

DISCLOSURE NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS

IMPORTANT – PLEASE READ CAREFULLY

(This notice does not form part of the insurance contract or any other document)

PARTICULARS OF UNDERWRITING MANAGER	
Business Name	Chartered Auto Underwriting Agency (Pty) Ltd (CAUA)
Physical Address	37 Loodsvislyn Richardsbay 3654 KZN
Postal Address	37 Loodsvislyn Richardsbay 3654 KZN
Telephone Number	086 100 2282
Fax Number	086 100 2283
Email Address	Info@caua.co.za
Website	www.caua.co.za
Compliance Officer	
Name of Company	Moonstone Information Refinery (Pty) Ltd
Telephone Number	021 883 8000

CAUA IS AUTHORISED TO PROVIDE FINANCIAL SERVICES IN RESPECT OF SHORT-TERM PERSONAL LINES AND COMMERCIAL LINES PRODUCTS	
Licence Number	13234

CAUA HAS THE FOLLOWING INSURANCE IN PLACE WHICH PROVIDES PROTECTION TO CLIENTS	
CAUA has Professional Indemnity and Fidelity Insurance in place with Hollard Insurance Company (Pty) Ltd. No IGF is in place as CAUA does not collect any premiums.	

SHOULD YOU HAVE A CLAIM AGAINST YOUR POLICY, PLEASE NOTE THE FOLLOWING:	
(a) Procedures for the submission of claims are detailed in the policy wording. (b) You may contact the insurance broker's claims department for assistance.	

YOUR INSURER	
Name	The Hollard Insurance Company Limited
FSP Number	17698
Physical Address	22 Oxford Road, Parktown, Johannesburg, 2041
Postal Address	PO Box 87419, Houghton, 2041
Telephone Number	011 351 5000
Fax Number	011 351 0691
Website	www.hollard.co.za
Compliance Department	hollardinsurecomplaints@hollard.co.za 011 351 5000



COMPLAINTS

If you would like to lodge a formal complaint with CAUA, please write to:

Chartered Auto Underwriting Agency (Pty Ltd)
Complaints Officer/Responsible Manager

Email: salome@caua.co.za

Website: www.caua.co.za

If you would like to lodge a formal complaint regarding your insurer or your broker, please write to:

The Hollard Insurance Company
Hollard Broker Markets Complaints

Email: hollardinsurecomplaints@hollard.co.za

Website: www.hollard.co.za (click on the “Contact us” button at the top of the page)

If you get no response or you are dissatisfied with the outcome of your complaint, you may approach the FAIS Ombud or Short-term Ombudsman, details of which appear below.

THE OMBUDSMAN FOR SHORT-TERM INSURANCE

THE FAIS OMBUD

Physical Address	Sunnyside Office Park 5th Floor, Building D 32 Princess of Wales Terrace Parktown	Physical Address	Sussex Office Park Ground Floor – Block B 473 Lynnwood Rd Cnr. Lynnwood Rd & Sussex Ave Lynnwood, 0081
Postal Address	PO Box 32334, Braamfontein, 2017	Postal Address	PO Box 74571, Lynnwood Ridge, 0040
Telephone Number	0860 726 890/011 726 8900	Telephone Number	012 470 9080/012 762 5000
Fax Number	011 726 5501	Fax Number	012 348 3447
Email Address	info@osti.co.za	Email Address	info@faisombud.co.za
Website	www.osti.co.za	Website	www.faisombud.co.za

COMMISSION, BINDER AND CONFLICT OF INTEREST DISCLOSURE

Your broker receives a commission from your insurer. The levels of commission vary depending upon the product type. The exact amounts are disclosed in your policy schedule. In addition, your broker charges you a broker/policy fee which will also be shown on your policy schedule.

CAUA is paid a binder fee which is calculated to be 12.5% of the gross written premium it places with your insurer.

BINDER DISCLOSURE

CAUA acts as a binder holder for The Hollard Insurance Company Limited and has a signed binder agreement to this effect. In terms of this agreement, the binder holder may:

1. enter into, vary and renew policies
2. determine the premiums
3. determine policy benefits
4. settle all valid claims

The binder holder may not reject claims, nor may it cancel policies. This may only be done by the insurer.

OTHER KEY CONFLICT OF INTEREST DISCLOSURES	
Relating to your CAUA:	
Does CAUA have a shareholding in any insurer?	No
Does CAUA receive more than 30% of their income from any insurer?	Yes
During the preceding 12 month period, Chartered Auto Underwriting Agency (Pty) Ltd has received 65% of its total remuneration from The Hollard Insurance Company.	
Does CAUA have a relationship with any insurer that provides a financial interest other than ownership?	No
Does CAUA have a relationship with any broker that provides an ownership or financial interest?	No
Does CAUA have a relationship with any distribution channel that provides an ownership, financial interest or support service?	No
CAUA earns a referral fee from AVIS Car Rental	
Does CAUA have a relationship with any other person that provides an ownership or financial interest?	No
Any combination of these relationships and/or ownership or financial interests may present a potential conflict and as such we need to ensure you are aware of these.	
A full copy of CAUA's conflict of interest management policy can be obtained upon written request to CAUA	

DISCLOSURE OF PREMIUMS AND FEES
All premium obligations and fees are disclosed in your policy schedule.

MANNER OF PAYMENT OF PREMIUM, DUE DATE AND CONSEQUENCE OF NON-PAYMENT
Please refer to your policy wording for details regarding premium payment, due dates of payment and consequences of non-payment.

OTHER MATTERS OF IMPORTANCE
<ol style="list-style-type: none"> 1. You must be informed of any material changes to the information provided above. 2. If the information above was given to you verbally, it must be confirmed in writing within 30 days. 3. 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 or the FAIS Ombud, depending on the nature of the complaint. 4. A 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. 5. All material facts must be accurately and properly disclosed, and the accuracy and completeness of all answers, statements or other information provided by or on your behalf remains your own responsibility. 6. You must on request be supplied with a copy or written or printed record of any transaction requirement within a reasonable time. 7. Do not sign any blank or partially completed application form. 8. Complete all forms in ink. 9. Keep all documents handed to you. 10. Make note as to what is said to you. 11. Don't be pressurised to buy the product. 12. Incorrect or non-disclosure by you of relevant facts may influence an insurer on any claims arising from your contract of insurance.