



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

The financial services provider that this document refers to is authorised in terms of the Financial Advisory and Intermediary Services Act (FAIS) by the Financial Sector Conduct Authority (FSCA) to supply certain categories of financial services. The FSCA did not place any restrictions on the license of the provider and it is not subject to any special exemptions. The provider is a company and an independent business. The provider does not represent any insurance company. It holds intermediary agreements with various insurers. No insurer placed any special restrictions or conditions on the provider.

COMPLIANCE DETAILS

Glenwood Brokers (Pty) Ltd

Registration number: 2013/121231/07

Glenwood Brokers (Pty) Ltd is an Authorised Financial Service Provider for Short-Term Short-Term Insurance: Personal and Commercial lines

Financial Sector Conduct Authority Licence number: 63

FSP Key Individuals and Directors : Marina Croukamp - marina@glenwoodbrokers.co.za,

André Kruger – andre@glenwoodbrokers.co.za

Authorised Representatives: Marina Croukamp, André Kruger, Alta Smit, Annemien van der Linde, Izak Croukamp and Kristen van Deventer

Compliance officer: Johann Boshoff of Syncerus Business Solutions
082 307 2287 or johann@syncerus.co.za

CONTACT DETAILS

Postal address: P O Box 101284, Moreleta Plaza, 0167

Physical address: Block 9, Boardwalk Office Park, Boardwalk Boulevard, Faerie Glen, 0081

Contact details:

Telephone numbers: (012) 993 9660

Electronic mail: info@glenwoodbrokers.co.za

alta@glenwoodbrokers.co.za

CLAIMS PROCEDURE

Claims are handled by the provider. Enquiries on the claims process may be addressed to the abovementioned business address. Only an insurer may reject a claim or authorise payment of a claim.

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 at 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 R25 000 000.

COMPLAINTS PROCEDURES

As a consumer of financial services the client has a right to complain to the provider. The person responsible for complaints resolution is Marina Croukamp. The complaints policy may be obtained from the provider at its business address. If a complaint can not be resolved the complaint may be referred to an Ombud office (depending on the matter complained about).

FAIS OMBUD PO Box41, Menlyn Park, 0063 Tel: 0860 663 274 E-mail: info@faisombud.co.za	NATIONAL FINANCIAL OMBUD 110 Oxford Street, Houghton Estate, Johannesburg, 2198 Tel: 0860 800 900 E-mail: info@nfosa.co.za
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COMMISSION AND FEES PAYABLE

Section 7 of the FAIS Code requires financial services providers to disclose all commissions received as well as all costs levied by administrators and insurers. If business is concluded successfully the provider may be entitled to receive commission or fees. The exact amount of commission or fees earned will be disclosed in all quotes. Policy administration fees will also be disclosed at such time. The provider concludes agreements with clients relating to broker fees. Clients may under certain circumstances be liable for the payment of the provider's professional fees.

AGENCIES

Clients are by virtue of Section 4 of the FAIS Act entitled to disclosure of the name and contact details of the underwriter or product supplier of any financial product procured. The full details of the relevant insurer will be disclosed when a quote on any product is supplied to a client. The provider has contracts with the following insurers:

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
Consort Technical Underwriting Managers (Pty) Ltd
Western National Insurance Company Limited
Ami Underwriting Managers (Pty) Ltd
Camargue Underwriting Managers
Discovery Insurance Group
The Liability Company (Pty) Ltd
Southern Cross Risk Management (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