

## Statutory notice to Short-term insurance policyholders

### DISCLOSURE AND OTHER LEGAL REQUIREMENTS

---

In terms of the Policyholder Protection Rules, 2017 and the Financial Advisory and Intermediary Services Act (FAIS Act): General Code of Conduct for authorised Financial Services Providers and their representatives each insurance policyholder, or prospective policyholder, has the right to the following information:

### ABOUT THE INTERMEDIARY

---

FSP Number:	XXX
Telephone Number:	XXX
Professional indemnity insurance policy number:	XXX
Professional indemnity insurance insurer:	XXX

### ABOUT THE INSURER

---

Name:	Western National Insurance Company Limited
Licence number:	9465
Physical address:	5th Floor, The Edge, 3 Howick Place, Tyger Waterfront, Carl Cronje Drive, Bellville, 7530
Postal address:	P.O. Box 5881, Tygervally, 7536
Telephone Number:	0861 937 628

### Details of the compliance department of the insurer

Telephone number: 021 914 0290

### ABOUT THE UNDERWRITING MANAGER

---

Name:	RSUM (Pty) Ltd
FSP Number:	51113
Physical address:	70 Main Road, Paarl, Western Cape, 7640
Postal address:	70 Main Road, Paarl, Western Cape, 7640
Telephone Number:	(021) 271 1020
E-mail address:	info@rsum.co.za
Website:	www.rsum.co.za
Professional indemnity insurance policy number:	P51 016178
Professional indemnity insurance insurer:	Leppard and Associates (Pty) Ltd on behalf of Lombard Insurance Company

Categories of financial services licensed for:

Short-term Insurance:  
Please note:

Personal Lines and Commercial Lines  
The underwriting manager is not licensed to and not allowed to provide advice that may lead to the initiation of a new policy or the amendment of a current policy.

Financial Interest:

The underwriting manager has a financial interest in the underwriting performance of the insurance products under its administration.

Conflicts of Interests: During the course of normal business relationships, we may from time to time be entertained by, or may entertain product suppliers or intermediaries. Such entertainment is restricted in accordance with the FAIS Code of Conduct, and the management of such entertainment is included in the underwriting manager's Code of Conduct.

#### Details of the compliance department of the Underwriting Manager:

Telephone number: (021) 271 1020  
 E-mail address: [compliance@rsum.co.za](mailto:compliance@rsum.co.za)  
 Compliance officer: Associated Compliance (Pty) Ltd represented by John Horsfall, Craig Ormrod.  
 Physical address: 33 Bulawayo Road, Kenridge Heights, Cape Town, Western Cape, South Africa.  
 Telephone number: 021 976 9734

#### ABOUT YOUR SASRIA COUPON

---

If you enjoy SASRIA cover, you are entitled to the following information:

Postal address: P.O. Box 653367, Benmore, 2010  
 Physical address: 36 Fricker Road, Illovo, Sandton, 2196  
 Telephone number: (011) 214-08800 or 086 172 7742  
 Fax number: (011) 447-8630  
 Website: [www.sasria.co.za](http://www.sasria.co.za)  
 E-mail address: [contactus@sasria.co.za](mailto:contactus@sasria.co.za)

#### Details of the compliance department of SASRIA

For any SASRIA related complaints, you may contact:

The Compliance Officer  
 SASRIA SOC Limited  
 P.O. Box 653367  
 Benmore 2000  
[complaints@sasria.co.za](mailto:complaints@sasria.co.za)

Claims procedure: In the event of claim, all relevant documentation relating to your claim must be submitted to the Underwriting Manager, the details of which appear above.

Consequences of not paying premium: Cover will cease in the event of the policyholder failing to pay premium.

#### COMPLAINTS PROCEDURE

---

1. RSUM (Pty) Ltd is committed to adhere to all relevant legislation, the FAIS general code of conduct, SAUMA code of conduct and SAIA code of conduct. Should you feel that we or our suppliers, are not living up to this code, have contravened or failed to comply with an agreement, a law or a rule, that our maladministration or wilful or negligent action or failure to act, has caused you harm, prejudice, distress or substantial inconvenience, or, that we or our service providers have treated you unfairly.
2. You should:
  - 2.1. Escalate your complaint to your broker, who will submit it to the relevant account executive.
  - 2.2. If your complaint is not resolved to your satisfaction within a reasonable time frame, you should write a letter of complaint in which you set out the facts as clearly as possible and submit it per e-mail to [compliance@rsum.co.za](mailto:compliance@rsum.co.za).
  - 2.3. If your complaint is still not resolved to your satisfaction within six weeks of sending it to the complaints departments, you can escalate the matter to the relevant insurer, see details above.
3. Furthermore, you can escalate the matter to the relevant ombudsman or the commissioner of the Financial Sector Conduct Authority, see contact details below.
4. You are entitled to request the complaints procedure from the Underwriting Manager.

## REGULATORY BODIES

---

### FAIS OMBUDSMAN

Postal address : PO Box 74571, Lynwood Ridge, 0040  
 Telephone number: 012 470 9080 or 012 762 5000  
 Fax number: 012 348 3447  
 E-mail address : [info@faisombud.co.za](mailto:info@faisombud.co.za)  
 Website: [www.faisombud.co.za](http://www.faisombud.co.za)

### FINANCIAL SECTOR CONDUCT AUTHORITY

Postal address : PO Box 35655, Menlo Park, 0102  
 Telephone number: 012 428 8000 or 0800 11 0443  
 Fax number: 012 347 0221  
 E-mail address : [info@fsca.co.za](mailto:info@fsca.co.za)  
 Website: [www.fsca.co.za](http://www.fsca.co.za)

### SHORT TERM INSURANCE OMBUDSMAN

Postal address : PO Box 32334, Braamfontein, 2017  
 Telephone number: 011 726 8900 or 0860 726 890  
 Fax number: 011 726 5501  
 E-mail address : [info@osti.co.za](mailto:info@osti.co.za)  
 Website: [www.osti.co.za](http://www.osti.co.za)

*RSUM (Pty) Ltd Liability Specialists (FSP 51113) is an underwriting manager on behalf of Western National Insurance Company Limited.*