




Disclosure Notice in terms of the Financial Advisory and Intermediary Services (FAIS) General Code of Conduct 2003

Your Intermediary

Business Name	:	Profusion Administrators
Registration number	:	2015/318362/07
Physical address	:	No 5 Mandelieu / Fiddle Street / Strubens Valley / 1725
Postal address	:	P O Box 725 / Strubens Valley / 1735
Telephone	:	010-442-5544 / 011-675-5130
Website	:	www.profusionadmin.co.za
FAIS registration (FSP No)	:	FSP 43671

In terms of the FSP license, **Profusion Administrators FSP 43671** is authorised to give **Intermediary Services** for products under:

CATEGORY I:

-  **Short-term Insurance: Personal Lines**
-  **Short-term Insurance: Commercial Lines**
-  **Short-term Insurance: Personal Lines A1**

Without in any way limiting and subject to the other provisions of the Services Agreement/Mandate, **Profusion Administrators** accepts responsibility for the lawful actions of their representatives (**as defined in the Financial Advisory and Intermediary Service Act**) in rendering financial services within the course and scope of their employment. Some representatives may be rendering services under supervision and will inform you accordingly.

Legal and contractual relationship with the Insurer : **Underwriting Management Authority (UMA)**

Professional Indemnity and/or Fidelity Cover : **AIG South Africa LTD / Southern Cross Risk Management Pty Ltd**

Intermediary Guarantee Facility : **Profusion does not hold client funds.**

Complaints Contact Details:
Profusion Administrators (Email) : **info@profusionadmin.co.za**
Profusion Administrators (Office) : **010 442 5544**

Compliance Officer : **Mr Craig Ormrod**
Associated Compliance Pty Ltd

Conflict of Interest Policy : **Profusion Conflict of Interest Policy**

Your Underwriting Manager / Administrator (if applicable)

Name : **Profusion Administrators FSP 43671**
 Physical address : **No 5 Mandelieu Fiddle Street / Strubens Valley / 1735**
 Postal address : **P O Box 725 / Strubens Valley / 1725**
 Telephone : **010 442 5544**
 Fax Number : **086 541 5953**
 Email : **info@profusionadmin.co.za**
 Website : **www.profusionadmin.co.za**
 FAIS Registration (FSP No) : **FSP 43671**
 FAIS Categories : **Category I:
 Short-Term Insurance Personal & Commercial Lines**

Professional Indemnity and/or Fidelity Cover : **AIG South Africa Ltd / Southern Cross Risk Management Pty Ltd**

Legal and contractual relationship with the Insurer: **Underwriting Management Authority (UMA)**

Intermediary Guarantee Facility : **Profusion does not hold funds**

Complaints Contact Details: : **Profusion Administrators (FSP 43671)**
Profusion Administrators (Email) : **info@profusionadmin.co.za**
Profusion Administrators (Office) : **010 442 5544**

Compliance Officer : **Mr Craig Ormrod**
Associated Compliance Pty Ltd




Conflict of Interest Policy : **Profusion Conflict of Interest Policy**

Your Insurer

Business Name : **Guardrisk Insurance Company Limited**
 Registration number : **1992/001639/06**
 Physical address : **3rd Floor, 102 Rivonia Road, Sandown, Sandton 2196**
 Postal address : **P O Box 786015, Sandton, 2146**
 Switchboard telephone : **+27-11-669-1000**
 General email enquiries : **info@guardrisk.co.za**
 Website : **www.guardrisk.co.za**
 FAIS registration : **FSP 75**

In terms of the FSP license, Guardrisk Insurance Company Limited is authorised to give advice and render financial services for products under:

CATEGORY I:

-  **Short-term Insurance: Personal Lines**
-  **Short-term Insurance: Commercial Lines**
-  **Short-term Insurance: Personal Lines A1**

Guardrisk has Professional Indemnity Cover and Fidelity Guarantee Cover in place.

Your Intermediary and/or Underwriting Manager noted above should always be your first point of contact in the event that you have a query or complaint. Guardrisk is a Cell captive insurance company, we partner with other financial service providers to provide our customers with different insurance and risk solutions to suit their specific needs.

If you are dissatisfied with the feedback received from your Intermediary and/or your underwriting manager, or your complaint remains unresolved, feel free to contact the **Guardrisk Complaints Department:**

Telephone: 0860 333 361
Email: complaints@guardrisk.co.za

Guardrisk Compliance Details

Telephone: +27-11-669-1104
Fax Number: +27-11-675-3826
Email: compliance@guardrisk.co.za

Guardrisk Insurance Company Limited has a conflict of interest management policy in place and is available to clients on the website: www.guardrisk.co.za

Particulars of the Short Term Ombudsman
(For claims/service related matters)

Postal address: **PO Box 32334, Braamfontein, 2017**
Telephone: **+27-11- 726- 8900**
Fax number: **+27-11- 726- 5501**
Email: **info@osti.co.za**

Particulars of the Registrar of Short Term Insurance
(For market conduct matters)

Postal address: **PO Box 35655, Menlo Park, 0102**
Telephone: **+27-12- 428-8000**
Fax number: **+27- 12- 347- 0221**
Email: **info@fsca.co.za**

Particulars of FAIS Ombudsman
(For advice/policy related matters)

Postal Address: **PO Box 74571, Lynnwood Ridge, 0040**
Telephone: **+27- 12- 470- 9080**
Fax number: **+27- 12- 348- 3447**
Email: **info@faisombud.co.za**