



## **DISCLOSURE NOTICE ISSUED IN TERMS OF SECTION 5 OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT**

Glenwood Brokers (Pty) Ltd  
Registration number: 2013/121231/07  
Glenwood Brokers (Pty) Ltd is an Authorised Financial Service Provider for Short-Term Personal and Commercial lines insurance

### **CONTACT DETAILS**

Postal address: P O Box 101284, Moreleta Plaza, 0167  
Physical address: Block 9, Boardwalk Office Park, 107 Haymeadow street, Faerie Glen, 0081  
Contact details:  
Telephone numbers: (012) 993 9660  
Electronic mail: [info@glenwoodbrokers.co.za](mailto:info@glenwoodbrokers.co.za)  
[alta@glenwoodbrokers.co.za](mailto:alta@glenwoodbrokers.co.za)

### **CLAIMS PROCEDURE**

Claims are processed on behalf of the insurers. Enquiries on the claims process may be addressed to the abovementioned business address.

### **GLENWOOD PERSONNEL AND AUTHORISED REPRESENTATIVES**

Directors: Marina Croukamp and André Kruger  
Authorised Representatives: Marina Croukamp, André Kruger, Alta Smit, Naomi Claassen, Annemien van der Linde and Izak Croukamp

### **INFORMATION DISCLOSED IN TERMS OF SECTION 5 OF THE FAIS ACT:**

As required by the FAIS Act we hereby confirm that Glenwood Brokers (Pty) Ltd do not hold shares in any insurance company and likewise, no insurance company has any ownership interest in this company. At present more than 30% of our client portfolios are placed with Old Mutual Insure and Santam Limited. No insurer has placed any special restrictions or conditions on Glenwood Brokers (Pty) Ltd. Glenwood Brokers (Pty) Ltd has a compliance policy and keeps a gift register that covers potential conflict of interest. Our Code of Conduct is available on request.

Glenwood Brokers (Pty) Ltd as well as its employees and representatives are covered in terms of a Professional Indemnity policy number P51 019308, underwritten by Lombard Insurance Company Limited with a limit of liability of R15 000 000.

### **COMPLIANCE DETAILS**

Financial Sector Conduct Authority Licence number: 63  
FSP Key Individuals : Marina Croukamp - [marina@glenwoodbrokers.co.za](mailto:marina@glenwoodbrokers.co.za),  
André Kruger – [andre@glenwoodbrokers.co.za](mailto:andre@glenwoodbrokers.co.za)  
Compliance officer: Johann Boshoff of Syncerus Business Solutions  
082 307 2287 or [johann@syncerus.co.za](mailto:johann@syncerus.co.za)

## COMPLAINTS PROCEDURES

Please address any complaints to the FSP Key Representative in writing. You will receive a written acknowledgement of the complaint on receipt thereof. Should your complaint not be resolved to your satisfaction, you are welcome to submit it to the Ombud at:

<b>Financial Services (FAIS) Ombud</b>	In the event you lodged a formal complaint with the provider, and it cannot be resolved to your satisfaction.	Website: <a href="http://www.faisombud.co.za">www.faisombud.co.za</a> Email: <a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a> Phone: 012 762 5000 Address: 125 Dallas Ave, Menlyn, Pretoria, 0010
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<b>National Financial Ombud (NFO)</b>	In the event of a formal complaint regarding an insurer's decision regarding a claim or an insurer's conduct.	Website: <a href="http://www.nfosa.co.za">www.nfosa.co.za</a> Email: <a href="mailto:info@nfosa.co.za">info@nfosa.co.za</a> Phone: 0860 800 900 Address: 110 Oxford Road, Houghton Estate, 2198
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## COMMISSION AND FEES PAYABLE

In terms of Section 7 of the FAIS code, providers are obliged to disclose all commissions and fees received as well as all costs levied by administrators and insurers. If business is concluded successfully the intermediary or provider are entitled to receive commission and fees. The exact amount of commission, fees and administration costs will be disclosed in all quotations. Under certain circumstances the client may be liable for the payment of the provider's professional fees.

## AGENCIES

**In terms of section 4 of the FAIS act we declare that we receive commission and fees from the following companies for services provided:**

Stalker Hutchison Admiral (Pty) Ltd  
Thatch Risk Acceptances (Pty) Ltd  
Bryte Insurance Company Limited  
Construction & Engineering Underwriters (Pty) Ltd  
Guardrisk Insurance Company Ltd  
Guardrisk Alliance Products Services  
HIC Underwriting Managers (Pty) Ltd  
The Hollard Insurance Company Limited  
Old Mutual Insure  
Santam Limited  
CIB (Pty) Ltd  
Tracker and Netstar (Once-off commission payable on referral)  
Commercial and Industrial Acceptances (Pty) Ltd  
Associated Marine Underwriting Agency (Pty) Ltd  
Auto & General Insurance Company Limited  
Hospitality & Leisure Underwriters  
Consort Technical Underwriting Managers (Pty) Ltd

## SUB-AGENCIES

**We pay commission to the following companies for providing leads of new clients to us:**

South African Pest Control Association  
J Labuschagne Coetzee t/as JLC Auditors  
KIBO Property Services (Pty) Ltd