

The Camargue Professional Indemnity Insurance For Brokers



CERTIFICATE

Underwritten By



An authorised FSP nr. 6344
n Goedgekeurde FDV no. 6344

CERTIFICATE NUMBER: CN459
INSURED / ASSURED: LMS Life Counselling CC
INSURED'S VAT NUMBER: 4740257755
INSURED'S FSB LICENSE NUMBER: 42437
ADDRESS: Metropolitan Office Block, Block A, 281 Cape Road, Newton Park
Port Elizabeth
6045
BUSINESS: Life + Short Term Insurance
PERIOD OF INSURANCE: FROM: 01/04/2017 TO: 31/03/2018
RETROACTIVE DATE: PI 01/04/2011 **Limit of Indemnity:** R 2 000 000 1 X Reinstatement
RETROACTIVE DATE: D & O 01/04/2014 **Limit of Indemnity:** R 1 000 000
RETROACTIVE DATE: CYBER Not Applicable **Limit of Indemnity:** Not Applicable
RETROACTIVE DATE: EPL 01/04/2017 **Limit of Indemnity:** R 100 000
BASIS OF COVER: CLAIMS MADE (COST INCLUSIVE)
PREMIUM: VAT: **R 45.45** **TOTAL MONTHLY PREMIUM:**
R 370 * VAT inclusive
UNDERWRITER: CAMARGUE UNDERWRITING MANAGERS (PTY) LTD
 VAT No. 4050204447

INSURERS:	Unique Market Reference:	Compass Insurance Company Limited for 25%	Lloyds Syndicate 2015 (Channel) for 18.75%
Professional Indemnity (PI) / Directors and Officers (D&O) Liability:	B038516CIG061/16	Lloyds Syndicate 2987 (Brit) for 12.50%	Lloyds Syndicate 1274 (Antares) for 20.23%
Cyber:	B038516CIG043/16	Lloyds Syndicate 1861 (ANV) for 13.52%	Lloyds Syndicate 3210 (Mitsui) for 10%
Employment Practises Liability (EPL):	B038516CIG043/16	Lloyds Syndicate 2987 (Brit) for 50%	Lloyds Syndicate 2015 (Channel) for 50%
		Lloyds Syndicate 2987 (Brit) for 50%	Lloyds Syndicate 2015 (Channel) for 15%
		Lloyds Syndicate 2015 (Channel) for 15%	Lloyds Syndicate 3210 (MS Amlin) for 10%
		Compass Insurance Company Limited for 25%	

SECTION	ANNUAL AGGREGATE LIMIT OF LIABILITY	EXCESS APPLICABLE TO EACH AND EVERY CLAIM	
Professional Indemnity	R 2 000 000	Life:	R10 000 each and every claim, each and every claimant
		Short term:	10% of claim min. R15 000 each and every claim and maximum R25 000 each and every claim
		Marine, Cargo, Smallcraft:	Minimum R50 000 of each and every claim
		Investments:	R20 000 each and every claim, each and every claimant
		ALL Corporate Cash Manager Accounts	Minimum R40 000 each and every claim
ADDITIONAL COVERS			
Reinstatement of the Limit of Indemnity	Applicable-1X	D & O	Applicable
Dishonesty of staff	Applicable	Cyber Risks	Not Applicable
		EPL	Applicable
RISK MANAGEMENT SERVICES (included)	-- Tokiso Dispute Settlements (Pty) Ltd -- Access to Legal Support		

This certificate is issued according to all information supplied on the proposal form and aligned to Master Policy. In this regard your attention is drawn to the provisions of the preamble to the main policy document wherein it is stated that it is the Insurers which will indemnify you in accordance with the terms, exclusions, conditions and limitations contained in or endorsed on the Master Policy. VAT of 14% is included in the total premium. Camargue Underwriting Managers (Pty) Ltd (on behalf of certain underwriters at Lloyd's) VAT Number: 4050204447. Compass Insurance Company Ltd VAT Number: 4150143289. In terms of a ruling issued by SARS, this document together with proof of payment of premium constitutes an alternative to a tax invoice, debit note or credit note as contemplated in sections 20(7) and 21(5) of the VAT Act respectively. Any first amount payable (if applicable) by the insured is not subject to VAT.

Date of Proposal: 06/03/2017
Certificate Date: 14/03/2017

Signed at Melrose Estate
 Authorized Signatory for and on behalf of
 The Underwriting Agency

For any enquiries, please contact Michele:
 Email: michele@svdv.co.za
 Tel: 021-940 8003

Administered by:

 Finansiële Dienste • Financial Services
 An Authorised FSP nr. 13455/
 'n Goedgekeurde FSP no. 13455

STATUTORY NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS

IMPORTANT - PLEASE READ CAREFULLY

DISCLOSURE AND OTHER LEGAL REQUIREMENTS

(This notice does not form part of the Insurance Contract or any other document)

As a short-term insurance policyholder, or prospective policyholder, you have the right to the following information

<p>I. The Administrator</p> <p>(a) Name, physical address and postal address and telephone number.</p> <p>(b) Legal status and any interest in the insurer.</p> <p>(c) Whether or not in possession of professional indemnity insurance.</p> <p>(d) Detail of how to institute a claim.</p> <p>(e) Written mandate to act on behalf of insurer.</p> <p>(f) Compliance officer for Snyman van der Vyver</p> <p>(g) Administration fee payable</p>	<p>Snyman & Van der Vyver (Pty) Ltd. 2 Niagara Way, Tyger Waterfront, Bellville, 7530 P.O. Box 5200, Tyger Valley, 7536 Tel: (021) 940 8092 Fax: (021) 940 8090 Web site: www.svdv.co.za Email: info@svdv.co.za FSB license: application nr. 13455</p> <p>Private Company 1997/002199/07 / FSB license app.13455 Directors: JJ Snyman (Sr); JJ Snyman (Jnr); JA Marais; There is no interest in the Insurer More than 30% of the income is from the Insurer : Santam</p> <p>Yes R25m (with re-instatement)</p> <p>Telephone: Camargue PI Claims Department (011) 778 9140</p> <p>Written Mandate issued by Camargue</p> <p>Ansie Daneel (021) 883 8000</p> <p>An administration fee of R20.00 is payable to Snyman and van der Vyver</p>
<p>2. Fais Camargue Postnet Suite 250 Private Bag X4 Bedford View 2008 Tel No: 011 778 9140 Fax No: 011 778 9199</p>	<p>Compass Insurance Company Limited KPMG Wanooka Plan St Andrews Road Johannesburg 2193</p> <p>Unique Market Reference: B038516CIG061/16</p> <p>Compass Insurance Company Limited for 25% Lloyds Syndicate BRT2987 (Brit) for 12.50% Lloyds Syndicate 1861 (ANV) for 13.52% Lloyds Syndicate 2015 (Channel) for 18.75% Lloyds Syndicate 1274 (Antares) for 20.23% Lloyds Syndicate 3210 (Mitsui) for 10% Unique Market Reference: B038516CIG043/16 Lloyds Syndicate BRT2987 (Brit) for 50% Lloyds Syndicate 2015 (Channel) for 50%</p>
<p>3. Other matters of importance</p> <p>(a) You must be informed of any material changes to the information referred to in paragraph 1 and 2.</p> <p>(b) If the information in paragraphs 1 and 2 was given orally, it must be confirmed in writing within 30 days.</p> <p>(c) If any complaint to the intermediary or insurer is not resolved to your satisfaction, you may submit the complaint to the Registrar of Short-term Insurance.</p> <p>(d) 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 a claim.</p> <p>(e) If premium is paid by debit order:</p> <p>(i) It may only be in favour of one person and may not be transferred without your approval; and</p> <p>(ii) The insurer must inform you at least 30 days before the cancellation thereof, in writing, of its intention to cancel such debit order.</p> <p>(f) The insurer and not the intermediary must give reasons for repudiating your claim.</p> <p>(g) Your insurer may not cancel your insurance merely by informing your intermediary. There is an obligation to make sure the notice has been sent to you.</p> <p>(h) You are entitled to a copy of the policy free of charge.</p>	
<p>4. Warning</p> <p>Do not sign any blank or partially completed application form.</p> <p>Complete all forms in ink.</p> <p>Keep all documents handed to you.</p> <p>Make note as to what is said to you.</p> <p>Don't be pressurized to buy the product.</p> <p>Incorrect or non-disclosure by you of relevant facts may influence an insurer on any claims arising from your contract of insurance.</p>	

5. Particulars of Short-term Insurance Ombudsman who is available to advise you in the event of claim problems, which are not satisfactorily resolved by the insurance intermediary and/or the insurer.

PO Box 32334
BRAAMFONTEIN
2017
Tel: (011) 726 8900
Fax: (011) 726 5501

6. Particulars of Registrar of Short-term Insurance

Financial Service Board
PO Box 35655
MENLO PARK
0102
Tel: (012) 428 8000
Fax: (012) 347 0221

(You may be required to sign a copy of this document)

INSTALMENT PREMIUMS (MONTHLY) ENDORSEMENT

In consideration of the Underwriters having agreed, at the request of the Insured, to allow the Insured to pay the Premium by monthly installment, the Assured accepts and agrees to the following:

- a) payment, inclusive in the instalments of the Administration Fee stated in the Schedule;
- b) the monthly installment, which shall include both the Premium and the Administration Fee, shall be payable in advance to Underwriters on the first day of each month, subject to the following:
 - (i) in the event of the Underwriters not receiving the installment, for any reason what anything to the contrary contained in cancellation condition be deemed to have been cancelled on the last day of the last month for which an instalment was received by Underwriters.
Reinstatement of cover shall be at the sole discretion of the Underwriters;
 - (ii) in the event of notification of any claim, or circumstances which may give rise to a claim, the Insured shall at the request of the Underwriters, within 7 days of such notification, pay to the Underwriters the balance of the Premium for the period of Insurance;
 - (iii) in the event of the Underwriters not receiving the balance of the Premium in (ii) above, the Insured agrees that Underwriters may deem such claim to have been withdrawn under the Certificate and that Underwriters shall be under no further liability in connection with such claim.

INFORMATION: FAIS ACT

INTERMEDIARY:

Snyman & Van der Vyver (Pty) Ltd.
Tyger Lake Building, 2 Niagara Way, Tyger Waterfront, BELLVILLE, 7530
P.O. Box 5200, TYGERVALLEI, 7536
Tel: (021) 940 8092
Fax: (021) 940 8090
Website: www.svdv.co.za
Email: info@svdv.co.za

LEGAL STATUS:

Private Company 1997/002199/07
Directors: JJ Snyman (Snr);
JJ Snyman (Jnr);
JA Marais;

FINANCIAL SERVICES PROVIDER LICENSE:

License Number: 13455
Types of service: Short Term Insurance (Personal lines and Commercial)
No restrictions placed on business.

INTEREST IN INSURER:

No interest, gets more than 30% of Income from Santam.

PROFESSIONAL INDEMNITY INSURANCE:

Yes (R25 Million with Reinstatement)

Underwriter: Camargue Underwriting Managers (Pty) Ltd **Insurer:** Mutual and Federal Insurance Company Ltd and various Lloyds of London Syndicates

DETAIL OF HOW TO INSTITUTE A CLAIM:

The Underwriter, Camargue, must be informed immediately should circumstances arise that may lead to a claim or if a claim is instituted. Contact them at 011-778 9140 (Claims department), or alternatively, email piclaims@svdv.co.za.

COMMISSION AND VAT PAYABLE:

Commission of 20% and VAT of 14% are included in premium. No other non-cash income is receivable. There is also a monthly admin fee as declared on the quote.

MANDATE TO ACT ON BEHALF OF INSURER:

Written mandates issued by Camargue

RECORD KEEPING:

All records are kept for the prescribed periods and clients can access own records.

COMPLIANCE OFFICER:

The Compliance Officer is: Ansie Daneel (021) 883 8000

IMPORTANT INFORMATION FOR ALL OUR CLIENTS

(This notice does not form part of the Insurance Contract or any other document)

Conflict of interest

We make every effort to ensure that at all times we act in your best interests and in no way allow our own interests, potential or actual, to influence our objective performance and the delivery of unbiased and fair financial services to you. In furtherance of this objective we want to ensure you fully understand the various interests we have, be they Ownership, Financial or Relationships with third parties. There are a number of entities with whom we can have a relationship of this nature and a summary of these is provide below:

About ourselves, your Underwriting Manager

Company Name:	Camargue Underwriting Managers (Pty) Ltd(Reg No. 2000/028098/07)
Physical Address:	Camargue House, 33 Glenhove Road, Melrose Estate, Johannesburg 2196
Postal Address:	Postnet Suite 250, Private Bag X4, Bedfordview 2008
Telephone No:	011 778 9140
Fax No:	011 778 9199
Website & e-mail:	www.camargueum.co.za / camargue@camargueum.co.za
Our Compliance Officer:	Associated Compliance (Pty) Ltd Tel: 011 678 2533Fax: 011 678 7731e-mail: info@associatedcompliance.co.za
Our license to operate as a Financial Services Provider:	License No: 6344 Category 1.2 Short Term Insurance Personal LinesCategory 1.6 Short Term Insurance Commercial Lines
Staff requirements:	We undertake to ensure that all staff delivering a financial service on behalf of our insurers which we represent are all authorised representatives, who meet all the required honesty, integrity and educational standards, and that we check these on at least an annual basis.
We have the following insurance coverage in place:	Professional Indemnity Insurer: Lloyd's of London Fidelity Guarantee Insurer: Lloyd's of London
Our mandate:	We are appointed by Compass Insurance Company Limited and Lloyd's Underwriters to manage a specific type of product on their behalf and have written mandates evidencing this. We make every effort to ensure that at all times we act in your best interests and no way allow our own interests, potential or actual, to influence our objective performance and the delivery of unbiased and fair financial services to you. In furtherance of this objective we want to ensure you fully understand the various interests we have, be they Ownership, Financial or Relationships with third parties. There are a number of entities with whom we can have a relationship this nature and a summary of these is provided below.
How we are paid for our services:	We are paid a fee by insurers for managing your policy on their behalf. In addition we have a vested interest in this transaction by virtue of a profit share agreement between ourselves and insurers.
Immaterial financial interest:	It is generally accepted practice within our industry that 'entertainment' and 'gifts and other incentives', collectively referred to as an immaterial financial interest in the Conflict of Interest Regulations, are often provided by the product provider to the financial service provider (broker) and vice versa, and potentially from and to other financial service providers. The Rand value of such interests is limited by legislation, per calendar year, to R1,000 in respect of any one individual be they the provider of or beneficiary of such immaterial financial interest. Such limitations are dealt with and managed by our management policy. A full copy of our overall conflict of interest management policy can be obtained from our website (www.camargueum.co.za) or from our offices upon request to compliance@camargueum.co.za .

About your Product Suppliers / Insurers

Name:	Certain Underwriters at Lloyd's
Address:	Lloyd's South Africa (Pty) Ltd, The Forum, 15th Floor, Sandton, Johannesburg. PO Box 787163 Sandton 2146.
Telephone No:	011 505 0000
Fax No:	011 505 0001
Name:	Compass Insurance Company Limited
Registration number:	1994/0030010/06
FSP number:	12148

Address: Compass Insurance, KPMG Wanooka Place, St Andrews Road, Parktown, Johannesburg

Website & E-mail: www.compass.co.za / info@compass.co.za

Telephone No: 011 745 8333
Fax No: 011 745 8444

Compliance Officer: Adél WalkerTel: 011 745 8333Fax: 011 745 8444e-mail: adel.walker@compass.co.za

How your insurer is paid: The premium shown on your quote, policy or renewal schedule will be paid to insurers less the intermediary commission and our management fee.

Ownership: We own no shares in any Lloyd's Underwriters or Compass Insurance Company Limited. Neither any Lloyd's Underwriters or Compass Insurance Company Limited own any shares in us. We do not have a relationship with any other product provider that provides an ownership or financial interest.

Other FSPs: We do not have a relationship with any other FSP that provides an ownership or financial interest.

Distribution channels: We do not have a relationship with any distribution channel that provides an ownership or financial interest or support service.

Other persons: We do not have a relationship with any other person that provides an ownership or financial interest.

Premium obligation: This policy is subject to the payment of premium as indicated in the policy schedule. The premium is payable on or before the inception date or renewal date shown in the policy schedule. Failure to pay the premium by this date may result in your policy being cancelled and any claim rejected.

How to institute a claim: Inform your intermediary as soon as you become aware of a situation or event that may give rise to a claim under the policy; they will advise us, and tell you what procedure to follow.

Complaint process:

1. If you have a complaint about our service, staff or products please make use of the following contact information with full details of the problem:
 - i. Camargue Complaints
Telephone no. 011 778 9140
E-mail: complaints@camargueum.co.za
2. If you wish to lodge a complaint direct with insurers please contact:
 - i. Lloyd's South Africa (Pty) Ltd
Tel: 011 505 0000 Fax: 011 505 0001
and/or
Compass Insurance Company Limited
Tel: 011 745 8333 Fax: 011 745 8444
Postal address: PO Box 37226, Birnam Park, 2015
E-mail: info@compass.co.zaIf you wish to learn more about their complaints policy and procedure, please contact Adél Walker:
E-mail: 011 745 8333
Fax: 011 745 8444
3. If your problem is not resolved to your satisfaction you may refer your complaint to the Ombud for Financial Service Providers at:
 - i. PO Box 74571, Lynwood Ridge, 0040
Telephone 0860 324766, Fax 012 348 3447
Website: www.faisombud.co.za
e-mail: info@faisombud.co.za

Service of suit: In the event of any litigation arising out of this insurance, Lloyd's South Africa (Pty) Ltd, 15th Floor, The Forum, 2 Maude Street, Sandton, South Africa is required in terms of the Short Term Insurance Act No. 53 of 1998 to accept service of suit against Underwriters at Lloyd's.