IRON HORSE RISK CONSULTANTS CC

P.O. Box 73156 Fairland 2030
Tel: (011) 431-4370
274 Walter Drive, Northcliff, 2195

1. INTERMEDIARY DETAILS

1.1	**Business Name :**	Iron Horse Risk Consultants cc
1.2	Registration Number:	2006/030912/23
1.3	FSP Licence Number :	38083
1.4	Physical Address :	274 Walter Drive, Northcliff, 2195
1.5	Postal Address :	PO Box 73156, Fairland, 2030
1.6	**Compliance Officer :**	Leona Prinsloo
1.7	Compliance Practice Number:	4920
1.8	Contact Number:	083 310 2563
1.9	Physical Address:	149 Kristal Street, Lyttleton Manor Ext 3, 0157
1.10	**Key Individual Details:**	Alan Van Rensburg
1.11	Email Address:	alan@ironhorse.co.za
1.12	Physical Address:	274 Walter Drive, Northcliff, 2195
1.13	Contact Number:	071 371 7503

2. DISCLOSURES

2.1 Iron Horse Risk Consultants cc holds Professional Indemnity insurance cover and is authorised to provide financial services for the following financial product categories:

- 2.1.1 Short-Term Insurance: Personal Lines
- 2.1.2 Short-Term Insurance: Commercial Lines

2.2 The FAIS Representatives are employed by Iron Horse Risk Consultants cc and are authorized to provide advice and intermediary services on the above-mentioned financial product categories.

2.3 Iron Horse Risk Consultants cc receives commission from the Insurers and underwriting managers for placing business with them.

2.4 Failure by the client to ensure that the sum insured amount is accurate could result in the application of the average clause being applied in the event of a claim.

2.5 The Policy Schedule should always be checked for accuracy by the client and any errors immediately reported to us for correction.

2.6 The onus is on the client to immediately inform Iron Horse Risk Consultants cc of any material changes that may have an impact on the risk. This would also include any changes to the tenant/s that occupy the premises, when the building becomes vacant or any structural alterations to the property etc. as this could affect the sum insured. Failure to promptly advise Iron Horse Risk Consultants cc of any such changes could affect cover at claims stage.

2.7 There are risks associated with changing products/insurers, and it is strongly recommended that the client first requests his/her advisor to make a comparison of the existing product to that of the proposed product with regard to the following aspects before actually deciding to change a product/insurer:

- 2.8.1 Fees
- 2.8.2 Charges
- 2.8.3 Special terms & conditions
- 2.8.4 Exclusions of liability
- 2.8.5 Waiting period
- 2.8.6 Loadings
- 2.8.7 Penalties
- 2.8.8 Excesses payable
- 2.8.9 Restrictions/circumstances in which benefits will not be provided
- 2.8.10 In the case of an insurance product, the impact of age & health changes on the premium payable
- 2.8.11 Penalties or unrecovered expenses deductible or payable due to termination of the terminated product
- 2.8.12 Vested rights, minimum guaranteed benefits or other guarantees, or benefits which will be lost as a result of the replacement
- 2.8.13 Any incentive, remuneration, consideration, commission, fee or brokerages received, directly or indirectly, by the provider on the terminated product.
- 2.8.14 Any incentive, remuneration, consideration, commission, fee or brokerages received, directly or indirectly, to the provider on the replacement product where the provider rendered financial services on both the terminated and replacement product.

3. CLAIMS

In the event of a claim, please immediately contact us and we will advise you what information/documentation is required to submit a claim. Please note that all claims must be registered with the insurer concerned within 30 days from date of loss/damage. **YOU MUST INFORM US IMMEDIATELY IF YOU HAVE SUFFERED A LOSS OR DAMAGE!**

4. COMPLAINTS

Should you submit a claim, and it is not approved/resolved to your satisfaction, it is suggested that you discuss the matter with advisor, in the first instant. However, you may also lodge a formal complaint (in writing) who can be contacted as follows:

Phone: 082 824 4582
Email: veronica@ironhorse.co.za

Complaints that remain unresolved may then be referred for resolution to:

National Financial Ombud Scheme
The Ombud for Financial Services, for Short-Term insurance related complaints.
Johannesburg: 110 Oxford Road, Houghton Estate, Johannesburg, Gauteng,2198
Cape Town: 6th Floor, Claremont Central Building. 6 Vineyard Road, Claremont, Cape Town,770

Phone: 0860800900
WhatsApp 0664730157
Email: info@nfosa.co.za

5. SASRIA

SASRIA attaches to your underlying policy, SASRIA covers damage caused by acts of terrorism or violence calculated to overthrow the State or to further a political aim. It also covers damage caused by riots, strikes or public disorder. **SASRIA is NOT automatically included in your policy, you need to specifically request this cover to be added to your policy.**

Complaints relating to the non-disclosure or inadequate disclosure of the information to which you are entitled, please contact SASRIA directly at:

SASRIA
36 Fricker Road, Illovo, Sandton, 2196
PO Box 653367, Benmore, 2010

Phone: 011 214 0800/086 172 7742
Fax: 011 447 8630
Email: complaints@sasria.co.za

6. GENERAL

6.1 The premium and fees payable by the client will be disclosed prior to concluding any transaction and are also shown on the Policy Schedule.

6.2 Depending on the specific policy, if the premium is paid by debit order and is dishonored by your bank:

6.2.1 As a result of your instruction to the bank to stop payment of the debit order, the policy will lapse on the last day of the month for which a premium was received; or

6.2.2 For any other reason, a debit for two months' premiums will be submitted to the bank the following month. If this debit is returned unpaid, the policy will lapse on the last day of the month for which a premium was received.

6.3 For an annually paid policy the premium is payable on or before the policy's inception or renewal date (15 days grace will be allowed), failing which the policy will lapse on the day preceding the inception or renewal date.

7. TERMS & CONDITIONS

7.1 In terms of the FAIS Act, Iron Horse Risk Consultants cc may only conduct business with clients with honesty & integrity.

7.2 For Iron Horse Risk Consultants this implies that he/she will act with due skill/care and diligence and in the best interest of the client. All client information will therefore be treated confidentially unless the provider is legally obliged to disclose such information or in order to give effect to the client's instructions.

7.3 For the client this implies that:

7.3.1 The client will provide Iron Horse Risk Consultants cc with all relevant material information to enable him/her to provide an appropriate service to the client in terms of the FAIS Act. The onus is upon the client to ensure that the sums insured are adequate.

7.3.2 The client will carefully consider all relevant material information disclosed by Iron Horse Risk Consultants cc before signing any documentation.

7.3.3 The client will timeously inform Iron Horse Risk Consultants cc of any material changes that may have an impact on the risk.

7.3.4 The client warrants that the origin of any funds in respect of the premiums or considerations applicable to any transaction that may be concluded between Iron Horse Risk Consultants cc and the client complies with the requirements of the Financial Intelligence Centre Act.

7.4 Iron Horse Risk Consultants cc will provide the client with recommendations and solutions based on all the information supplied to him/her by the client and according to the client's instructions.

7.5 Since Iron Horse Risk Consultants cc is obliged to maintain a Record of Advice in terms of the FAIS Act and the General Code of Conduct, the client is to agree to record his/her acceptance of the advice or final proposal in writing as soon as reasonably possible, but before the transaction is implemented.

7.6 The advice record of advice is intended to compliment the legislative requirements applicable to Iron Horse Risk Consultants cc to provide the client with a written summary of the content of advice.

7.7 It is therefore understood that in the event that the client should accept the proposal/s of Iron Horse Risk Consultants or that the client should give Iron Horse Risk Consultants cc specific instructions pertaining to his/her short-term insurance needs such acceptance is to be confirmed in writing by both parties.

8. Iron Horse Risk Consultants - Products Approved by the FSCA

Category Description	Advice Automated	Advice Non-automated	Intermediary Scripted	Intermediary Other
CATEGORY I				
Short-Term Insurance Personal Lines		X		X
Short-term Insurance Personal Lines A1		X		X
Short-Term Insurance Commercial Lines		X		X

In terms of S 13(1)(B)(I)(BB) of FAIS, the FSP accepts responsibility for those activities of the Representative performed within the scope of, or in the course of implementing, this authorization. The client is required to ensure that the services rendered by the representative fall within the said authorization. If the client accepts services rendered by the representative that falls outside of the said authorization, the client shall do so on the client's own risk and indemnifies the FSP.

9. CLIENT'S CONFIRMATION

I confirm that I have read and understood this document

______________________________ ________________________
Client Name Clients Signature

Date: ______________________