

IMPORTANT INFORMATION FOR ALL OUR CLIENTS

Whilst we make every effort to ensure you fully understand the insurance product we have supplied there are certain facts we are obliged in terms of legislation to ensure that you not only know about but understand. The most notable being the Financial Advisory and Intermediaries Services Act (FAIS) and in the case of clients purchasing policies in their personal capacity the Policy Holder Protection Rules.

Details about ourselves:

Company Name: BnB SURE (Pty) Ltd

Type: Underwriting Managers

Registered Address: P.O.Box 4047
RANDBURG
2125

Telephone Number: 0861 262 787 (BnB Sure)

Fax Number: 011 326 3613

Full physical address: JOHANNESBURG : Block F 1st Floor, Palms Office Park, 391 Main Avenue, Ferndale Randburg.
DURBAN : Suite 6 Essenview Strathmore Park 305 Musgrave Road Berea
CAPE TOWN : Unit 8D Old Dutch Square Old Paarl Road, Bellville
PORT ELIZABETH : Suite 5 Greenways Office Suite, cnr Greenways and Melssetter Road
BLOEMFONTEIN : 52 Reid Street Suite 10 Westdene, Bloemfontein
NELSPRUIT: Unit 34B Marloth Street
NATIONAL OFFICE: 156 Bram Fischer Drive, Randburg, Johannesburg

Email Address: info@bnbsure.co.za

Web Site Address: www.bnbsure.co.za

IGF: We are not required to hold these guarantees as we do not handle client funds.

Our license to transact business as a Financial Service Provider:

Reference number: 9854

Categories of License: Category 1 FSP for Short Term Insurance Personal Lines
And Short Term Insurance Commercial Lines

Any Exemption applicable to us: NONE

Our Insurance in place that provide protection to our clients:

Professional Indemnity Insurer: Leppard & Associates (Pty) Ltd

Fidelity Gaurantee Insurer: Leppard & Associates (Pty) Ltd

Our Compliance Officer:

Name: Trevor Laubscher

Company: Moonstone (Pty) Ltd

Contact Details: 021 883 8000

E-mail Address:
How do we get paid for what we do:

Tlaubscher@moonstonecompliance.co.za

We receive a fee from the Insurer with whom we place your insurances for the management of your insurances. In addition we have a vested interest in this transaction by virtue of profit share between ourselves and one of the underwriters

Do we receive more than 30% of our income from any insurer?

YES- Zurich Insurance Company South Africa Limited

The category of product and or service we are mandated to supply on behalf of the insurer

Products: Category 1 FSP for Short Term Insurance Personal Lines
And Short Term Insurance Commercial Lines

Services: Policy and claims management and premium collection

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

Name: Merran Johansson
E-mail Address: feedback@bnbsure.co.za

Details about your Insurers and our relationship with them:

The product you have purchased is underwritten by a number of different insurers some of which are placed via other underwriting managers. The major portion of your policy is placed with one insurer the details of which follow
All other insurers are either registered locally in South Africa or through Lloyds of London and where we utilise other underwriting managers these are all locally based and correctly licenced in terms of FAIS legislation. Should you require details of any of these insurers, these will be supplied on request or details are available on our website at www.bnbsure.co.za

Company Name: Zurich Insurance Company South Africa Limited
FSP: 17703

Postal Address: P O Box 61400 Marshalltown 2107
Telephone Number: 011 370 -9111
Fax Number: 086 372 021
Do we own more than 10% of this insurer? NO Their
Compliance Officer:
Name: The Fais Compliance Officer
Company: Zurich Insurance Company South Africa Limited
Contact Details: 011 370-9716
E-mail Address: fais@zurich.co.za

How they get paid for what they do: The actual premium shown on your quote, renewal or policy schedule will be paid over to the insurer. If there are any additional fees due to them these will be shown separately

If you have a complaint about their service, staff or products sold to you that you have been unable to resolve with ourselves please contact the following person in writing with full details of the problem you have encountered:

Name: The Fais Compliance Officer
Address: Zurich Insurance Company South Africa Limited
P O Box 61489
Marchalltown 2107
E-Mail Address: fais@zurich.co.za

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

Company Name: SASRIA Limited
Registered address: 47 Wierda Road West; Wierda Valley; Sandton; 2196
Postal Address: PO Box 7380, Johannesburg, 2000
E-Mail address: info@sasria.co.za Web Site address: www.sasria.co.za
Telephone Number: 011 881 1300 Fax Number: 086 172 7742
Compliance Officer: Miss N Wabani
Complaints handling: All complaints are to be forwarded to SASRIA's Compliance Officer at the Postal address provided
Claims: All claims are to be directed to your broker who must pass these onto ourselves

Short Term Insurance Ombudsman

PO Box 32334
Braamfontein
2017

Telephone number: 011 726 8900
Fax number: 011 726 5501
email: info@faisombud.co.za