

**STATUTORY NOTICE TO SHORT-TERM AND LONG-TERM INSURANCE POLICYHOLDERS INCLUDING THE REPRESENTATIVES SECTION 13 CERTIFICATE**

**IMPORTANT – PLEASE READ CAREFULLY**

As a short-term and/or long-term policyholder or prospective policyholder, you have the right to the following information:

**The intermediary/broker**

**Company name:** AMPLE INSURANCE BROKERS PTY LTD

**Company Registration number:** 2007/021935/07

**Physical address:** Unit S6B Tower C Northlands Corner Shopping Centre Corner Witkoppen road and Newmarket Street Northriding

**Postal address:** PO BOX 1717, BROMHOF, 2154

**Tel:** 0861 112 466

**Fax:** 0797624976

**Email:** [info@ampleinsurance.co.za](mailto:info@ampleinsurance.co.za)

**Financial Services Provider Number:** 34697

**Remuneration:**

**Short-term:**

Commission is payable at the rates prescribed in the Short-term Insurance Act of 12.5% for motor and 20% for non-motor. There is a broker fee discussed and included in your monthly premium for specific services we render on your behalf such as:

- Assistance with an accident such as the arrangement of towing or breakdown services
- Additional written information to assist with accidents
- Facilitation of non-insurance value-added products
- Onsite visits when requested and with renewal – If needed
- Assistance with claims rejected – direct negotiations with the insurer and goodwill payments
- Management of car hire when a claim occurs, including follow up with motor repairers
- Onsite visits with the assessors when required or when deemed necessary
- Risk advice and risk management services
- Inspection of commercial sites for risk assessment

**Investments**

1.5% upfront and 0.75% ingoing

**SECTION 14**

0% upfront and 1% Ongoing

**Life Cover**

3% Single Premium or Multiple premium: 3.25% up to maximum of 85%

**MEDICAL AID**

3% of Monthly premium – capped at R 90

**Relationship with Insurers:**

The FSP is a non-mandated intermediary, who acts for and on behalf of various Insurers. Please note that a written mandate with these Insurers are available at the offices on request.

**Ample's License categories:**

Category Description	Advice Non-automated	Intermediary Other
CATEGORY I		
Long-Term Insurance subcategory A	X	X
Short-Term Insurance Personal Lines	X	X
Long-Term Insurance subcategory B1	X	X
Long-term insurance subcategory B2	X	X
Long-term Insurance subcategory B2-A	X	X
Long-term Insurance subcategory B1-A	X	X
Short-term Insurance Personal Lines A1	X	X
Long-Term Insurance subcategory C	X	X
Retail Pension Benefits	X	X
Short-Term Insurance Commercial Lines	X	X
Pension Funds Benefits	X	X
Participatory interests in a collective investment scheme	X	X
Health Service Benefits	X	X

**Details of Complaints:**

Ample Insurance Brokers is committed to ensuring that your interests are our priority. However, should you have a complaint, please address it to [eileen@ampleinsurance.co.za](mailto:eileen@ampleinsurance.co.za).

We have a Complaints Resolutions Policy that can be made available to you on request.

In the event that your complaint is not resolved within 6 (six) weeks or the resolution is not to your satisfaction, you have the right to then approach the Financial Services (FAIS) Ombudsman. For short-term matters the Ombudsman for Short-term Insurance and for long-term matters the Ombudsman for Long-term Insurance.

**FAIS Ombud**

PO box 74571  
Lynnwood Ridge  
0040

Tel: (012) 470 9080  
Fax: (012) 4348 3447  
Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
Web: [www.faisombud.co.za](http://www.faisombud.co.za)

**Ombud for Short-term Insurance**

PO box 32334  
Braamfontein  
2017  
1 Sturdee Avenue

Tel: (011) 726 8900  
Fax: (011) 726 5501  
Email: [info@osti.co.za](mailto:info@osti.co.za)  
Web: [www.osti.co.za](http://www.osti.co.za)

**Ombud for Long-term Insurance**

Private Bag X45,  
Claremont,  
Cape Town,  
7735

Tel: [021 657 5000](tel:0216575000) / [0860 103 236](tel:0860103236)  
Fax: 021 674 0951  
Email: [info@ombud.co.za](mailto:info@ombud.co.za)  
Web: [www.ombud.co.za/](http://www.ombud.co.za/)

**Details of Compliance Officer:**

Compliance Practice: Moonstone Compliance  
Compliance Officer: Natassja Jooste

Physical Address: 25 Quantum Street, Technopark,  
Stellenbosch, 7600

Tel: (021) 883 8000  
Fax: (021) 883 8005  
Web: [www.moonstonecompliance.co.za](http://www.moonstonecompliance.co.za)

**Conflict of Interest:**

Please note that we have a Conflict of Interest Management Policy. A copy of which can be made available to you upon request.

**Does the intermediary have Professional Indemnity Cover in place?**

YES

**Does the intermediary hold more than 10% shares in any one Insurer?**

NO

**Does the intermediary earn more than 30% of its total commission from any one Insurer?**

NO

**Is the intermediary authorised to collect premium on behalf of any Insurer?**

NO

**Other matters of importance:**

- You must be informed of any material changes to the intermediary;
- Polygraph or similar tests, which may be requested by the Insurer during the claims procedure, are not obligatory and claims may not be rejected solely on the basis of a failure of such a test;
- If your premium is paid by debit order, the debit order must be in favour of the Insurer and may not be transferred without your approval;
- The Insurer must give you 31 days' notice in writing of its intention to cancel your policy as well as your debit order;
- The Insurer and not the intermediary must give reasons in writing for the rejection of any claim submitted by you;

You are entitled to a copy of your policy schedule free of charge.

**WARNING:**

- Do not sign any blank or partially completed forms, this includes application forms or any other form necessary for purpose of any transaction relating to your insurance;
- Complete all forms in ink;
- Keep all documents handed to you;
- Make a note of what is said to you;
- Don't be pressurised to buy the product;
- Incorrect or non-disclosure by you or relevant facts may influence the Insurer on any claims arising from your contract of insurance.

**Details of the Registrar for Short-term Insurance:**

Financial Sector Conduct Authority

PO Box 35655, Menlo Park, 0102

Tel: 012 428 8000  
Fax: 012 347 0221

**Details of SASRIA Limited:**

SASRIA SOC Limited (1997/000287/06)  
Financial Services Provider – FSP: 339117

PO Box 653367, Benmore, 2010

Tel: 011 214 0800 / 086 172 7742  
Fax: 011 477 8630 / 086 172 7329

**SECTION 13 CERTIFICATE**

**Eileen Stoffberg**

It is hereby certified that:

- The representative named above is an authorised Representative of the FSP and has been appointed in terms of a written agreement;
- I am currently working under supervision for certain categories as per the below column.

As the authorised license holder, the FSP accepts responsibility for those activities of the Representative that are performed within the scope of or in the course of implementing the terms of the written agreement in respect of the financial products listed hereunder:

Category I Description	Advice	Intermediary - Other	Services Under Supervision
Long-Term Insurance subcategory A	X	X	
Short-Term Insurance Personal Lines	X	X	
Long-Term Insurance subcategory B1	X	X	X
Long-term insurance subcategory B2	X	X	X
Long-term Insurance subcategory B2-A	X	X	X
Long-term Insurance subcategory B1-A	X	X	X

Short-term Insurance Personal Lines A1	X	X	
Long-Term Insurance subcategory C	X	X	X
Retail Pension Benefits	X	X	X
Short-Term Insurance Commercial Lines	X	X	
Pension Funds Benefits	X	X	X
Participatory interests in a collective investment scheme	X	X	X

**Key Individual**

**Eileen Stoffberg**

**0861 112 466**

[eileen@ampleinsurance.co.za](mailto:eileen@ampleinsurance.co.za)

The representative's continued authorisation may be verified on the Financial Sector Conduct Authority website ([www.fsc.co.za](http://www.fsc.co.za))