



Oaksure Disclosure Document - Client Declaration and Consent

As the client, you confirm that the information on the attached quotation/schedule/advice was supplied to my Representative at Oaksure Financial Services and that the advice is based on information which was supplied by myself as part of the Financial Needs Analysis.

Due to the nature of Oaksure's business and as an Authorized Financial Services Provider, our services and advice are provided on a voice recorded telephone lines, face-to-face, email and other electronic channels. These form part of your policy contract and such record is kept for security and reference purposes. You may request a copy of the communication at any time from our Head Office.

It is important to Oaksure that there is a mutual understanding of your insurance requirements and that the advice offered by our Representative is acceptable to you as a client. In accordance with the FAIS Act under section 15 of the General Code of conduct, we have a record-keeping obligation for any financial related advice given to you. Your reference is your policy number in all communication with us.

Please note that should you wish to amend or add to any of the points below, you are welcome to contact our Client Care department on 0861625787, clientcare@oaksure.co.za or on WhatsApp 0607140912 and we will happily assist you.

By receiving this disclosure document, you confirm and acknowledge that the following advice was offered to you as a client:

- You acknowledge that we have explained to you the importance of giving correct and accurate information at all times. Should any of your details be found to be incorrect and/or not updated, it may compromise your cover in the event of a claim and/or affect any future underwriting decisions.
- You confirm that the necessary checks were done, to identify you as a client in order for us to minimize any possibility of fraudulent activities being conducted against your name and for FICA verification if required by the Financial Product you are purchasing.
- We declare that your personal information will be kept confidential at all times and will only be shared with our insurance partners and associates with regards to any underwriting and claims requirements. You have accepted the sharing of insurance of information disclosure on voice recorded line or by receiving this Disclosure after quoting or taking out a policy with us.
- The Quote/Policy/Service has been completed to suit your financial and insurance needs as indicated to us and reflects accurate information supplied by you during the needs analysis done with our Representative and you have been allowed sufficient time to make an informed decision.
- All the aspects of the advice offered including all costs and fees have been adequately explained to you.
- You confirm that you have been provided with our Statutory Notice document and the importance of the information contained within has been brought to your attention.
- You wish to proceed with the Financial Product/s or Service/s as requested and instructed by you.



- **Important:** The terms and conditions of your policy are in the policy wording. Please make sure that you read these and understand what is required in order to enjoy the cover.

This document/quote/policy is valid for the period stipulated in the attached document and is subject to final underwriting and acceptance by the insurer. Please ensure you read the Oaksure disclosures that follow below as they form part of your Record of Advice and Financial Needs Analysis.

- **General**

- In the following disclosure, wherever the words "you" or "your" is used then this will mean you as a client. You waive your rights to privacy with regards to any underwriting and claims information including credit information, for any claim made or lodged by you or on your behalf. You consent to such information being stored in a shared database and used as set out above and you consent to such information being disclosed to any insurance company or its agent. You also consent to any underwriting or claims information, being verified against your name and shared with any legally recognised sources or databases.
- Oaksure Financial Services Pty Ltd, registration no. 2015/093985/07 is the holder of a category I Financial Services Provider License with FSP number 27343. The license includes the authority to provide financial services with respect to Short-term insurance (personal lines and commercial lines), Long-term insurance, Retail Pension Benefits, Pension Funds Benefits, and Participatory interests in a collective investment Scheme.
- Oaksure Financial Services Pty Ltd has contracts with several short-term insurers. The business has not earned more than 30% commission from any of the insurers within the past 12 months, and also does not hold more than 10% shares in any insurer. From time to time we may receive an award from a product provider. Please request us for our gift register if you wish to obtain more information in this regard.
- Our Head Office address is 29 Bond Street, Randburg, 2194 and our telephone number is 0861625787. We have a complaints resolution system which you may obtain at our Head Office. If you have any queries or concerns, please don't hesitate to send us a message via our website, or e-mail at clientcare@oaksure.co.za or on WhatsApp **0607140912**
- Oaksure will post or email you all your policy documentation within the next 30 days. Should you not receive your policy documents please contact us on **0861625787** and we will send you another copy immediately. Until you receive your policy documents you are still obliged and bound by the terms and conditions of the agreement and policy wording
- Oaksure holds professional indemnity cover to protect you as the client and we are obliged to advise you that the representative receives a once-off or annuity commission on the sale of this policy.
- Oaksure receives a commission from your Insurer/Product Provider. The levels of commission vary depending upon the product type. The exact amounts are disclosed in your policy schedule.
- Advice fees are charged on the policy, dependent on the level of advice administered or alternatively on the complexity of the product or the level of after-service required on the Product type or Service will be collected by the Insurer on our behalf.
- In the event that you have a complaint regarding the willful or negligent rendering of financial service or advice or if you have any problem with the items that were discussed please phone the company ClientCare department so that they can handle your query.
- Oaksure promotes the fair treatment of clients by integrating the guidelines and principles of TCF in its Code of Ethics policy and in all business dealings with its clients.

- **Premium & Payments**

- Your premium will be collected on a monthly basis in advance, on the first working day of the month. The deduction on your bank statement will reflect as Oaksure. or the Insurer's name whom you hold a policy with. Please note that if you put a stop payment on your premium at the bank, this policy may automatically be cancelled from the date that the premium was due to be paid.
- If your monthly premium is not received by us within 14 days of the due date, cover in terms of this policy of insurance will be interrupted for the period for which you did not pay your premium. This will lead to no cover being available to you for the period where no payment was made.
- It remains your responsibility as a client, to make sure that your premium is paid on the due date. If for any reason the premium should be returned as unpaid, you would have 14 days in which to make an alternative arrangement with us to debit your bank account. Failure to comply with the above, may lead to no cover.
- Should you fail to make an arrangement for a re-debit before your next debit date, we will automatically double debit your bank account, on your next debit date, should it be allowed by the Insurer. Should you have a claim during this Period of Insurance, in respect of which your debit order has been unpaid, your claim may be repudiated by the Insurer. In the case that the claim is entertained, you must first settle the outstanding premium before your claim can be processed, alternatively this Premium shall be deducted from any payment due to you. Most Insurers work on the principle of "No payment, No Cover" and "Premium in advance for cover". **This means that should a premium be unpaid at the time of claim, the claim may be repudiated by the Insurer.**



- If at any time in the lifetime of the policy, there are two consecutive non-payment of premiums, the policy will cancel automatically, with backdated effect. It remains your responsibility to make sure that your premium is paid on the due date.
- The monthly premium is based on the information reflected on your schedule. The acceptance and continual acceptance of the risk is also based on the information reflected on the schedule. Please ensure that all the information is correct as any misrepresentation on your behalf could result in non-payment of a claim.
- **Short-term - General**
 - When you are cancelling your current insurance policy to take out a new policy it might be to your disadvantage since your benefits might not be taking out the exact same cover and certain waiting periods and/or exclusions might influence any future claims. Please make sure that you are aware of the consequences and if you are unsure of anything in this regard you should rather confirm with Oaksure and we will be glad to take the time and give you a full explanation. It remains your choice and responsibility to ensure you are happy with the terms and conditions of the insurance policy you are taking out with us.
 - You may be required to provide proof of previous insurance and previous claims at claims stage. Failure to be able to provide the required information may affect your claim.
 - Insurance in South Africa is governed by the Law of Average. This means that you do not gain by over-insuring yourself. Should you underinsure yourself, you are stating to the Insurer that you are taking some of the risk yourself and that the Insurer will only be liable for a portion of your claim. An easy example of this is if your household contents are worth R200 000, and you insure it for R100 000, you are self-insuring 50% and asking the Insurer to cover the other 50%. Should you have a claim for R100 000, the Insurer will pay R50 000 and you will be required to pay the other R50 000. Please make sure you are not under-insured and that the values given to our representative are the replacement values of all items Insured. Insurance cover is renewed on a monthly basis and you need to ensure that the values on your Insurance policy are increased at least in line with inflation once a year.
 - Please make sure you read the Insurer policy wording as it forms part of your contract of Insurance there will be further and additional conditions and terms applicable to what has already been discussed with our representative. It is crucial for you to read the policy documentation so that you are fully aware of all the relevant terms and conditions in the event of a claim. There may be additional excesses due in the event of a claim and you need to familiarise yourself with these as you will be liable for payment of them should a claim arise.
- **Short-term - Vehicle**
 - As part of our service to you, if your vehicle is the item being covered, we want to advise you that mechanical wear and tear as well as electrical faults will not be covered. Damage to rims and tyres, punctures, cuts, bursting caused by road hazards is not covered unless such damages is resulting from an accident and is accompanied by other damage to the body part of the vehicle.
 - It remains your responsibility to take the vehicle for inspection at a PG Autoglass or Glassfit within 24 hours of the cover starting. Should you not take the vehicle for inspection within the period, the Insurer may apply an additional excess to your claim or repudiate the claim entirely.
 - The residential address plus any other daytime or overnight address displayed are the risk addresses where you keep the item. This and other answers to your questions will have an influence on the calculation of your premiums and determines the acceptability of your risk to the insurer plus the terms and conditions that are applied by them. Please make sure all information on your quote/schedule is correct.
 - It remains your responsibility to ensure that all the security requirements of the policy are met within the required timeframes. This means that should you have stated that you have or that you will be installing a tracking device in a vehicle, you have seven days in which to do so. Should you not install the tracking device within the required seven days, there will be no cover on the vehicle in the event of theft or hijacking. Should the vehicle be stolen or hijacked within the seven-day period, an additional excess will apply. In the event that you are required to have burglar bars or security gates, a linked alarm or an electric fence both in working order installed at your house in order to enjoy cover, should it be found that these were not installed or not operational at the time of the claim, the Insurance company has the right to repudiate your claim.
- **Short-term - Building & Contents**
 - We suggest you make an inventory of all your household goods if you have taken out householder's cover. We also suggest you take pictures of every room showing the contents, thus making it easier at time of claim for you to prove ownership.
 - Insurance in South Africa is governed by the Law of Average. This means that you do not gain by over-insuring yourself. Should you under insure yourself, you are stating to the Insurer that you are taking some of the risk yourself and that the Insurer will only be liable for a portion of your claim. An easy example of this is if your household contents are worth R200 000, and you insure it for R100 000, you are self-insuring 50% and asking the Insurer to cover the other 50%. Should you have a claim for R100 000, the Insurer will pay R50 000 and you will be required to pay the other R50 000.



- Make sure you are not under-insured and that the values given to our representative are the **replacement values** of all items Insured. Insurance cover is renewed on a monthly basis and you need to ensure that your values on your Insurance policy are increased at least in line with inflation once a year.

- **Sharing of Telematics Data**

- By accepting the terms of this Policy, you give express consent to Oaksure Financial Services (Proprietary) Limited (“Company”) who are authorised to render financial services on your insurance policy to, at any time, receive your insured vehicle’s driving and other telematics information, irrespective of who is driving the vehicle and for what purpose, from your third party providers (such as but not limited to vehicle tracking companies and the Oaksure Mobile Telematics App) both periodically by request as well as on an ongoing and continuous manner based on agreements between us and your third-party provider. Such information will be used for the consideration and administration of the services and benefits (amongst others being your driver behaviour dashboard which is a tool for improving your driving behaviour, your favourable premiums and excesses) for you and your dependents, beneficiaries and employees under this Policy’s Terms and Conditions for as long as these Terms and Conditions apply to you.
- The information shall also be used to, amongst other things, verify and investigate your claim to obtain information on speeding, negligent driving, investigating and verifying the factual basis of the cause of the motor vehicle accident, and to identify the negligent party. The information used to verify your claim shall not be the sole factor in determining the outcome of your claim. The information shall be used to collect data on overall driving behaviour that may be used for assessing any driving behavioural risk that may impact your cover. The data may also be used to assist insurers to evaluate the appropriateness of their insurance products when insuring motor vehicle risks.
- The information received from such third parties will form part of your personal information and will be processed and protected with the same due care as all other information received by us or any of our business partners from or in respect of you. You hereby confirm, that as long as the Policy exists, Oaksure Financial Services will not need to obtain any further authorisation from you in order to obtain the above-mentioned information and you hereby waive any claim of any nature against Oaksure, the third-party provider, the Insurer and its business partners and indemnify Oaksure, the third-party provider and/or Insurer from any claims whatsoever, resulting from the third party provider providing the above-mentioned information.
- **In accordance with the Protection of Personal Information Act, 4 of 2013, you hereby authorise your tracking provider to share the information and/or data with the Insurer, Oaksure Financial Services, and its appointed agents.**
- The Insurer and Owner (Insured) and/or account holder respectively, on behalf of themselves, their relatives, heirs, assignees, executors and administrators, hereby indemnify, defend and hold harmless the Tracking Provider and each of its officers, directors, agents, employees, service providers, insurers, heirs, assigns and successors-in-title from any and all loss, damage, claims, penalties, demands, liability, fees, expenses and costs of any kind whatsoever, including legal fees (whether direct, indirect or consequential), that either the Insured or Insurer may have or claim to have on account of, or in any way related to, or directly or indirectly arising from, the Tracking Provider providing the Information to the Insurer in accordance herewith.

- **Replacement Products**

- It may not be to your advantage to change your existing financial product in any of the following ways: • lapse or cancel; • surrender (wholly or partly); • cease or decrease the premium; • reduce benefits or not take benefits up and to replace it with a new product.
- If you do replace any product, we want to ensure that you make an informed decision.
- **Please read the following information carefully:**
 - o You may pay some charges twice (e.g. commission, underwriting expenses and other initial charges levied by the provider) - initially on the existing product and once again on the new product.
 - o You may pay higher premiums on the new product because you are older. • Your new product may not have the same life cover or premium guarantees as the existing product.
 - o Your new product may not have the same investment performance guarantees as the existing product (if applicable).
 - o The new product may have more terms and conditions, exclusions or restrictions, particularly if your health has deteriorated.
 - o The amount of money that you can withdraw under the new product may be less (if applicable).
 - o You may lose the tax advantage of your existing product (if applicable).
 - o A new product may have new legal restrictions on surrendering within the first 5 years.
 - o The cash value or paid up value of your existing product may be affected by the recovery of initial expenses.



- o The past investment performance of a fund or an asset manager is not necessarily an indication of future performance.
- o The risk profile of the product may differ, i.e. the investment volatility under the new product may be higher.

● **Investments**

- Previous historical performance is not an indication of future performance.
- Investment products inherently contain a level of risk in order to provide a return on your capital. Returns are not guaranteed and the risk taken is dependent on your risk profile,
- Oaksure takes reasonable steps to find out appropriate and available information regarding your financial situation, financial product experience and objectives. This enables Oaksure and your representative to provide the client with appropriate and suitable advice.
- As the client you confirm that you were provided with copies of all unit trust fund fact-sheets & marketing brochures for the product(s) selected. All material terms and conditions of the product(s) selected were explained to you prior to any decision made.
- You have been informed of and understand all costs, charges, penalties, liquidity limitations and tax implications where applicable. You understand the risks associated with the product(s) and /or underlying fund(s) selected. You understand that there is **NO GUARANTEE** with investments.
- You confirm that all documents signed were fully completed prior to your signing them. You have also read and signed off the relevant investment fund fact sheets that you have invested your money in.
- It is the duty of the client to inform Investonline.co.za of any changes to their factual circumstances as and when they occur.

● **FICA**

- The Financial Intelligence Centre Act (FICA) requires Oaksure to comply with certain requirements when processing the service request you require.
- These requirements are listed below and the acceptable verification documentation is specified where applicable.
- In order to identify and verify our clients, please ensure that all FICA documentation submitted is clear and legible.
- Oaksure is obligated in terms of FICA to ensure compliance with the customer due diligence obligations, as such the request for the FICA documentation and processing thereof satisfies the requirements of section 11(1)(c) of PoPIA.

● **POPI**

- We understand that your personal information is important to you We are committed to safeguarding and processing your information in a lawful manner as your privacy is just as important to us.
- We want to make sure that you understand how and for what purpose we process your information. If for any reason you may think that your information is not processed in a correct manner, or that your information is being used for a purpose other than that for what it was originally intended for, please contact us immediately.
- You also have the right to request access to the information we hold about you at any time. If you think that we may have outdated information, please request us to update or correct it by sending us an email to clientcare@oaksure.co.za.
- We collect, hold, use and disclose your personal information mainly to provide you with access to the services and products that we provide.
- We will only process your information for a purpose you would reasonably expect, including:
 - o Providing you with advice, products and services that suit your needs as requested
 - o To verify your identity and to conduct credit reference searches
 - o To issue, administer and manage your insurance policies
 - o To process insurance claims and to take recovery action
 - o To notify you of new products or developments that may be of interest to you
 - o To comply with any legal and regulatory requirements
- Some of your information that we may hold includes your ID number, your first and last name, email address, home, postal or other physical addresses, other contact information, your title, birth date, gender, occupation, qualifications, past employment, residency status, your investments, assets, liabilities, insurance and insurance history, income, expenditure, family history, medical information and your banking details as an example.



- We may need to share your information to provide advice, reports, analyses, products or services that you have requested. Where we share your information, we will take all precautions to ensure that the third party will treat your information with the same level of protection as us. Your information may be hosted on servers managed by a third-party service provider, which may be located within or outside of South Africa. I hereby authorise and give consent to Oaksure Financial Services to share my personal information with the purpose of servicing me with Financial Products and Services which I may require or be interested in.
- **General**
 - In terms of Section 21 of the FAIS Code of Conduct, no client will be requested or induced in any manner to waive any rights or benefits conferred on this client, by or in terms of any provision of this code, nor shall any waiver be recognised or accepted or acted upon.



Statutory DISCLOSURES - Introductory Letter and Section 13 certification

DISCLOSURES REQUIRED IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002

1. Status of Financial Services Provider in terms of the FAIS Act

Oaksure Financial Services (Pty) Ltd is an authorised Financial Service Provider, Company Registration number 2015/093985/07, FAIS License number 27343. Steven Cory is a key individual of FSP, and as such participates in the decision-making and management of the organisation. Your Broker is employed as a representative of the FSP by virtue of a written contract of employment and/or a written mandate.

2. FSP

WhatsApp: 0607140912
Telephone No: 0861625787
E-mail: clientcare@oaksure.co.za

3. Remuneration

The Advisor is a commissioned staff member of FSP, and receives incentive remuneration based on individual and company performance.

4. Responsible Key Individual Contact Particulars

Physical work address: 29 Bond Street, Randburg, 2194
Telephone No: 0861625787
Facsimile No: 0865152852
E-mail address: KI@oaksure.co.za

5. Independent Status of (FSP)

The FSP has agreements with major product providers and our representatives are authorised to place business with any of them. In the past 12 months, the business did not earn more than 30% of its income from any one product provider. The FSP has no financial interest in any product supplier. We do carry professional indemnity insurance.

6. Authorisation

The FSP accepts responsibility for the actions of the representatives acting within the mandates listed below. They are authorised to give advice and render intermediary services on the following products and if they are still meeting their requirements

7. Complaints Procedures

If you have a complaint, please contact the Oaksure head office. The complaints officer will assist you to address the concerns you have. Please note that in terms of the FAIS act, all complaints must be addressed to us in writing. Should we not be able to address the concerns to your satisfaction, you may wish to lodge a complaint with any of the Ombudsmen whose detail appear below, but in particular with the FAIS Ombud. If you wish to learn more about our complaints policy and procedure, please contact our complaints officer at complaints@oaksure.co.za

8. FSP Compliance Officer's Details

NFS Group (Pty) Ltd
Nirishi Trikamjee
140A Kelvin Drive
Morningside
Johannesburg

Compliance practice number 28
Telephone No: (011) 064 1670
Email: info@nfsgroup.co.za

9. FAIS Ombud Details for all FAIS advice-related complaints

Central, 125 Dallas Avenue Menlyn,
Waterkloof Glen, Pretoria,
0010

Postal Address: PO Box 74571, Lynnwood Ridge, 0040
Telephone No: 0860 663 274
E-mail: info@faisombud.co.za

10. Long-term Ombud details for all Long-term insurance complaints

3rd Floor Sanclare Building
21 Dreyer Street
Claremont
7700

Telephone No: (021) 657 5000
Facsimile No: (021) 674 0951
E-mail: info@ombud.co.za
Private Bag X 45, Claremont, 7735

11. Short-term Ombud details for all Short-term insurance complaints

1 Sturdee Avenue, First Floor, Block A,
Rosebank, Johannesburg,
2196

Tel: 011 726-8900
Sharecall: 0860 726 890
E-mail: info@osti.co.za
Postal Address: PO Box 32334 Braamfontein, 2017