



Company Disclosure 2022

In terms of the Financial Advisory and Intermediary Services Act (FAIS) (ACT NO 37 OF 2002) the following information must be disclosed to clients and potential clients:

MEMP GROUP (Pty) Ltd is registered with the FSCA - Accreditation No: 45962

MEMP GROUP (Pty) Ltd is registered with the CMS - Accreditation No: ORG 4741

MEMP GROUP (Pty) Ltd is permitted to give advice on the following business lines:

Products

| Category | Sub Category | Category Description | Advice | Intermediary - Other |
|----------|--------------|---|--------|----------------------|
| 1 | 1 | Long-Term Insurance subcategory A | X | X |
| 1 | 2 | Short-Term Insurance Personal Lines | X | X |
| 1 | 3 | Long-Term Insurance subcategory B1 | X | X |
| 1 | 20 | Long-term insurance subcategory B2 | X | X |
| 1 | 21 | Long-term Insurance subcategory B2-A | X | X |
| 1 | 22 | Long-term Insurance subcategory B1-A | X | X |
| 1 | 4 | Long-Term Insurance subcategory C | X | X |
| 1 | 7 | Pension Funds Benefits | X | X |
| 1 | 14 | Participatory interests in a collective investment scheme | X | X |
| 1 | 16 | Health Service Benefits | X | X |

MEMP GROUP (Pty) Ltd is accredited with the following service providers.

- Ambledown Funeral Cover
- Ambledown Gap Cover
- Bonitas Medical Fund
- Discovery Health
- Discovery Life
- Fedhealth
- Liberty Life
- Medshield
- Momentum Health
- Momentum Life
- Stratum Gap Cover
- Unity Health

Memp Group does not own more than 10 % of issued shares directly or indirectly of any Life Assurer or Financial Product provider. We are not an associated company of any life assurer or product provider.

We earn our income from commission that the Product Provider pays over to us on the products purchased by our clients / and or by charging an agreed fee for services rendered to our clients.

We have Professional Indemnity Insurance cover of R7 500 000 arranged with Leppard Intermediaries.

MEMP GROUP (Pty) Ltd.

37 Alan Drive, Walmer Downs, Port Elizabeth, 6070, South Africa * PO Box 34997, Newton Park, Port Elizabeth, 6055

Tel: (041) 367 3939 * Email: fiona@mempgroup.co.za

DIRECTORS: RS IMMELMAN * C KOHLER / Co Accr.: ORG 4741 / AUTHORISED FSP LICENSE: 49562 / Co REG: 2017/663149/07

From time to time the staff / management may receive gifts / incentives from product providers. A gift register is available on request.

We are committed towards a transparent and accessible complaints resolution process that is fair to all parties involved. If you feel that your rights have been prejudiced, or you have been aggrieved in any way by a financial loss or you have been treated unfairly by the FSP, you have the right to lodge a complaint. Our complaints procedure is available on request and will be provided to you if you ever lodge a formal written complaint.

The Protection of Personal Information (POPI) Act requires us to inform you how we use, disclose and destroy personal information we obtain from you. We are committed to protecting your privacy and will ensure that your personal information is used appropriately, transparently and according to applicable laws. Our POPI Policy, details all of the above and is available on request. During the course of rendering services to you we will come into possession of confidential information. It is our undertaking that we will not impart this information to any third parties, unless required to provide you with appropriate advice and intermediary services, or with your specific permission or if required to do so by law.

Treating Customers Fairly (TCF) is a regulatory framework which requires companies to consider how they treat their clients through all stages of the relationship and product life cycle. This has encouraged us to re-evaluate our company culture and to reinforce the customer-centered service deliverable on which we base all our operations.

Our FSP has always been client-focused, however, with the advent of TCF, we are concentrating more of our efforts on meeting the needs of our clients and bringing customer service to the forefront of our operations. In light of this we have implemented a TCF policy, structured according to the guidelines provided by the FSCA to ensure that we consistently deliver fair outcomes to our clients and enhance the service quality to clients. The TCF policy is available on request.

Kindly refer to the quote, annexure or policy / investment document for information on product suppliers: name, physical and postal address, telephone details, name and contact details of their compliance department.

As a client, no provider may request or induce you in any manner to waive any right or benefit conferred on you by, or in terms of, any provision of the FAIS Act and Code of Conduct.

MURRAY MORGAN CONSULTING SERVICES CC is the business compliance officer and is represented by:

Leanne Morgan

MURRAY MORGAN CONSULTING SERVICES CC can be contacted at :

P O Box 5819, Walmer, Port Elizabeth, 6065

Tel No: 083 654 1777

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STATUTORY NOTICE TO LONG-TERM INSURANCE POLICYHOLDERS

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

1. The intermediary (insurance broker or representative) dealing with you must at the earliest reasonable opportunity disclose:

- (i) Name, physical and postal address and telephone number.
- (ii) Legal capacity: whether independent or representing an insurer or brokerage.
- (iii) Concise details of relevant experience.
- (iv) Insurance products that may be sold.
- (v) Insurers whose products may be marketed.
- (vi) Indemnity cover held – Yes / No.
- (vii) Shareholdings in insurers if 10% or more.
- (viii) Name of insurers from which the intermediary received 30% or more of total commission and remuneration during the past calendar year.
- (ix) The intermediary must be able to produce proof of contractual relationship with and accreditation by the insurers concerned).

2. Your right to know the impact of the decision you elect to make:

The intermediary or insurer dealing with you must inform you of:

- (i) The premium you may be paying.
- (ii) The nature and extent of benefits you may receive.
- (iii) If the benefits are linked to the performance of certain assets:
- (iv) How much of the premium will go towards the benefit?
- (v) To what portfolio will your benefits be linked?
- (vi) The possible impact of this purchase on your finances.
- (vii) The possible impact of this purchase on your other policies (affordability).
- (viii) The possible impact of this purchase on your investment portfolio (affordability).
- (ix) The flexibility of changes you may make to the proposed contract.
- (x) The contract terms of the product you intend to purchase.
- (xi) It is very important that you are quite sure that the product or transaction meets your needs and that you feel you have all the information you need to make a decision.)

3. Your right when being advised to replace an existing policy.

You may not be advised to cancel a policy to enable you to purchase a new policy or amend an existing policy, unless:

- (i) The intermediary identifies the policy as a replacement policy.
- (ii) The implications of cancellation of the policy are disclosed to you such as:
- (iii) The influence on your benefits under the old policy.
- (iv) The additional costs incurred with the replacement.
- (v) The insurer which issued the original policy will contact you, you are advised to discuss the matter with its representative.

4. Your right to be informed by the insurer.

The insurer will forward you documentation confirming policy details as discussed in paragraph 2 of this Notice, which will also include:

- (i) The name of the insurer.
- (ii) The product being purchased.
- (iii) The cost in Rands of the transaction and specifically:

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- a. the loadings, if any;
 - b. the initial expense; and
 - c. the amount of commission and other remuneration being paid to the intermediary.
- (iv) in the case of policies with an investment element, the ongoing expense and any other fees or charges payable.
- (v) The summary in terms of section 48 of the Long-term Insurance Act 1998.
- (vi) The contact number and address of the complaints and compliance officers of the insurer.

(The insurer may disclose the above information on a generic basis with additional policyholder specific disclosure).

5. Your right to cancel the transaction

In most cases, you have a right to cancel a policy in writing within 30 days after receipt of the summary contemplated in section 48 from the insurer.

The Ombudsman is available to advise you in the event of claims problems which are not satisfactorily resolved by the Insurer.

PARTICULARS OF THE SHORT-TERM INSURANCE OMBUDSMAN

Postal Address : PO Box 32334
Braamfontein
2017

Telephone Number : (011) 726 8900

Facsimile Number : (011) 726 5501

PARTICULARS OF LONG-TERM INSURANCE OMBUDSMAN

Postal Address : PO Box 45007
Claremont
7735

Telephone Number : (021) 674-0330

Facsimile Number : (021) 674-0951

PARTICULARS OF OMBUD FOR FINANCIAL SERVICE PROVIDERS (FAIS OMBUD)

Postal Address : PO Box 74571
Lynnwood Ridge
0040

Telephone Number : (086) 032 4766;
(012) 470 9080;

Facsimile Number : (012) 348 3447

E-mail : info@faisombud.co.za

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