

IMPORTANT INFORMATION FOR ALL OUR CLIENTS

PLEASE READ CAREFULLY – DISCLOSURE AND OTHER LEGAL REQUIREMENTS

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

The most important objective of these obligations is to ensure that you have full knowledge about the organisations involved in delivering the service to you as well as full understanding of the product you have purchased. Whilst every effort has been made to ensure we have achieved this objective if at any time you feel we have not provided you with information required or you do not understand the information we have given you, please ask us to explain again - do not assume! Whilst this information is important it does not form part of your actual policy wording.

Our obligation is to ensure that you have been supplied with the full details of ourself (the insurance broker) and the Insurer who underwrites the insurance facility.

ABOUT THE INSURANCE BROKER:		
Name:	JLT Marine (Pty) Limited	
Company Registration Number:	1999/005271/07	
Registered Address:	P.O. Box 465, Cramerview, 2060 Block D, Nicol Main Office Park, 2 Bruton Road, Bryanston, Gauteng, South Africa, 2191	
Telephone:	+27 (0)11 361 0000	Branches: Durban +27 (0)31 584 2600 Cape Town+27 (0)21 551 1314
Fax:	+27 (0)11 706 8461	
Website:	http://www.za.jlt.com	
Our License to Transact Business as a Financial Services Provider:	FSP License Number 481	
Categories of Business:	Short Term Insurance: Personal Lines Short Term Insurance: Commercial Lines	
Our Compliance Officer:	Company Name: Moonstone Compliance (Pty) Ltd Represented by: Suzette Appalsamy Telephone: 021 883 8000 (Head Office) Facsimile: 086 601 9872 (Head Office) Email: SAppalsamy@moonstonecompliance.co.za Website: www.moonstonecompliance.co.za Authorised Compliance Practice: CO 188	
Details of the Service which we are authorised to provide:	Marine and credit insurance intermediation	
Professional Indemnity Insurance:	JLT Marine holds professional indemnity insurance	
Exemptions with regard to FAIS:	We have no exemptions	
Shareholding:	JLT Marine holds no shareholding in any product supplier	
Representatives rendering services under Supervision	Yes	
Do we own more than 10% of any insurer?	No	
Do we receive more than 30% of our income from any Insurer?	We earn more than 30% of our income from Guardrisk Insurance Company Limited	

Binder Functions:	JLT Marine may earn fees from an Insurer to perform certain binder activities on its behalf in terms of the Short Term Insurance Act 53 of 1998 read with the regulations thereto. These activities may include enter into, varying or renewing a policy; determining policy wordings; determining premiums; determining the value of policy benefits and the settlement of claims.
Details of the commission which we receive:	JLT Marine (Pty) Ltd is a non-mandated intermediary. Our remuneration for financial services rendered is by way of brokerage commission which is regulated in South Africa at a maximum of 20% of premium, which is received from the various insurers or underwriting managers, with whom we interact on your behalf.
	In addition to the above commission income, you should be aware that as a result of arranging this insurance, JLT Marine may receive additional income from the following source: 1. In agreement with the Insurer(s), the interest earned on insurance monies transacted through our insurance bank account.
Conflicts of Interest:	Potential conflicts of interest are inherent in any business. We will take steps to identify and manage any potential or actual conflicts of interest to ensure that our clients are not prejudiced. Any potential Conflicts of Interests are dealt with in a Conflict of Interest Management Policy, which is available for your perusal on the JLT website: http://www.za.jlt.com/about-jlt-sa/compliance .
Non-cash Incentives:	JLT Marine may receive gifts from Insurers/product suppliers with which it interacts on your behalf. These gifts are recorded in our gift register and are in accordance with "Immaterial financial interest" value as defined in the FAIS General Code of Conduct.
Confidentiality:	Where applicable, all information will be kept by JLT Marine on a confidential basis and will not be made available to third parties by JLT Marine unless so authorised by you beforehand, or if we are required to divulge such information in the public interest or under any law.
Written Agency Agreements with Insurers	JLT Marine holds a number of written agency agreements with authorised insurers and underwriting agents (refer to the attached schedule).
If you have a complaint about our service, staff or products, please provide full details in writing to:	Address: The Complaints Officer P O Box 465 Cramerview 2060 Email: marinecomplaints@jltgroup.com
FAIS Ombud:	If we fail to resolve your complaint relating to an advice satisfactorily, you may submit your complaint to the FAIS Ombud, as follows: Physical Address: Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road, corner Lynnwood Road & Sussex Avenue, Lynnwood. Postal Address: P O Box 74571, Lynnwood Ridge, 0040 Telephone: +27 (0)12 470 9080 or 0860 OMBUDS (0860 772 837) Telefax: +27 (0)12 348 3447 Email: info@faisombud.co.za Website: www.faisombud.co.za
INFORMATION ABOUT THE UNDERWRITING MANAGER	
Company Name	Marine Underwriting Managers (Pty) Limited on behalf of Guardrisk Insurance Company Limited
FSP License Number	37167
Categories of Business:	Short Term Insurance: Personal Lines Short Term Insurance: Commercial Lines
Physical Address:	Suites 5 & 6, 94 Armstrong Avenue, La Lucia Ridge, Durban 4051
Postal Address:	P O Box 1228, Umhlanga Rocks, 4320

Telephone Number:	+27 (0)31 584 2800	Fax Number: +27 (0)31 584 2802
Complaints Details:	Name: David Fry Company Name: Marine Underwriting Managers (Pty) Ltd Email: fryd@marineuma.com	
Compliance Details:	Company Name: Compli-Serve KZN (Pty) Limited Contact: Catherine Cooper Telephone: 0861273783 Email: catherine@compliserve.co.za	
Professional Indemnity insurance and Fidelity Guarantee insurance:	MUM is in possession of Professional Indemnity insurance	
INFORMATION ABOUT THE PRODUCT SUPPLIER (INSURER)		
Company Name:	Guardrisk Insurance Company Limited	
Physical Address:	102 Rivonia Road, Sandton, 2196	
Postal Address:	P O Box 786015, Sandton, 2146	
Telephone Number:	+27 (0)11 669 1000	Fax Number: +27 (0)11 669 1931
FSP License Number:	75	
Categories of License:	Short Term Insurance: Personal Lines Short Term Insurance: Commercial Lines	
Any Exemptions:	No	
PI and FG Cover:	Guardrisk has Professional Indemnity and Fidelity Guarantee cover in place	
Complaints:	A Guardrisk complaints form will need to be completed and submitted to: Compliance Officer Telephone number +27 (0)11 669 1039 Fax number +27 (0)11 669 2792 E-mail address: complaints@guardrisk.co.za	
Compliance:	Compliance Officer Telephone number +27 (0)11 669 1039 Fax number +27 (0)11 669 2792	
OTHER MATTERS OF IMPORTANCE		
Particulars of the Short-term Insurance Ombudsman:	The Ombudsman is available to advise you in the event of claims problems or similar, which are not satisfactorily resolved by the insurance intermediary and / or the insurer. Postal Address: P O Box 32334, Braamfontein, 2017 Telephone: +27(0)11 726 8900 or 0860 726 890 Fax: +27 ((0)11 726 5501	
Particulars of the Registrar of Short-Term Insurance:	Financial Sector Conduct Authority P O Box 35655, Menlo Park, 0102 Telephone: +27 0)12 428 8000 or 0800 110 443 Telefax: +27 (0)12 347 0221	
What will you pay:	JLT Marine is authorised to collect premium on behalf of the Insurer. We will invoice you for premium due and you will be expected to pay the premium to JLT Marine in terms of the payment terms reflected in the policy document. We in turn pay the premium to the Insurer, after deducting our commission. The consequence of non-payment of the premium will be that cover will be cancelled.	

Basis of Advice:	In order for us to provide you with appropriate cover, it is important that you give us sufficient particulars of your marine risk exposures. Failure to make a full disclosure of all relevant facts e.g. change in insurable interest, could result in our advice being compromised and/or limited and may result in you then making a financial commitment to a product inappropriate to your needs and objectives. Should you decide to ignore/not accept the advice provided, this may result in consequences which may result in you then making a financial commitment to a product inappropriate to your needs and objectives.	
Details of how to institute a claim:	In the event of a claim, please refer to your insurance policy /claims manual for the claims procedure or contact/notify the Claims Manager at JLT Marine, as follows: Telephone: +27 (0)31 584 2600 or 0800 555 312 Telefax: +27 08 606 2788 (fax to email) Email: marineclaims@jltgroup.com	
Should you have requested cover provided by SASRIA SOC LIMITED in respect of your insurances, then you are entitled to details as follows:		
SASRIA SOC LIMITED: Registration No: 1979/00287/06 Postal Address: PO Box 653367, Benmore, 2010 Physical Address: 36 Fricker Road, Illovo, 2196 Telephone No: +27 (0)11 214 0800 / 086 172 7742 Facsimile No: +27 (0)11 447 8630 / 086 172 7329 Email: info@sasria.co.za Website: www.sasria.co.za	Compliance Department: The Compliance Office: Compliance Officer: Mziwoxolo Mavuso Email: mziwoxolom@sasria.co.za Telephone: +27 (0)11 214 0800 Complaints: complaints@sasria.co.za	Claims Procedures: Contact JLT Marine as follows: Telephone: +27 (0)31 584 2600 or 0800 555 312 Telefax: +27 086 606 2788 Email: marineclaims@jltgroup.com
WARNING:		
<ul style="list-style-type: none">- Do not sign any blank or partially completed application form,- Complete all forms in ink.- Keep all documents handed to you.- Make notes of what has been said to you.- Don't be pressurised to buy the product.- Incorrect or non-disclosure by you of relevant facts may influence an insurer on any claims arising from your contract of insurance. Please ensure that you have an insurable interest in the subject matter of your policy, or such policy will be void and unenforceable.		

JLT Marine (Pty) Ltd does business with the following insurers:

AIG South Africa Limited Allianz Global Corporate and Specialty South Africa Ltd Associated Marine (Pty) Limited into Santam Limited Beazley Solutions into Lloyd's Bryte Insurance Company South Africa Limited (previously Zurich) Centriq Insurance Company Limited Chaucer Syndicates Limited Chubb Insurance South Africa Limited (previously Ace Insurance Ltd) Credit Guarantee Insurance Corporation of South Africa Ltd Devereux Marine Cc Into Lloyd's Emerald Risk Transfer On Behalf Of Santam Limited Envirosure Underwriting Managers (Pty) Ltd Flexible Accident And Sickness Acceptances (Pty) Ltd Galleon Marine Insurance Agency Ltd Guardrisk Insurance Company Limited HDI Global Sa Limited Hollard Insurance Company Ltd	Horizon Underwriting Managers (Pty) Ltd Howden Group International Transport Intermediaries Club Ltd Lloyd's of London syndicates Lombard Insurance Company Limited Marine Underwriting Managers (Pty) Limited MS Amlin Marine NV Nautical Underwriting Managers (Pty) Ltd Old Mutual Insure (previously Mutual & Federal Insurance Company Ltd) Shipowners Protection Ltd Stalker Hutchison and Associates (Pty) Ltd into Santam Ltd Traveler's Underwriting Agency into Lloyd's TT Club Western National Insurance Company Ltd
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