



CHALLENGER INSURANCE BROKERS AND CONSULTANTS CC



CC 2000/052528/23
VAT Nr: 4570233553

35 Fouche Avenue
Pomona Ext 3
Kempton Park
1619

Tel: (011) 849-8611
Underwriting email: underwriting@challenger africa.com
Claims email: claims@challenger africa.com

Authorised Financial
Services Provider
FSP: (17826)

STATUTORY DISCLOSURE

Challenger Insurance Brokers and Consultants CC is a Licensed Financial Service Provider in terms of the Financial Advisory Services act and required to make the following disclosures in terms of that act, which also governs aspects of the way we do business. This chapter serves a guide on how you can make better decisions, and highlight responsibilities to you, our client. This document deals with both aspects.

ABOUT

Business Name:	Challenger Insurance Brokers and Consultants CC
Reg no:	2000/052528/23
Trading as:	CHALLENGER INSURANCE BROKERS AND CONSULTANTS CC
Financial Services Provider No:	17826

CONTACT INFORMATION

Telephone Number:	+27 (11) 849-8611
Email Address:	underwriting@challenger africa.com
Physical Address:	35 FOUCHÉ AVE POMONA EXT 3 KEMPTON PARK GAUTENG 1619
Postal Address	P.O. BOX 8043 BONAERO PARK EKURHULENI 1622

ABBREVIATED DISCLOSURE

CHALLENGER INSURANCE BROKERS AND CONSULTANTS CC (REG. NO: 2000/052528/23), SITUATED AT 83 6TH STREET, NORTHMEAD, BENONI, 1501, CAN BE REACHED VIA TEL: (011) 849 8611 OR EMAIL: INFO@CHALLENGERAFRICA.COM. WE ARE AN AUTHORIZED FINANCIAL SERVICES PROVIDER WITH LICENSE NO: 17 826, OFFERING SERVICES IN SHORT TERM PERSONAL & COMMERCIAL INSURANCE. OUR PROFESSIONAL INDEMNITY IS ENSURED, AND OVERSIGHT IS PROVIDED BY COMPLIANCE OFFICER L. SADLER (CELL: 082 440 5151). WE ARE ACCREDITED TO MARKET PRODUCTS FROM SUPPLIERS SUCH AS BRYTE, SANTAM, DISCOVERY,

ETC., ALTHOUGH WE OPERATE INDEPENDENTLY, AND OUR ACTIONS ARE NOT THE RESPONSIBILITY OF OUR PRODUCT SUPPLIERS. OUR OWNERSHIP OF FINANCIAL PRODUCT PROVIDERS' ISSUED SHARES DOES NOT EXCEED 10% DIRECTLY OR INDIRECTLY, AND WE DO NOT DERIVE MORE THAN 30% OF OUR TOTAL COMMISSION FROM ANY SPECIFIC SUPPLIER. COMPLAINTS CAN BE LODGED IN WRITING TO MR. SPIES. CONTACT FAIS OMBUD AT INFO@FAISOMBUD.CO.ZA AND OMBUD SHORT TERM AT INFO@OSTI.CO.ZA FOR FURTHER ASSISTANCE.

FINANCIAL SERVICES AND PRODUCTS

We are a Category 1 license holder issued by the Financial Sector Conduct Authority in terms of the FAIS Act, and authorized to render advice and intermediary services on:

- Short Term Insurance Personal lines – sub-category 1.2
- Short Term Insurance Commercial lines – sub-category 1.6.

We are accredited and have written authority to market the products of the following product suppliers:

- Auto & General
- Associated Marine
- Auto Trade Underwriting Managers
- Mirabilis Engineering Underwriting Managers
- Discovery Insure
- EnviroSure
- Heavy Commercial Vehicle Underwriting Managers
- Hollard
- Merx Commercial Underwriters
- OM-Insure
- ONE Insurance Underwriting Managers
- Quicksure
- RENASA
- Santam
- Senate
- SHA
- XLTransit
- Beyonda
- VAPS

Challenger Insurance Brokers and Consultants CC act independently from any of the abovementioned product suppliers and as such the product supplier will not accept responsibility for the actions of Challenger Insurance Brokers and Consultants CC.

Clients must be aware of their own responsibility in the presentation of full and correct information and the making of carefully considered decisions in the financial service process.

Details of the product and all conditions relating thereto are contained in your policy wording. It is however vital that you read the policy which is your contract with insurers and may contain specific terms for your insurance. Please advise us of any aspect which requires further explanation, or which is incorrect.

Ensure that you receive written confirmation of important changes in cover and advice provided to you.

Please do not hesitate to contact us should you believe that you have not received adequate advice or if you are unsure of the advice you have received.

Please take note of your debit date to pay premium and take note of the fact that no cover will apply if no premium was received.

COMPLIANCE OFFICER

Business Name:	RELDAS COMPLIANCE CC CO 6974
Cell:	+27 (82) 440-5151
Email:	liezl@reldas.co.za
Address:	378 CENTRAL PARK ROAD, LYNNWOOD, PRETORIA

The compliance service ensures that our business remains fully compliant with FAIS legislative requirements and therefore that you as customer receive sound financial advice. Through the practice management support, we can run a more professional business and therefore are able to provide you with an improved service and enhanced support.

REMUNERATION

Challenger Insurance Brokers and Consultants CC is remunerated for its services by being paid commission from the product suppliers mentioned above. The rand amount of fees and/or commissions earned by us is disclosed in your policy documentation. We might also charge a policy fee, if so negotiated.

We do not hold directly or indirectly more than 10% relevant product supplier's shares, nor has any equivalent substantial financial interest in any of the mentioned product suppliers.

We do not receive more than 80% of our total remuneration, including commission, from one specific product supplier.

PROFESSIONAL INDEMNITY COVER

Please note that we do hold appropriate professional indemnity insurance.

OBTAINING AND SHARING YOUR INFORMATION

We are committed to transparency and confidentiality relating to your personal and private information, which we collect and process for the purpose of providing advice and intermediary support and servicing the financial products described above.

We are required to obtain and share our relevant personal information to:

- Furnish appropriate financial advice.
- Determine your financial situation, financial product experience and your financial needs and objectives.
- Acquire, maintain and service any financial product.
- Render appropriate intermediary and financial services

Your information will be handled confidentially and will only be made available with your authorization or where we are compelled by law. Claim information is shared on an industry wide basis.

FINANCIAL PRODUCT NAME AND CONDITIONS

Details of the product and all conditions relating thereto are contained in your certificate of insurance and policy wording. It is however vital that you read the policy which is your contract with insurer's and may contain specific terms for your insurance. Please advise us of any aspect which requires further explanation, or which is incorrect.

COMPLAINTS

Customer satisfaction and retention of your business is vital to us and is one of the aspects of our on-going success. Feedback on our service is always welcomed (both negative and positive) and we would appreciate it if you would please refer initial problems (if any) in writing to the following electronic address: complaints@challenger africa.com

The ombudsman is available to advise you in the event of claim problems which are not satisfactorily resolved by the insurance intermediary and/or the insurer.

THE OMBUDSMAN

THE OMBUDSMAN FOR SHORT-TERM INSURANCE

Tel: | (011) 726-8900 OR 0861 726 890
Email: | INFO@OSTI.CO.ZA

Postal Address: | PO BOX 32334
BRAAMFONTEIN
2017

FAIS OMBUD

Email: | INFO@FAISOMBUD.CO.ZA