

# MIRRIN BUSINESS RISKS (PTY) LTD

## DISCLOSURE NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS

### IMPORTANT - PLEASE READ CAREFULLY

(This notice does not form part of the insurance contract or any other document)

YOUR INSURANCE BROKER			
<b>Name of Broker</b>	Mirrin Business Risks (Pty) Ltd		
<b>Physical Address</b>	924 Jan Shoba Street, Brooklyn, Pretoria, 0181		
<b>Postal Address</b>	Postnet Suite 96, Private Bag X19, Menlo Park, 0102		
<b>Telephone Number</b>	087 012 5705		
<b>Fax Number</b>	012 340 0257		
<b>Professional Indemnity</b>	R 50 Mil cover		
<b>Fidelity Guarantee</b>	R 50 Mil cover		
<b>Intermediaries Guarantee Facility</b>	Outsourced to Insure Group Managers Limited who held R 100 Mil cover		
COMPLIANCE OFFICER			
<b>Company</b>	Moonstone Compliance (Pty) Ltd		
<b>Address</b>	Valerida Centre, 1 <sup>st</sup> Floor, Piet Retief Street, Stellenbosch, 7600		
<b>Telephone Number</b>	021 883 8000		
<b>Contact Name</b>	Francois Meintjies		
THE OMBUDSMAN FOR SHORT-TERM INSURANCE		THE FAIS OMBUD	
<b>Physical Address</b>	Sunnyside Office Park, 5th Floor, Building D,  32 Princess of Wales Terrace, Parktown	<b>Physical Address</b>	Sussex Office Park Ground Floor, Block B  473 Lynnwood Road Cnr Lynnwood Road & Sussex Ave, Lynnwood, 0081
<b>Postal Address</b>	P O Box 32334 Braamfontein 2017	<b>Postal Address</b>	PO Box 74571 Lynwood Ridge 0040
<b>Telephone Number</b>	011 726 8900	<b>Telephone Number</b>	012 762 5000 / 012 470 9080
<b>Fax Number</b>	011 726 5501	<b>Fax Number</b>	012 86 764 1422 / 012 348 3447
<b>E-mail Address</b>	<a href="mailto:info@osti.co.za">info@osti.co.za</a>	<b>E-mail Address</b>	<a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>
<b>Website</b>	<a href="http://www.osti.co.za">http://www.osti.co.za</a>	<b>Website</b>	<a href="http://www.faisombud.co.za">http://www.faisombud.co.za</a>
COMPLAINTS			
As a client, should you feel that your rights have been prejudiced or you have been aggrieved in any way, you have the right to lodge a complaint. A copy of the complaints process is available on request or you may visit our Website- Complaint procedures at <a href="http://www.mirrin.co.za">www.mirrin.co.za</a>			
If you get no response or you are dissatisfied with the outcome of your complaint, you may approach the FAIS Ombud or Short-term Ombudsman, details of which appear above.			
IN CASE OF CLAIMS			
<ul style="list-style-type: none"> <li>Report theft, loss or damage, where applicable, to the SA Police within 48 hours. Obtain an official case number.</li> <li>Contact Mirrin as soon as reasonably possible but at least within 30 days.</li> <li>Complete claim form and furnish any quotes/ information as required</li> <li>An independent assessor or claims adjuster may be appointed by Mirrin to discuss any claim with you.</li> <li>The insurer has, by contract, the choice to settle a claim in cash, by replacement or by repair.</li> </ul>			
PAYMENT OF PREMIUMS			
<ul style="list-style-type: none"> <li>Policy payable monthly debit order / annually</li> <li>Premium payable by inception or by renewal.</li> <li>Premium payable in advance per debit order on the first working day of each month. You are entitled to a 15-day period of grace after the due date of the payment of your premium. (this period of grace applies from the second month on monthly policies only)</li> <li>Please refer to your policy wording for details regarding premium payment, due dates of payment and consequences of non-payment.</li> </ul>			
REMUNERATION OF INTERMEDIARY			
<p>In terms of the Short term Insurance Act, the maximum commission allowed by the insurer is restricted to 12.5% on motor and 20% for all other classes. SASRIA commission is 12%. The intermediary can raise an administration and /or policy fee. Both commission and/or fees are reflected or included in quotation and/or policy schedules.</p> <p>The intermediary also receive a total fee of 8% from specific product providers for administrative functions done on their behalf in terms of their respective signed Binder and Outsource Agreements/ Underwriting and Claims Mandates as required in terms of the FAIS Act. Limited Binder Fee of 3.5% is paid by Bryte Insurance Company in terms of outsourced policy administration functions done on behalf of Bryte.</p> <p>During the preceding 12 months we have earned more than 30% of our total commission from product provider <b>HOLLARD</b></p>			

- You must be informed of any material change in the information in respect of insurer or the intermediary.
- If such information has been given verbally, written confirmation must follow within 30 days.
- Polygraph testing is not obligatory in case of a claim and the result thereof cannot be the sole reason for repudiation of a claim.
- Premium paid per debit order may only be in favour of one person and may not, without your permission, be ceded, and the insurer must give notice of cancellation at least 30 days before their intention to do so.
- Should you wish to cancel your policy, 30day notice must be given to Mirrin Business Risks (Pty) Ltd.
- The insurer is obliged to supply reasons for repudiation of a claim.
- If the insurer cancel the insurance they must ensure that the insured and not only the intermediary, receives a notice to this effect.
- The insured is entitled to a copy of his policy at no charge.

**WARNING**

- Do not sign any blank or partially completed documents.
- Complete all forms in ink.
- Keep all documents handed to you in safe keeping.
- Make and keep note of all conversations.
- Do not buy any product under pressure.
- Non-disclosure of material facts or incomplete/misleading information can lead to repudiation of claims.
- As an authorised Financial Services Provider we may not request or induce in any manner a Client to waive any right or benefit conferred on the Client by or in terms of any provision of the General Code of Conduct, or recognise, accept or act on any such waiver by a Client

**KEY INDIVIDUAL DETAILS**

<b>Name</b>	Mark John Charles Rodda
<b>Physical Address</b>	924 Jan Shoba Street, Brooklyn, Pretoria, 0181
<b>Postal Address</b>	Postnet Suite 96, Private Bag X19, Menlo Park, 0102
<b>E-Mail Address</b>	<a href="mailto:mrodde@mirrin.co.za">mrodde@mirrin.co.za</a>
<b>Telephone Number</b>	087 012 5705
<b>Fax Number</b>	086 633 1543
<b>Cel I Number</b>	082 852 3843

**Mirrin Business Risks (Pty) Ltd** an authorised financial services provider (No 5433) will not disclose any confidential information acquired from any client without obtaining their written consent beforehand.

**Mirrin Business Risks (Pty) Ltd** do not own any shares directly or indirectly in any life insurer or product provider and are not an associated company of any life insurer or product provider

**Detailed information on the product supplier (name, physical and postal address, telephone details, name and contact details and details of their compliance department) are incorporated in their Disclosure Document which is attached to all policy schedules.**

Binder and Outsource Agreements are in place with the following Product Suppliers:

- **Hollard Insurance Company Limited**
- **Constantia Insurance Company Limited**
- **Bryte Insurance Company Ltd**

**Mirrin Business Risks (Pty) Ltd** is also accredited with the following Product Suppliers and those reflected on your policy schedule and insurer's disclosure.

Savannah Marine Underwriters PO Box 1410, Allens Nek, 1737 Tel 011 831 0720 / Fax 011 831 0726	AC&E Underwriting Management Unit 15 1st Floor Imperial Office Park, University Road, Westville 3629Tel: 031-267-1124 / 5 Fax: 031-267-1280
Santam Insurance company Private Bag x226 Pretoria Tel: 012-369-1000 Fax 012-365-248	FDM ENGINEERING UNDERWRITERS FAU-FINANCED ASSET UNDERWRITERS (PTY) LTD HIC UNDERWRITING MANAGERS (PTY)LTD
Mirabilis Engineering Underwriters Managers PO Box 2081, Saxsonwold, 2123 Tel: 086 1100 100 Fax: 011-880 6857	PI Financial Risk Services PO Box 70338, Bryanston, 2021 Tel: 08611 74377 Fax: 011 685 1396
MUA Insurance Company Ltd PO Box 65, Menlyn, 0163, Tel: 012-365-8623 Fax: 012-365-1052	HIU Underwriting Managers PO Box 2253, Bedfordview, 2008 Tel: 011-455-5271 Fax: 011-455-4770
CEU Underwriting Managers PO Box 31249, Braamfontein, 2017 Tel: 011-339-2272 Fax: 011-403-1989	Stalker Hutchinson Admiral (Pty) Ltd P O Box 55347, Northlands, 2116 Tel. (011) 731 3600 Fax: (011) 447 0080
HCV Underwriting Managers PO Box 61379, Marshalltown, 2107 Tel: 011-628-3000 CTU – Claredon Transport Underwriters OLD MUTUAL INSURE Terra Marine – Marine insurance	Guardrisk Allied Products and Services (Pty) Ltd Consort Technical Underwriters (Pty) Ltd Camarque Underwriting Managers ITOO Special Risks (Pty) Ltd HIC Underwriting Managers (pty) Ltd

**COOLING OFF RIGHTS (ANNUAL AND MONTHLY POLICIES)**

You may exercise your cooling off rights within 14 days after receipt of your policy documents by providing us with written or verbal notice to cancel your policy. Provided that no benefit has yet been paid or claimed or an insured event has not yet occurred, all premiums or monies paid by you, to the insurer up to the date of receipt of the notice or received on any date thereafter will be refunded to you, subject to the deduction of any risk cover enjoyed.

### SHARING OF INSURANCE INFORMATION

Insurers share information with each other regarding policies and claims with a view to prevent fraudulent claims and obtain material information regarding the assessment of risks proposed for insurance. By reducing the incidents of fraud and assessing risks fairly, future premium increases may be limited. This is done in the public interest and in the interest of all current and potential policyholders. The sharing of information includes, but is not limited to, information sharing via the Information Data Sharing System operated by TransUnion on behalf of the South African Insurance Association. By the insurer accepting or renewing this insurance, you or any other person that is represented herein gives consent to the said information being disclosed to any other insurance company or its agent.

You are similarly giving consent to the sharing of information in regard to past insurance policies and claims that you have made. You also acknowledge that information provided by yourself or your representative may be verified against any legally recognized sources or databases. By insuring or renewing your insurance, you hereby not only consent to such information sharing, but also waive any rights of confidentiality with regard to underwriting or claims information that you have provided or that has been provided by another person on your behalf. In the event of a claim, the information you have supplied with your application together with the information you supply in relation to the claim, will be included on the system and made available to other insurers participating in the Data Sharing System.

### USE OF YOUR PERSONAL INFORMATION (THE PROTECTION OF PERSONAL INFORMATION ACT, NO 4 OF 2013)

When you enter into this policy, you will be giving us your personal information that may be protected by data protection legislation, including but not only, the Protection of Personal Information Act, 2013 (POPI). We will take all reasonable steps to protect your personal information.

You authorize us to:

Process your personal information to:

- a) Communicate information to you that you ask us for. II. Provide you with insurance services. III. Verify the information you have given us against any source of database. IV. Compile non-personal statistical information about you.
- b) Transmit your personal information to any affiliate, subsidiary or re-insurer so that we can provide insurance services to you and to enable us to further our legitimate interests including statistical analysis, re-insurance and credit control.
- c) Transmit your personal information to any third-party service provider that we may appoint to perform functions relating to your policy on our behalf.

You acknowledge that this consent clause will remain in force even if your policy is cancelled or lapsed

All tax commitments and regulations remain the responsibility of the insured and Mirrin do not accept and will not be held liable for any non-compliance of SARS Regulations or any transactions done on behalf of and as requested by clients.

