



FINANCIAL ADVISORY & INTERMEDIARY SERVICES ACT NO. 37 2002 'FAIS ACT'

The FAIS Act requires compliance by Product Suppliers (insurers) and Financial Services Providers (intermediaries or brokers) with a General Code of Conduct that was introduced to assist you in making informed decisions about the insurance products that you purchase. It also aims to ensure that your Product Supplier, Underwriting Management Agent (if applicable) and Financial Services Provider (if applicable) render financial services honestly, fairly, with due skill and diligence and in your interests and the integrity of the financial service industry.

You will receive a Disclosure Notice at the inception of your policy and at each subsequent Renewal (or Anniversary) date. The Disclosure Notice contains certain information about your Product Supplier and Financial Services Provider (if applicable, your broker may have a separate disclosure notice) that you are entitled to together with information about The Ombud and the Registrar. Should you experience any difficulties in obtaining required details, please contact your Financial Service Provider for further assistance.

1. DETAILS ABOUT OURSELVES AS UNDERWRITING MANAGEMENT AGENT

Company:	FIREDART ENGINEERING UNDERWRITING MANAGERS (PTY) LTD
Postal address:	P O Box 11653 RANDHART 1457
Physical address:	Meyersdal Eco Business Park, Block D 1st Floor, Cnr Hennie Alberts & Michelle Ave 1448
Telephone:	(011) 833-1400
Fax:	(011) 867-2816
FSP No:	40536
Categories of License:	Short Term Commercial Lines

We are in possession of PI and FG cover; however we are not required to hold IGF guarantee as we do not handle client funds.

Compliance Officer:	Compli-Serve - Elzabe Botha
Telephone:	0861 273 783
Fax:	021 674 2821
E-mail:	Elzabe@compliserve.co.za

As Underwriting Managers of Compass Insurance Company Limited we are paid a fee for managing this book of insurance on their behalf. In addition we do have a vested interest in this transaction by virtue of a profit share arrangement between ourselves and Compass.

Should you have a complaint about our service, staff or products sold to you please contact the following person in writing with the full details of the problem you have encountered:

Directors: M. Tandy, F. Harpur, V. Hayter, I. Chindotana
Reg. No. 2008/009480/07





Name: Frank Harpur
Address: P.O. Box 11653, Randhart, 1457
E-mail: frank@firedart.co.za

2. DETAILS ABOUT YOUR INSURER AND OUR RELATIONSHIP WITH THEM

Company: COMPASS INSURANCE COMPANY LIMITED
Physical address: KMPG Wanooka Place, Ground Floor, St Andrews Road, Parktown, 2193
Postal address: P.O. Box 37226 Birnam Park 2015
Telephone: (011) 745-8333
Fax: (011) 745-8444
Contact: Paul Carragher or Ismail Ismail
Email: paul.carragher@compass.co.za or Ismail.Ismail@compass.co.za
FSP No: 12148

Categories of License: Short Term Commercial/Personal Lines

Compliance Officer: Adél Walker
Telephone: 011 745 8333
Fax: 011 745 8444
Address: KPMG Wanooka Place, Ground Floor, St Andrews Road, Parktown, Parktown, 2193
E-mail: Adel.Walker@compass.co.za

Should you have a complaint about our service, staff or products sold to you please contact the above mentioned Compliance officer of the Insurer in writing with the full details of the problem you have encountered.

If SASRIA (Riot) insurance has been taken out by you or is included in the policy you need to know the following information about SASRIA:

Company: SASRIA SOC Ltd
Physical address: 47 Wierda Road West, Wierda Valley, Sandton, 2196
Postal address: P.O. Box 653367, Benmore, 2010
Telephone: (011) 881 1300 / 086 172 7742
Fax: (011) 783 0781 / 086 172 7329
E-mail: info@sasria.co.za
Web site: www.sasria.co.za

Directors: M. Tandy, F. Harpur, V. Hayter, I. Chindotana
Reg. No. 2008/009480/07





Compliance Officer: The Manager: Technical and Claims

Complaints handling: All complaints are to be forwarded to SASRIA's Compliance Officer at the postal address provided

Claims: In the event of a claim, all relevant documentation relating to your claim must be submitted to The Nominated Insurer.

3. OTHER MATTERS OF IMPORTANCE

We undertake:

To keep all confidential information, you provide us with, secure.

Not to alter any documents you provide us with when submitting to any Insurer. Where we feel an error has been made we will advise you prior to submission,

To never ask you to sign blank documents. Wherever possible all documents, be they proposals or claim forms should be completed by yourself to ensure full and correct disclosures.

Never to take away any rights you have in terms of any legislation that governs the way we transact business.

To supply a copy of any documents used in the preparation of your insurances, when required, free of charge.

Your Insurer undertakes:

To be the one who provides the reason for any claim that is rejected,

To ensure that they write to you should they wish to cancel your policy and to give you at least 30 days' notice of their intention to do so.

If you are paying your premiums by debit order:

The debit order may only be in favour of one person/entity,

It may not be transferred without your approval.

You are entitled to 30 days' notice of cancellation of the debit order,

You are entitled to a period of 30 days grace in which to pay the premium (other than in the first month of insurance).

If you are paying your premiums in any way other than monthly:

You are only entitled to a 30 day grace period if the insurances are in respect of your commercial insurances (Engineering Insurance), otherwise; all premiums must be paid at inception or renewal date for the policy to be in force.

If you have claim or are involved in an incident that could lead to a claim:

You must advise us immediately, preferably in writing. Your policy will contain conditions that relate to the early reporting of potential claims and it is important that you do not breach this responsibility.

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If any of the information you gave us changes:

You must advise us immediately - policy cover, premiums and terms are based on what you told the Insurer, we need to advise them of any changes that could affect their view of you and your policy.

4. IMPORTANT ADDITIONAL INFORMATION FOR ALL OUR CLIENTS

Conflict of interest:

In accordance with our conflicts of interest management policy, we place a high priority on our clients' interests. As conflicts of interest affecting clients could undermine the integrity and professionalism of our business, any instances must be identified as early as possible. If conflict situations cannot be avoided, they must be managed equitably and in the client's interest. Detecting potential or recognised conflicts of interest that could compromise the interest of our clients and managing and limiting the impact of conflicts of interest therefore constitute an integral part of our duties and obligations.

Potential conflicts of interest are inherent in any business and therefore it is not our aim to avoid all conflicts but rather to take steps to identify and manage conflicts of interest to ensure that our clients are not unduly prejudiced.

We have no shareholding in any product supplier.

Treating Customers Fairly (TCF)

TCF requires of regulated firms, such as ourselves, to consider their treatment of customers at all stages of their relationship with the customer, from product design and marketing, through to the advice, point-of-sale and after-sale stages. Firms will ultimately be required to demonstrate that they are consistently treating customers fairly throughout the stages of the product life cycle to which they contribute.

The Six Outcomes pursued by TCF:

Product and service design: Products and services are designed and developed for specific target markets

Promotion and marketing: Products are marketed to specific target groups, through clear and fair communications that are not misleading.

Advice: Firms need to ensure that, where advice is provided, advisers are fully equipped to provide advice that is suitable to the needs of the customer concerned.

Point-of-sale: Firms need to provide clear and fair information to enable customers to make informed decisions about transacting with the firm, its products and services. This means that product risks, commitments, limitations and charges must be transparent.

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Information after point-of-sale: Firms need to provide customers with ongoing relevant information to enable them to monitor whether the product or service continues to meet their needs and expectations.

Complaints and claims handling: Firms need to honour representations, assurances and promises that lead to legitimate customer expectations.

We adhere to these principles and aim to achieve these outcomes.

5. OTHER CONTACT DETAILS

Short term Ombudsman

Postal Address: P.O. Box 32334, BRAAMFONTEIN, 2017
Telephone: (011) 726-8900
Fax: (011) 726-5501
E-mail: info@insuranceombudsman.co.za
Web Site: www.osti.co.za

Registrar of Insurance

Company: Financial Services Board
Postal Address: P.O. Box 35655, MENLO PARK, 0102
Telephone: Tel: (012) 428-8000
Fax: Fax: (012) 347-0221

FAIS Ombudsman

Postal Address: P.O. Box 74571, LYNWOODRIDGE, 0040
Telephone: (012) 470-9080
Fax: (012) 348-3447
E-mail: reception@faisombud.co.za

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