

Date: _____

The Directors

Dear _____,

COMMERCIAL SHORT TERM INSURANCE ESTIMATE FOR:

We refer to your recent request for our quotation in respect of your Short Term Insurance requirements. The quotation is submitted in terms of our discussion and analysis of the information provided.

Should any information or material facts not be provided then we are unable to offer a full quotation on all appropriate risks. Where it is felt that more facts are needed then we draw these to your attention on this quotation. Please be aware of the full list of insurance available as attached.

Delphisure undertakes business in the domestic, commercial and industrial insurance fields. Our authorities and agreements with product supplies embrace a complete service, namely:-

- i) Underwriting
- ii) Policy Administration
- iii) Claims Administration and Servicing
- iv) Marketing
- v) Risk Management

Our quotation and other indicated forms of cover that may be required appear on the following pages for your careful consideration. We implore you to read and study this document fully and ensure that you are in full compliance. Please engage us for any explanations. You are urged not to engage insurance if you are not fully familiar and have a clear understanding of this entire document and that you are in a clear comprehension of any area(s) and the consequences of non ongoing compliance by yourselves.

November 2024

QUOTATION

PREMIUM & COSTS

The above quotation shall transpire in a monthly premium, inclusive of fees and R vat

The above includes a monthly:

- Δ Commission R
- Δ A monthly fee of R

These commissions and fees shall adjust pro-rata based on monthly premium paid/changed.

Optional SASRIA cover premium per R month

OPTION

The above premiums (inclusive of commission and costs) may be further reduced if larger deductibles on claim(s) are to be selected. Please consult us if this meets your requirements.

EXCESS/DEDUCTIBLES

The following are the basic deductible/excess amount payable on a claim and is not a complete reflection of all excess payments. Insurers impose inner excess structures or additional deductibles where applicable that may apply in addition to the basic policy deductible structures.

- Δ Fire Section : _____
- Δ Office Contents Section : _____
- Δ Business Interruption Section : _____
- Δ Theft Section : _____
- Δ Money Section : _____
- Δ Glass Section : _____
- Δ Fidelity Section : _____
- Δ Goods in Transit Section : _____
- Δ Motor Section : _____
- Δ Power Surge : _____
- Δ Public Liability Section : _____
- Δ Employers Liability Section : _____
- Δ Accidental Damage Section : _____
- Δ Business All Risks Section : _____
- Δ Electronic Equipment : _____

Please Note

Elevated deductible structures to reduce premium contributions is possible, please request this option if you are in acceptance of such a potential solution.

ALTERNATIVE RISK TRANSFER

SELF FUNDING INSURANCE

This option has not been selected. If you wish to avail yourself of this solution, please advise for our further engagement and potential solutions,

SPECIALISED INSURANCE COVERS

In terms of several legislations, insurance covers need to meet certain strict regulatory requirements, to mention a few examples:

- △ Sectional Title Developments
- △ Home Owners Associations
- △ Share Block Schemes

You need to advise us of your statutory obligations and any other requirements associated with your structure / obligations.

An example sectional title insurance arrangement is attached:

SERVICE PROFILE

MARKET NEGOTIATIONS

- △ All relevant information supplied by you is presented to the existing insurers.
- △ Quotes are received and negotiated with appropriate insurers and meet risk solution structured for your benefit.
- △ Renewal terms are then formalized from the market and collated in a Renewal report.

CLIENT RENEWAL SUBMISSION

- △ Following the renewal process you will be informed of the insurance outcome.
- △ Review of Risk Management Philosophy where required.
- △ State of the market functionality and its effect on renewal to be provided.
- △ Comparison of existing and renewal terms
- △ Review (if applicable) of optimal levels of current and future self insurance arrangements
- △ Claims experience/loss ratios
- △ Current and future proposed risk structure of cover placement
- △ Review of insurance administration
- △ Review of sums insured/limits of indemnity/catastrophe exposures

OTHER GENERAL TECHNICAL FUNCTIONS

- △ Policy renewal, negotiations and premium allocations
- △ Policy/endorsement issuing

- △ Risk surveys (where applicable by Insurers)
- △ Day to day liaison and communications with insurers and underwriters
- △ Declaration adjustments
- △ Claims administration

UNINSURED / UNINSURABLE RISKS

- △ The policy documents will specify any sections of coverage that are not included.

Please review them carefully and ensure your selected cover fully comply with your requirements at all times.
- △ Take note of all policy exclusions, limitations or special restrictions.
- △ If you are not fully compliant with the policy requirements, you must take immediate steps to meet them to ensure your insurance coverage remains active and secure at all times.
- △ It is your responsibility to fulfill all policy conditions.

CLAIMS MANAGEMENT

- △ Monitoring of outstanding claims administration
- △ Monitoring of claims within aggregates
- △ Management of claims with insurers
- △ Monitor and manage recoveries
- △ Review 3rd Party actions and demands

SERVICE PROGRAMME

SERVICE PLAN

Based on your requirements the service plan will can be encompasses the following activities:

ACTIVITIES	J	F	M	A	M	J	J	A	S	O	N	D
Establish preliminary renewal strategy												
Collect renewal information												
Detailed review of cover												
Uninsured risks review												
Finalize renewal declarations												
Secure market proposals & analyze												
Present renewal proposals												
Renewal feedback												
Advise budgeted insurance costs												
Programme placements												
Premium allocation												
Risk management & insurance manuals issued												
Communication meetings												
Ongoing claims management												
Risk engineering surveys												

The above is an additional service, please tick your selection(s) with the corresponding period(s). You shall be supplied with a service profile linked to a monthly cost. The basic renewal documentation will always apply.

RENEWAL PREPARATION

- Δ Review of exposure and risks; policy limits and sums insured; uninsured risks
- Δ Review of claims experience – ensuring claims statistics and outstanding estimates are accurate and correct
- Δ Preparation of Annual renewal booklet / quotations

INFORMATION

The following as applicable to this quotation and supporting documentation:

01. Where theft insurance applies, it is limited to:

- Δ The insured premises
- Δ Subject to visible forced and/or violent entry in or out of a building
- Δ Subject to a radio linked alarm in continuous working order linked to an armed response unit and their control room.

If no alarm signal is recorded, claim may be compromised.

- Δ Unoccupied buildings (or in certain cases part of unoccupied buildings) do not enjoy theft/damage cover.

Please ensure your vacant premises remain continually occupied.

02. Money insurance – ensure that the correct category of safe is utilized, consult the policy schedule where money insurance is applicable.

Ensure you meet any fidelity (money transportation) policy requirements/conditions.

03. All computer and electronic items must have independent spike and lightning suppression systems installed.

Such suppression systems must be SABS graded and approved.

04. To proceed with this insurance quote, you must provide a written list of all claims and uninsured losses from the past five years. This list should include the address, type, and amount of each claim or loss.

You, not your previous insurers, must prepare and submit this report to us in writing.

The proposed insurer must review and accept this claims history in writing before any insurance coverage can take effect.

Insurers may change or cancel the quote at their discretion.

If you do not provide complete claims information, insurers may reject any claims; cancel the policy, or both. Fully disclosing all claims and losses is a critical requirement for your insurance coverage.

05. Delphisure has binder authorities with:

- Δ New National Assurance Company Limited
- Δ Western National Insurance Company Limited
- Δ Old Mutual Alternative Risk Finance Insurance Limited

The above binder authorities relate to all insurance functions and Delphisure is remunerated a percentage of premium paid (excluding SASRIA) directly by these Insurance Companies.

06. Delphisure holds no shareholdings in any insurance company.

07. Delphisure places more than 30 % of its revenue income at Old Mutual Alternative Risk Finance Insurance Limited.

08. The proposed insurer under the quotation is:

- Δ _____
- Δ _____
- Δ _____
- Δ _____

CLAIMS

- △ Attached are a summary and a copy of claims provided by you
- △ Ensure that this information is accurate.
- △ The basis of this insurance quotation and cover to be provided is undertaken strictly in terms of information of your claims, if any variance applies, insurers have the right to alter the terms of your insurance /quotation, to withdraw the quotation, repudiate future claims or cancel the insurance policy.
- △ If no summary is attached hereto, it is accepted that you have had no prior claims/losses.
- △ It remains your obligation to provide such losses/insurance claims history
- △ We are not responsible to obtain this information on your behalf.

RECOMMENDATIONS

We advise that you further consider and fully comply with the following relating to your insurance and risk affairs:

- △ Your non portable, office based electronic equipment (desktop computers, fax equipment, photocopies and printers, etc) be incorporated under your Office contents or Fire and Theft sections of your policy.
- △ Servers, specialised and portable electronic equipment must be specified per item and separate value under the electronic equipment section of your policy. Please provide a list of such items for inclusion in cover.
- △ Please ensure you fully meet all policy requirements and conditions. Arrange for an annual safety, fire, and compliance inspection of all your premises by hiring specialist consultants. Failure to comply with national, local, or other legal and statutory requirements may lead to claims being reduced or denied.

We recommend reviewing these requirements every year to confirm that all aspects of your buildings and properties—such as electrical systems, plumbing, glazing, health and safety measures, fire regulations, and occupancy certificates—are fully compliant.

Additionally, you should hire independent professionals to conduct regular (preferably annual) valuations of your assets and compliance reviews. This ensures your insurance values are accurate and that all buildings and structures meet regulations and are used in line with local authority approvals.

- △ Motor Contingency Liability and Passenger Liability covers to be considered and at adequate limits of liability, please consider and instruct our Office. Where transportation of passengers, goods are undertaken for reward, you must inform us as these insurance covers are not standard for such activities.
- △ Advise us if any items are stored outside of any building (or in the open) and if stored/kept at any other location other than at the insured premises. These remain uninsured unless specifically reflected under your insurance arrangements.
- △ SASRIA (Riot Public Disturbance) insurance is optional cover. Inclusion must be confirmed in writing to us at any time you wish to add it.

UNINSURED RISKS

As discussed prior to the preparation of the insurance quotation/renewal insurance terms, you have selected not to insure in all areas of risk (as a number of these covers have limited or no application to yourself). In your own interest, we strongly suggest that you again examine this list and engage us accordingly. This list includes areas of insurance already concluded/to be concluded by yourself.

- △ Fire
- △ Building Combined
- △ Office Contents
- △ Business Interruption
- △ Accounts Receivable
- △ Theft
- △ Money
- △ Glass
- △ Nationalization/Conversation
- △ Goods In Transit
- △ Business All Risks
- △ Accidental Damage
- △ Public Liability
- △ Employers Liability
- △ Stated Benefits
- △ Group Personal Accident
- △ Motor
- △ Motor Traders
- △ Advance profits
- △ Electronic Equipment
- △ Deterioration Of Stock
- △ Extended Liability
- △ Machinery Breakdown
- △ Machinery Breakdown Loss of Profit
- △ Third Party Computer & Electronic Fraud
- △ Fidelity Guarantee (Commercial Crime)
- △ Kidnap and Ransom
- △ Directors and Officers Liability
- △ Employment Practices Liability
- △ Professional Indemnity
- △ Product Liability/Guarantee
- △ Products Recall
- △ Contractors All Risks
- △ Defective Workmanship
- △ Plant All Risks / Erection All Risks
- △ Contract Guarantee
- △ Livestock/Crop Insurance
- △ Marine – Transit and Storage
- △ Pleasure Craft
- △ Exhibitions All Risks
- △ Items away from premises/in the open
- △ SASRIA
- △ SARS/Tax Audit Costs
- △ Travel
- △ Credit Guarantee
- △ Legal Costs
- △ Loss of license
- △ Pure economic loss liability
- △ Aviation (hull and liability)
- △ Trade credit
- △ Contingent Liability / Passenger Liability
- △ Disease, contamination, confiscation (plus Profits)

STRUCTURE & PROJECTION OF VALUES

We are not qualified to provide a valuation of your assets. Any discussions we have about this are only to guide and assist you in determining an appropriate insurance value to ensure you are fully covered in case of a loss. If needed, we can help you arrange access to qualified valuation services. We recommend hiring a professional valuator and having your assets valued regularly—ideally every year, but at least every two years.

NON MOTOR ASSETS

Structure Components

Current day replacement costs of Buildings (to include boundary walls, fences, private roadways, railways sidings etc), Plant / Machinery, Stocks (i.e.: Raw Materials, Work in Progress, Finished Goods and Stores etc), or any other assets including VAT. Also Consider:

- △ Allowance for cost of demolition, clearance of site;
- △ Allowance for Public Authorities Requirements during rebuilding;
- △ Allowance for Architect and / or other Professional Fees during rebuilding.

Note, where a building or structure does not have a valid occupation certificate or does not conform to an occupation certificate (and not in constant use for the activity it has been authorised by such authority) it is not insured despite being reflective on your policy. You need to, in such circumstances, inform your local authority immediately and provide us with a valid occupation certificate. It remains your sole obligations to ensure that you fully comply with these positions.

Projection Periods

Bear in mind that a loss could occur on the last day of your insurance period. And consider the period over which demolition and rebuilding could take place. Therefore sums insured should include the projected future costs to repair / replace buildings, stock, equipment, plant/machinery and fluctuations of exchange rates and escalation/inflation.

Average

In the event of under-insurance at the date of loss or date of reinstatement, average could be applied to any claim according to the degree of under insurance. For example:

Δ Total values at risk at date of rebuilding	R	1, 000 000.00	
Δ Sum Insured at date of loss	R	600 000.00	(60 %)
Δ Cost of rebuilding / repairing	R	100 000.00	
Δ Insurance Payment	R	60 000.00	(60 %)

The ultimate responsibility for setting correct sums insured rests with you.

The consequences of underinsurance are outlined above.

Please note that over insuring assets does not mean that the insurer will calculate the claim based on any inflated sum insured. Replacement and / or market value will be used when calculating the claim settlement amount.

MOTOR VEHICLES

Vehicle Values and Sums Insured

To assist clients in determining an appropriate motor vehicle sum insured, the insurance industry generally uses the Auto Dealers Valuation Guide. The retail value as defined in the Auto Dealers Valuation Guide should be used as the starting point for arriving at an appropriate sum insured (adjusted based on the factors noted below).

To arrive at the correct insured value, cognizance should be taken of the following factors:

- Δ Accurate vehicle description (i.e.: 2002 Audi 1.8T A/T Executive);
- Δ Accessories fitted (either factory fitted or aftermarket fitments);
- Δ Mileage the vehicle has travelled;
- Δ Condition of the vehicle and;

If the vehicle qualifies for credit shortfall cover, the outstanding amount to the

financier will be required. Instruct us if you wish to have this cover in place.

Excess waiver, vehicle hire (following loss or damage) is also available, please instruct us.

Please keep in mind the following consequences of selecting an incorrect sum insured:

- Δ Should the sum insured be lower than the Retail value (taking into account the factors noted above), the insurer will only be liable to compensate you up to the sum insured at the time of the loss;
- Δ Should the sum insured be higher than the Retail value (taking into account the factors noted above), the insurer will only be liable to compensate you up to the Retail value at the time of the loss.

As mentioned before, we will assist you in the process of determining an appropriate sum insured as far as possible but ultimately the final decision rests with you as the Insured.

Vehicle Travelling Cross Border

Your motor policy provides for full cover within the territorial limits as defined in the policy wording.

We strongly suggest that you advise us whenever a vehicle is travelling outside the borders of South Africa so that we can advise your Insurer accordingly.

In some instances, the Insurer may impose specific terms.

If the vehicle is the subject of a finance agreement, the financial institution will insist on us confirming that cover is in place for the territories the vehicle will be travelling to and in.

Please be aware that in certain Cross Border countries cover may not be available or limitations may apply.

CALCULATION OF GROSS PROFIT

Should you purchase Business Interruption insurance, the following needs to be considered when calculating your sum insured:

- Δ Accounting Gross Profit is different to Insurable Gross Profit

- Δ Current and future growth trends of the business, as well as your indemnity Period
- Δ VAT must be included

The policy wording defines the basis in which your Insurable Gross Profit sum insured should be calculated.

BUILDING CONSTRUCTION/MAINTENANCE WORK

It is imperative, from a disclosure perspective and for cover to apply correctly and adequately that any renovations, building operations, remedial works, extensions, improvements, etc. be advised to your Insurer.

At all times during such activities ensure that the appropriate (additional) cover is selected and that approved building plans and local authority permission during construction/maintenance periods is valid and authorized for the duration of such work.

All regulations and supervision surrounding such activities linked to the correct (additional) construction insurance cover to always apply (via the Contractor/Principal agent who you have appointed for such services)

Please provide us with the contract before work commence to ensure you do have the correct cover in place when the contact start.

CONFLICT OF INTEREST

Delphisure adheres to a conflict of interest Management code.

A copy of our conflict of interest manual is available, either:

- Δ On our website (www.delphisure.com)
- Δ Request a copy from any staff member

Where we are aware if any conflict of interest between ourselves, we have and may still write to you specifically in such context. In such situations, please ensure that conflicting positions are adequately managed.

If you are aware of any situation of conflict between us as engaged parties, we require that you advise us immediately in order that such conflict may be identified, declared, recorded and managed appropriately

DISCLOSURE NOTICE

SHORT – TERM INSURANCE POLICYHOLDERS
DISCLOSURE AND OTHER LEGAL REQUIREMENTS
(This Notice forms part of the Insurance Contract)

This disclosure notice is issued in terms of the General Code of Conduct for Authorised Financial Services Providers.

What is a Statutory Disclosure Notice and why it is important?

You will receive a Statutory Disclosure Notice at the inception of your policy and your policy and at each subsequent renewal or anniversary date. This notice does not form part of the Insurance Contract or any other document. The Disclosure Notice provides details about your Financial Services Provider and Product Supplier, additional general information about your rights and the Financial Services Provider's duties in terms of the FAIS Code of Conduct. It also provides information about the process to resolve disputes with your Financial Services Provider.

YOUR FINANCIAL SERVICES PROVIDER

Name, Physical address, postal address and telephone number

Business Name: Delphisure Group Insurance Brokers (CAPE) (Pty) Ltd
Physical address: 1st Floor, Delphi Arena Building, 1 Old Oak Road, Tygervalley, 7536
Postal address: P.O. Box 3388 Tygervalley 7536
E-mail address: general@delphisure.com
Telephone: 021 – 914 1700 Fax: 021 – 914 1740

Company Registration Number: 1993/7143/07

Authorised Financial Service Provider Licence No: 309

Authorised to provide Financial Service in respect of Short Term Personal and Short term Commercial Lines; Long Term Insurance (Category A, B1, B2 and C); Retail Pension Benefits.

LEGAL STATUS AND ANY INTEREST IN THE INSURER

Private Company with no direct financial interest in the Insurer.

The intermediary received more than 30% of its total income from Old Mutual Alternative Risk Transfer Insure Limited.

PROFESSIONAL INDEMNITY

Your Financial Service Provider does have Professional Indemnity Insurance.

ABOUT THE INSURER

The Name, Physical Address, Postal Address, Telephone and Fax Numbers, Website and Email, Registration Number, VAT Number and Financial Services Providers License Number is reflected under the quotation and/or documentation issues by the Insurer.

ABOUT THE UNDERWRITING MANAGER

Should an Underwriting Manager be of engagement, the name, physical address, Postal Address, Telephone and Fax Numbers, Website and Email, Registration Number, VAT Number and Financial Services Providers License Number is reflected under the quotation and/or documentation issued by the Underwriting Manager on behalf of the Insurer.

COMMISSION

We received the Statutory Commission from the Insurer in the amount of 20% for non motor and 12, 5% for motor.

These amounts include VAT at 15% and are for the placement of insurance with the Insurer.

DETAILS OF HOW TO INSTITUTE A CLAIM

Should you have a claim against your policy, please do the following:

Email us on general@delphisure.com or call us on 0219141700

Procedures for the submission of claims are detailed in the policy wording in the sections of the policy headed GENERAL.

In the event of a possible claim you must notify your insurance broker as soon as possible.

In the event of a claim you will be required to supply the following:

- Δ Details of other insurance covering the same event

- Δ Written details of the event unless otherwise instructed
- Δ Information and proof in support of the claim
- Δ Documents or details of any communication in connection with the claim.

You must make no admission or statement of liability or make any offer to any third party.

Claims resulting from loss, theft or malicious damage must be reported to the police. You must notify the insurer immediately, once you become aware of any impending prosecution.

In the event of a claim you may become responsible for a first amount payable in respect of a claim. Details of any such responsibility are shown in the policy wording and the amount is shown in the policy schedule

COMPLAINTS

If you have a query about this policy or you are in any way unhappy with the service you received, please contact us.

- Δ Email us on general@delphisure.com for our complaints procedure.
- Δ If your matter is not resolved, please email the Insurer's Complaints Department
- Δ If you are still dissatisfied with the outcome you may put your complaint in writing to the relevant industry body or Ombudsman

PARTICULARS OF YOUR FINANCIAL SERVICES PROVIDER COMPLIANCE OFFICER:

Name, Physical address, postal address and telephone number

Name: Vango Kolovos
Physical address: 1st Floor, Delphi Arena Building, 1 Old Oak Road, Tygervalley, 7536
Postal address P.O. Box 3388 Tygervalley 7536
Telephone: 021 – 914 1700
Email: vango@delphisure.com

PARTICULARS OF SASRIA LIMITED

Should you have requested cover provided by SASRIA LIMITED then you are entitled to details as follows;

Physical address: 47 Wierda Road West, Wierda Valley, Sandton, 2196
Postal address P.O. Box 7380, Johannesburg, 2000

Telephone: 086 172 7742
Email: info@sasria.co.za
Website: www.sasria.co.za
Claims: In the event of a claim, all relevant documentation relating to your claim must be submitted to The Insurer at the Local Branch in your area.
Complaints: complaints@sasria.co.za

PARTICULARS OF THE NATIONAL FINANCIAL OMBUD SCHEME SOUTH AFRICA (NFOS)

If the complaint to your Insurer has not been resolved, you may contact;

Name: The National Financial Ombud
Physical address: 110 Oxford Road, Houghton Estate, Johannesburg, 2198
6th Floor, Claremont Central Building, 6 Vineyard Road, Claremont, 7700
Telephone: 0860 800 900
E-mail address: info@nfosa.co.za

PARTICULARS OF THE FAIS OMBUD

If you have a FAIS complaint, you may contact

Name: The FAIS Ombud
Physical address: 125 Dallas Avenue, Menlyn Central, Waterkloof Glen, Pretoria, 0010
Postal address: P.O. Box 41, Menlyn Park, 0063
Telephone: 086 066 3274 Or 012 762 5000
E-mail address: info@faisombud.co.za
Website: www.faisombud.co.za

PARTICULARS OF THE FINANCIAL SECTOR CONDUCT AUTHORITY (FSCA)

Name: Financial Sector Conduct Authority (FSCA)
Postal address: P.O. Box 35655, Menlo Park, 0102
Telephone: 012 428 8000 or 0800 20 37 22
E-mail address: communications@fsc.co.za
Website: www.fsc.co.za

TYPE OF POLICY INVOLVED

Refer to quotation or policy document(s).

EXTENT OF PREMIUM OBLIGATIONS

For premiums, advice costs and statutory insurance placement commission levels refer to your quotation and/or policy documentation(s) and/or invoice or statement of account.

MANNER OF PAYMENT OF PREMIUM, DUE DATE AND CONSEQUENCE OF NON-PAYMENT

Premiums are paid by debit order. Premiums are paid monthly and are due on the 1st day of each month.

Consequences of non payment: Please refer to your Policy Wording.

OTHER MATTERS OF IMPORTANCE

- △ You must be informed of any material changes to the information provided above.
- △ If the information above was given to you verbally, it must be confirmed to you in writing within 30 days.
- △ If any complaint to the broker or Insurer is not resolved to your satisfaction, you may submit a complaint to the Short-term Insurance Ombudsman.
- △ Polygraph or any lie detector test is not obligatory in the event of a claim and the failure thereof may not be the sole reason for repudiating the claim.
- △ The Insurer and not the intermediary must give reason for rejecting your claim or repudiating liability.
- △ Your insurer may not cancel your insurance merely by informing your intermediary. There is an obligation to make sure the notice has been sent to you.
- △ You are entitled to a copy of the policy free of charge.

GENERAL INFORMATION

- △ Do not sign any blank or incomplete forms.
- △ If anyone completes or submits any transaction requirement on your behalf, you must satisfy yourself of the accuracy and completeness of the information provided.
- △ Keep all documents handed to you.
- △ You have the right (on request) to a copy of any transaction requirement submitted.
- △ Don't be pressurized to buy the product. Request comparisons / alternatives
- △ Incorrect or non-disclosure by you of relevant facts may influence an Insurer on any claims arising from your contract of insurance.

- Δ All material facts must be accurately and properly disclosed.
- Δ Request (if not supplied), a letter of representation from your intermediary.
- Δ Material information is all the necessary information you must give us so that we can accurately assess the risk, determine the premiums, terms & conditions that we apply to your policy.
- Δ You remain responsible for the accuracy and completeness of all answers, statements or other information provided by or on your behalf.
- Δ If you do not give us full and correct information and the correct information determines that we would not have accepted the risk had we known the true facts, we may treat this insurance as though it never existed and decline all claims. We will return your premiums to you, less any amounts you owe us.
- Δ You have an obligation to monitor cover and you must review and update the cover periodically to ensure it remains adequate.
- Δ You have a 14-day cooling off period (for policies with a term of longer than 31 days). You need to email us if you want to exercise this cooling off right.
- Δ You are entitled to a 15-day grace period to pay your premium

SHARING OF INSURANCE INFORMATION

We collect and process your personal information mainly to provide you with access to our services and products, to help us improve our offerings to you and for certain other purposes explained below.

In order for us to do this, you must provide us with the information that we request, failing which we cannot enter into a relationship with you or assist you.

When you provide us with information about third parties (for example your spouse, directors, beneficiaries and/or dependents), we will process their personal information to issue a policy/benefit and to pursue their legitimate interest. We will furthermore process personal information for the purposes set out in this Notice. You warrant that when you give us personal information about third parties, this information is accurate and correct and you have received their permission to share their personal information with us for the purposes set out in this Privacy Notice or any other related purposes. If you are giving consent for a person under 18 (a minor) you confirm that you are a competent person and that you have authority to

give their consent on their behalf.

The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for that purpose.

We collect information directly from you where you provide us with your personal details, for example when you apply for a product or services from us or when you submit enquiries to us or contact us.

We also collect information, including criminal and medical information, about you from other sources, such as:

- △ Third parties for the purposes listed below, for example credit reference and fraud prevention and law enforcement agencies.
- △ Other insurers to prevent fraudulent claims.
- △ Other companies in the industry for the purposes listed below, or when we believe it will enhance the services and products we can offer to you, but only where you have not objected to such sharing. This includes supplementing the information that you provide to us with information we receive from other companies in order to offer you a more consistent and personalized experience in your interactions with us, and to ensure that we have updated information about you.

We have a duty to take all reasonably practicable steps to ensure your personal information is complete, accurate, not misleading and updated on a regular basis. To enable this, we will always try to obtain personal information from you directly, and we shall appreciate it if you would keep your personal information up to date and accurate. You can do so contacting us at general@delphisure.com

Where we are unable to do obtain personal information from you directly, we will make use of verifiable independent third-party data sources.

Website usage information is collected using “cookies” which allows us to collect standard internet visitor usage information. This includes information about how you logged on and from our website, including your IP address, information about your visit, your device information and how you use our website.

This will include the capture of your approximate location information - please see the Cookies Policy on our website for further information on this.

PURPOSES FOR WHICH WE USE YOUR INFORMATION

We will use your personal information only for the following purposes:

- △ To provide our products or services to you, to carry out the transaction you requested and to maintain our relationship
- △ For underwriting purposes
- △ To assess and process claims
- △ To conduct credit reference searches or verification
- △ To confirm and verify your identity, address and banking details
- △ To verify that you are an authorised user for security purposes
- △ For maintaining the accuracy of your personal information
- △ For operational purposes, and where applicable, credit scoring and assessment and credit management
- △ For purposes of claim checks (e.g. industry Non-Life and Claims Registers)
- △ For the detection and prevention of fraud, crime, money laundering or other malpractice
- △ For debt tracing or debt recovery
- △ To trace you where you are Uncontactable
- △ To conduct market or customer satisfaction research or for statistical analysis
- △ For audit and record keeping purposes
- △ Social responsibility
- △ In connection with legal proceedings

We will also use your personal information to comply with legal and regulatory requirements or industry codes to which we subscribe or which apply to us, or when it is otherwise allowed by law.

We may also process your information, including personal and special personal information, to conduct sanction screening against all mandatory and non-mandatory sanctions lists, and we may communicate such personal information to local and international Regulatory Bodies as well as to other entities if you are matched to one of these sanctions lists.

You agree that we may obtain and share information about your creditworthiness or the creditworthiness of any payer on your policy with any credit bureau or credit provider's industry

association or industry body. This includes information about credit history, financial history, judgments, default history and sharing of information for purposes of risk analysis, tracing and any related purposes.

ONGOING FINANCIAL SERVICES TO POLICYHOLDERS

Given our aim to provide you with ongoing financial services, we would like to use your information to keep you informed about other financial products and services which may be of particular interest to you.

You may opt out at any time if you don't want to receive any further communications of this nature.

DISCLOSURE OF INFORMATION

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with these privacy terms.

We may share your personal information with:

- △ Third parties for the purposes listed above, for example credit reference and fraud prevention agencies, law enforcement agencies.
- △ Other insurers to prevent fraudulent claims.
- △ Other companies / entities, where appropriate, for the purposes listed above, or when we believe it will enhance the services and products we can offer to you, but only where you have not objected to such sharing.
- △ Other third parties from whom you have chosen to receive marketing information.

We may also disclose your information:

- △ Where we have a duty or a right to disclose in terms of law or industry codes; or
- △ Where we believe it is necessary to protect our rights.

INFORMATION SECURITY

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information.

We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information is secure.

Our security policies and procedures cover:

- Δ Physical security
- Δ Computer and network security
- Δ Access to personal information
- Δ Secure communications
- Δ Security in contracting out activities or function
- Δ Retention and disposal of information
- Δ Acceptable usage of personal information
- Δ Governance and regulatory issues
- Δ Monitoring access and usage of personal information
- Δ Investigating and reacting to security incidents

When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We may wish to transfer your personal information to another country for processing or storage.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

YOUR RIGHTS

We will take all reasonable steps to confirm your identity when you exercise your rights.

Access to information - You have the right to request a copy of the personal information we hold about you. To review your personal information or contact us and specify what information you would like.

Please note that any such access request may be subject to a payment of a legally allowable fee.

Objection to processing - In certain cases, you have the right to object to the processing of your personal information.

If you want to object, please contact us.

Correction of your information - You have the right to ask us to update or correct your personal information. You may do this contacting us

Deletion of your information - You agree that we may keep your personal information until we destroy your information based on the industry destruction standards.

You have the right to ask for deletion or destruction of your personal information – we will do that unless the law requires us to keep it or if we need it for legitimate business purposes. You may do this by contacting us

Automated decision making - You agree that we may process your personal information by using automated means (without human intervention in the decision-making process) to make a decision about you or your application for any product or service you may query the decision made about you.

CHANGES TO THIS NOTICE

Please note that we may amend this Notice from time to time.

Please check this website periodically to inform yourself of any changes.

INFORMATION REGULATOR

You have the right to complain to the Information Regulator, whose contact details are:

<http://www.justice.gov.za/inforeg/index.html>

General enquiries: inforeg@justice.gov.za

Complaints: complaints.IR@justice.gov.za

SECTION 21 of the Code of Conduct provides that no provider may request or induce in any manner a client to waiver any right or benefit conferred on the client by, or in terms of, any provisions of this code, or recognize, accept or act on any such waiver by the client and any such waiver (i.e.: reduction in commission, commission repayment, etc) is null and void.

CONFLICT OF INTEREST DISCLOSURE

We have considered the conflict of interest provisions in terms of the FAIS Act 37 2002 and have not identified any actual or potential conflicts of interest, either ownership interest, financial interest, third party relationships, associates or distribution channels as defined. We adopt a values based approach where the spirit of the legislation is embraced. This is reviewed at least once a year in consultation with an independent compliance practitioner and reported to the FSB. A conflict of interest management policy is available to clients upon request

COMPLETING THE PROPOSAL FORM AND SUPPLYING INFORMATION TO YOUR INSURER

- △ Any information provided to your Insurer for the purpose of obtaining insurance form the basis of the insurance contract between you and your Insurer. This includes information provided in your proposal form if applicable and information you provided.
- △ All questions on the proposal form must be fully and truthfully completed.
- △ Should you be unsure if an answer provided in your proposal form is correct or sufficient, or whether information not asked on your proposal form, but which is within your personal knowledge should be disclosed, discuss this with your broker before signing your proposal form.
- △ All material information which could affect the Insurer`s decision to accept the risk or the premium to charge or impose conditions for acceptance should be provided.
- △ Information which is within your personal knowledge and which has not been requested on the proposal form should also be provided such information could influence the Insurer`s decision in any way.
- △ If you fail to disclose information or misrepresent such information, the Insurer could avoid you Policy or repudiate claims.
- △ Should any aspect of the risk change after completing the proposal form, you should inform your broker without delay.

WRITTEN MANDATE TO ACT ON BEHALF OF INSURER

This certifies that certain insurers have granted a mandate to Delphisure Group Insurance Brokers Cape (PTY) Ltd to represent the insurer and to accept business on their behalf.

Delphisure Group Insurance Brokers Cape (PTY) Ltd, is a non-mandated intermediary

Delphisure Group Insurance Brokers Cape (PTY) Ltd may receive a fee up to a maximum of 9% of your premium for outsourced and binding services rendered to the specific insurer.

The binder holder earns more than 30% of total remuneration from OMART Insure.

Delphisure Group Insurance Brokers Cape (PTY) Ltd (or its associates) may receive financial benefit in the event that the policies are profitable to the insurer as part of a cell captive arrangement.

In order to mitigate such potential conflict of interest we continuously monitor our processes to ensure fair treatment of our policyholders.

TERMS AND CONDITIONS

THIS QUOTATION IS SUBJECT TO THE FOLLOWING

01. Value added tax (V.A.T.) to all figures is included (unless otherwise stated).
02. Valid for fourteen (14) days as from date hereof (unless otherwise stated).
03. This document provides a quotation summary. The final policy document, if issued, to be regarded as evidence of the legal contract which binds the proposer and the insurer. The policy document and schedule with it's terms and conditions being the overriding legal documents, unless it relates to an insurer where Delphisure has a binding authority (as advised within this quotation and such insurer selected for your insurances), in such circumstances all documentation, including policy documentation are deemed to be part of the requirements, wordings and documents deemed to be issued from from your insurer. Therefore, in such situations, this quotation and any documentation/requirement(s) issued by us and/or your insurer (including policy documents) are to form part of your insurance documentations in total. You must study this document in all its aspects and fully familiarize yourself with all information herein (and any attachments hereto), by accepting our/this quotation and should you not meet at all times all conditions and obligations, you accept that cover for insurance in such instances will not apply until you have complied.
04. Prior to motor vehicle insurance being effective following this quotation or in the future, a copy of the registration documents to each vehicle must be submitted, failing such, insurance may be compromised.
05. That all licenses, Certificate of fitness, and public driving permits of all possible drivers of any vehicle to be insured have been inspected by the proposed insured over the past thirty (30) days and are free of any endorsements or limitations and are valid for the class of vehicle(s) that are to be driven by such driver(s). That all new employees (and all drivers of all vehicles) are to have their license public driving permits and Certificate of fitness documents and all related documents inspected immediately and are to be free of any endorsement and are valid for the class of vehicle(s) that are to be driven by such driver. All such documents of all employees / drivers / vehicles are to be inspected every three (3) months to confirm that they are free of any endorsements and that they are valid for the class of vehicle that is to be driven by each respective employee / driver and

advise insurers immediately, failing such, you may violate a claim from being accepted.

06. The payment and any premium in itself is not a guarantee that cover is operative or shall be operative.
07. **This quotation is based on information provided and as applicable to insurable risks in your entity. Should any information, relevant fact, or detail, be withheld or not provided for, we may not be in a position to advise you correctly on your insurance cover. It is your duty to disclose all material information so that correct advice can be given. We do not accept any responsibility where information is withheld. Should you not meet any condition or any item reflected within this document, you are strongly advised to bring this to our and/or your insurer's attention in writing. It however (despite that you may have advised us or your insurer) remains your sole obligation to ensure that you comply at all times.**
08. Any previous written or verbal representation made by an employee, member or associate of Delphisure relating to any insurance matters, is hereby declared to be null and void and of no further effect. Only this written representation is applicable and binding. No agent/broker has authority to bind Delphisure or any insurer in any form.
09. Any alteration or change in circumstances (irrespective how insignificant) to your items insured and/or insurance exposure, changes to items insured or any loss, must be reported immediately to your insurer or to your broker. Failure to comply with this condition may violate your insurance cover. At all times ensure that Burglar Alarms and Armed Response are operational. Also that Fire Extinguishing Appliances in all buildings are current and valid and are in place and that all building structures have a valid certificate of occupation and meet fully with all building and municipal regulations and remain occupied at all times for their approved building use(s). Upon any notification from yourself toward your Insurer/Broker is not a confirmation that (in areas of your non – compliance) cover is to apply, it fully remains your obligation to ensure that you meet all policy conditions.
10. This broker's appointment (unless a separate agreement has been concluded) may only be terminated by way of giving Delphisure one full calendar month written notice. Should the policy be cancelled in midterm (i.e. prior to the next anniversary date you agree that Delphisure is entitled to a minimum fee and commission equal to four (4) months fees and commissions. Such fees and or commissions shall due and be payable on the first of the month following the cancellation of the policy and be calculated on the average fee / commission during the past four (4) month period (or shorter period if applicable).

11. In the event of your not wishing to proceed with this insurance, you are entitled to a cooling-off period of 14 days from the effective date of cover and premium payment. In which time and providing you have reported no claims, any premium paid will be refunded to you.
12. That you have read and understood this entire document (and any attachments thereto) and remain familiar with the contents hereof, all such forming part of this inclusive document and the proposed insurance conditions/policy wordings/schedules of cover. You need to ensure that you are fully compliant, failing such you accept that there will be a lack in insurance cover and claims may not be payable. You are urged to remedy such situations immediately.
13. Any non conforming by yourself to any term of this document or to any in terms of your insurance documents, you are strongly urge to ensure that you comply. Whilst you or we may have advised each other of your potential non compliance to an insurance situation(s), you are still required to attend to your obligation in order to ensure that you comply to all cover, insurance requirements/obligations, policy conditions, notifications, etc.

We thank you for selecting Delphisure Group Insurance Brokers (Cape) (Pty) Ltd to meet your needs in Short Term Insurance and trust that the enclosed quotation shall meet with your favorable approval.

Yours Faithfully

Per. _____

DELPHISURE GROUP INSURANCE BROKERS (CAPE) (PTY) LTD

MANDATE LETTER

This is to confirm that Delphisure Group Insurance Brokers (CAPE) (PTY) Ltd is an authorized Financial Services Provider and accepts full responsibility for the mandated actions of its employees. The Employee is registered with the Financial Services Board and is accredited under the Financial Advisory Intermediary Services Act and the Financial Services Laws General Amendment Act to render financial services as defined above. The Registered Employee meets the requirements of the Fit and Proper Regulations as set out in the above Acts.

A copy of the Delphisure Group Insurance Brokers (CAPE) (PTY) Ltd Financial Services Provider (FSP) License is available for inspection on reasonable request.

FULL NAME OF REGISTERED EMPLOYEES:

Ralph Clapham	Representative & Key Individual
Evangelos George Kolovos	Representative & Key Individual & Compliance Officer
Cecilia Louw	Representative & Key Individual
Elizabeth Rode	Representative
Heidi Beukes	Representative
Lindie Reyneke	Representative
Linda Anne Strydom	Representative
Precilla Vermaak	Representative
Rozanne Mouton	Claims Negotiator

TITLE AND DESIGNATION : as indicated above

SHORT TERM INSURANCE - COMMERCIAL YES
SHORT TERM INSURANCE - DOMESTIC YES
UNDER SUPERVISION AS INDICATED

POSTAL ADDRESS : P. O. Box 3388, Tygerpark, 7536, ZA
PHYSICAL OFFICE ADDRESS : DELPHI ARENA, 2nd Floor, 1 Old Oak Road, Tygervalley, 7535
E-MAIL ADDRESS : general@delphisure.com
TELEPHONE NUMBER : 021 914 1700