, Discovery Life, Discovery Invest, FMI, Liberty Life, Liberty Med Scheme, Metropolitan Life, Metropolitan Health, Momentum Life, MPL Advisors, Old Mutual, PPS, Resolution Health, Sanlam

9. Fees and Commissions

AVB Financial Solutions is usually paid a fee and/or commission by the Product Providers used. AVB Financial Solutions reserves the right to charge you an additional fee up to the current rate used of R500 (ex VAT) per hour, for time spent in analysing and compiling reports, based on information given by you. This fee is payable immediately after we have done and prepared all the necessary proposed documents and you have decided not to go ahead with the proposed documents.

In the event that you place business with AVB Financial Solutions within six months of completion of the report, we agree to set off any fees already paid by you in full or in part, against commission or fees received for this business from the Product Providers concerned. AVB Financial Solutions also reserves the right to charge you a fee in the future for any further work required of us in connection with maintaining and servicing your business with us.

AVB charges R500 (ex VAT) per hour if our policy proposal is declined to compensate for time spent on preparation, planning and presentation. A R500 (ex VAT) hourly fee will also be charged as well for any assistance with Life claims and ancillary benefit claims during the time that the client is part of our client base. Should the client wish us to assist with any health claims, gap cover claims, authorisations a fixed monthly fee of R300 (ex VAT) will be charged. As part of our Wellness programme, the client can opt for an annual payment of R800 per annum (ex VAT) and should the client want an all-inclusive package which includes assistance with any claims, wellness, services rendered, tax certificates, any surrenders, cessions, beneficiary changes, debit order changes and any admin related processes and servicing changes. A fee agreement to be signed together with this disclosure as written agreement between all parties. A debit order will then be implemented according to the agreement agreed upon.

Non-payment will result in legal action taken & cost incurred will be liable for the client's expense.

10. Mandate

Angela Van Breda is authorised to provide advice and intermediary services in the following areas of my portfolio (tick whichever is applicable):

Death and Disability Planning	<input type="checkbox"/>
Investment Planning	<input type="checkbox"/>
Business Assurance	<input type="checkbox"/>
Education Planning	<input type="checkbox"/>
Health Care	<input type="checkbox"/>
Employee Benefits Planning	<input type="checkbox"/>

Retirement Planning	<input type="checkbox"/>
Estate Planning	<input type="checkbox"/>
Wills and Trusts	<input type="checkbox"/>

Review Frequency and Type

I expect to receive a	Once a	<input type="checkbox"/>	Twice a year	<input type="checkbox"/>	On request	<input type="checkbox"/>
I expect to receive a	By Mail	<input type="checkbox"/>	By Email	<input type="checkbox"/>	In Person	<input type="checkbox"/>

I would prefer my reviews to take place during the month(s) of _____
(subject to broker & client availability)

Client Type Allocation

A Business Owner	<input type="checkbox"/>	D Salaried Employee	<input type="checkbox"/>
B Corporate	<input type="checkbox"/>	E Specific Need	<input type="checkbox"/>
C Close Corporation /	<input type="checkbox"/>	F Retiree	<input type="checkbox"/>

11. Client Confirmation

I confirm I have read this document and have received a copy of this notice.

I have been made aware that no provider may request or induce me in any manner to waiver any right or benefit conferred on me by, or in terms of, any provision of the FAIS Act and General Code of Conduct.

Client name:

Client ID number:

Signature:

Date:
