Co.Reg.No: 2004/012378/07
Authorised Financial Service Provider
FSP No: 21782

IMPORTANT INFORMATION

Please keep this with your policy documents for ease of reference

Alonza Investments (Pty) Ltd - FSP 21782

Room 307, 318 The Hillside Str, Lynnwood
PO Box 36887, Menlo Park, 0102
Tel: 012 361 2211
Email: info@alonza.co.za

Key Individual: Stephen Werner – 012 3612211
Compliance Officer :S Liebenberg 011 – 425 4603

Alonza Investments (Pty) Ltd is authorised to provide Advice and Intermediary services in the following Financial Categories:

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

We have agreements with the following-
Insurers:
Santam, AIG, Old Mutual Insure, Bryte, Guardrisk, King Price, The Hollard Insurance and Centriq.
Underwriting Managers:
Firedart, CIA, Camargue, SHA, Mirabilis, King Price Engineering, HIC, Leppard, Brolink, Envirosure, Integritas/Kinetic, Alt Risk, Bouwen, Nautical, Petrosure, Opportuna, Cenviro, Savannah Marine and VAPS.

Alonza Investments (Pty) Ltd accepts responsibility for the Advice and Intermediary Services rendered by their authorised representatives in the course and scope of their work. You are entitled to ask for sight of their representative's authorisation letter.

- Commission is payable as stipulated in the Insurance Acts Regulations and disclosed with your policy schedule
- We earn more than 30% remuneration from one Insurance Company namely The Hollard Insurance Company.
- Alonza Receives Outsource Fees: Integritas/Kinetic 5%, Santam 2%, The Hollard Insurance Company 9% Binder Fees and 7.5% Outsource Fees where applicable and Brolink 3%. This is not paid by you, the policy holder.
- A written mandate to act on behalf of each Product Supplier is available at our offices on request.
- Professional Indemnity cover is in force.
- The insurer may not cancel your insurance merely by informing the intermediary. There is an obligation to make sure the notice has been sent to you
- We will inform you of any material change in the information given to you.
- We will ensure that you are notified of any change in these details, in writing, within 30 days
- Your voice recordings will be provided if requested
- You have a cooling off period of 14 days from the date that a variation of your policy is received by you unless a claim has been submitted.

Conflict of Interest: There is no conflict of interest between us and our product suppliers. We ensure that our client's interests are always foremost. Our Conflict of Interest policy is available for perusal at our offices during business hours.

Claims

- In the event of any occurrence which could lead to a claim you must advise us as soon as possible, but not later than within 30 days after the event;
- The police must be advised as soon as possible where relevant;
- Where possible the claim should be submitted in writing with supporting documentation;
- You must not admit liability under any circumstances;
- You must forward to us any correspondence relevant to a claim from any other person as soon as possible;
- We will inform you if a claim is rejected, however any recourse or enquiry must be addressed to the Insurer at the contact numbers given in your policy, or us at the contact details given above.

Claims Complaints;

If you are dissatisfied with the handling of a claim, you may contact the ***National Financial Ombud Scheme*** for advice. The contact details are as follows;
Physical Address:
Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7708
Telephone number: 0860800900
Email address: info@nfosa.co.zal:
Website: www.nfosa.co.za

The Premium

- The manner of payment of premium, due date, and consequences of non-payment are explained at the time of quote and in the policy wording.
- If the premium is paid by debit order;
  - It may only be in favour of one person and may not be transferred without your approval; and
  - The insurer must inform you at least 30 days before the cancellation thereof, in writing, of its intention to cancel such debit order.

Cover is only in force if the premium is paid.

Please contact us immediately if there is a problem with a premium payment to ensure that the cover remains in place

Your Obligations

- You have an obligation to review the cover, descriptions provided by you and the sums insured to ensure these are accurate and adequate
- You must advise us of any change to address, descriptions, values, use or ownership as soon as reasonably possible to ensure that you are correctly and adequately insured
- You have an obligation to advise us of any material information which could affect the risk of the items insured
- Incorrect or non-disclosure by you may impact on any claims arising from your contract of insurance

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<td>Warning
Do not sign any blank or partially completed forms
Keep all documents handed to you
Do not be pressurised to buy the product</td>
<td>If you are not sure about, or do not understand any part of your policy, please contact us – we are here to assist you

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Complaints

Alonza Investments (Pty) Ltd is committed to ensuring that your interests are our priority. However, should you have a complaint, please address it to us in writing at the above address and we will attend to it immediately. Where required, we will make our facilities available to you to assist with the submitting of the complaint.

- We will confirm receipt of the complaint
- You will be kept advised of the progress of the complaint
- You will be advised in writing of the resolution of the complaint

If a complaint can is not resolved within 6 weeks or if the resolution was not to your satisfaction, you have the right to then approach the Financial Services (FAIS) Ombud. Contact details;

The Ombud for Financial Services
Tel: 012 762 5000 / 012 470 9080
Fax: 012 348 3447 / 012 470 9097 Share call No: 086 066 3247
e-mail: info@faisombud.co.za

Non – Financial Product Complaints:

In the event of a complaint regarding a non-financial product e.g. Car Hire and Assist products, please contact the Key Individual or our Compliance Officer.