

**DISCLOSURE NOTICE IN TERMS OF  
FINANCIAL ADVISORY & INTERMEDIARY SERVICES ACT NO. 37 2002**

As a prospective client, you have the right to the following information about TSA Administration (Pty) Ltd Company registration number 2001/021670/07, "TSA". We hereby notify you of certain terms and information relating to our professional services as required in terms of the FAIS Act. Please read this Disclosure carefully as you will be asked to sign an acknowledgment of receipt and understanding. TSA Administration (Pty) Ltd promotes the fair treatment of clients by integrating the guidelines and principles of TCF in its Code of Ethics policy and all business dealings with its clients.

Contractual Status

TSA is a licensed Financial Services Provider, license number, 13487. A copy of the license is available upon request.

Key Individuals

Greg Smith is mandated by TSA Administration (Pty) Ltd, an authorised financial services provider, which accepts responsibility for his activities and is licensed to render financial services.

Financial Services and Products

TSA is authorised in terms of this license to render intermediary services in respect of:

Category 1

Long-Term Insurance subcategory A	Long-Term Insurance subcategory B2
Long-Term Insurance subcategory B1	Long-Term Insurance subcategory B2-A
Long-Term Insurance subcategory B1-A	Pension Fund Benefits (excluding retail)

Category IV Assistance business FSP

Assistance Business Financial Services Provider

Contracts with Product Suppliers

TSA holds contracts with the following authorised product suppliers: Sanlam, Capital Alliance, Old Mutual and Hollard.

Fees

TSA will disclose the fees it earns for administering these products to you in the cost summary attached to every quote request and in detail, per benefit, as part of the acceptance pack per new schemes.

Compliance with Financial Advisory and Intermediary Services Act (FAIS)

Compliance with the FAIS Act is monitored by Masthead (Pty) Ltd, a compliance practice approved by the Financial Sector Conduct Authority.

Postal address: PO Box 765  
Howard Place  
7450

Telephone: 021 686 3588  
Email: [info@masthead.co.za](mailto:info@masthead.co.za)

### Confidentiality

Where applicable all information will be kept by TSA on a confidential basis and will not be made available to third parties by TSA unless so authorised by the client beforehand or if TSA is required to divulge such information in the public interest or under any law.

### Conflicts of Interest

Potential and actual conflicts of interest are inherent in any business and therefore it is not the aim of TSA to avoid all conflicts but rather to take steps to identify and manage conflicts of interest to ensure that our clients are not unduly prejudiced as a result thereof.

Please note that in accordance with legislation we have implemented a Conflict of Interest Management Policy and we keep an updated disclosure register. This register informs you, our client of all financial and ownership interests that I/we may become entitled to and lists the business relationships that I have with the product suppliers. This document ensures transparency in my/our dealings with our clients and is available for inspection.

### Non-cash incentives

We wish to declare that TSA does not receive non-cash incentives from the various product suppliers with which we interact. Examples of these non-cash incentives include reward programs that facilitate gifts, holidays, seminars, and entertainment.

### Complaints

Should you wish to pursue a complaint against TSA, you should address your complaint in writing to Greg Smith, an authorised Key individual of TSA, at the address shown below. A copy of the Complaints Management Framework and policy is available on request.

### Head Office

TSA Administration (Pty) Ltd

TSA is an authorised financial services provider

Postal address: PO Box 1024  
Umhlanga Rocks  
4320

Telephone: 031 5611 044  
Fax: 031 5611 077  
Email: [greg@tichsmith.co.za](mailto:greg@tichsmith.co.za)

Physical address: 18 Weaver Crescent  
Umhlanga Rocks  
4319

If you cannot settle your complaint with us, you are entitled to refer it to the FAIS Ombud. The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice that may have been given to you.

### Contact Particulars of the OMBUD

Postal Address: PO Box74571  
Lynwood Ridge, 0040  
Telephone: 021 762 5000

Email: info@faisombud.co.za  
Website: www.faisombud.co.za

### General

TSA holds professional indemnity insurance with Stalker Hutchison & Associates, details of which are available on request.

In the last financial year, TSA received more than 30% of annual income from Sanlam underwritten products. The Key individual, Greg Smith, does not receive any remuneration directly from a product provider and is remunerated in the form of a salary paid by TSA.p

### Shares

TSA Administration (Pty) Ltd does not hold any shareholding in any product provider

### Other Matters of importance

- Do not sign any blank or partially completed application forms.
- Keep and read all documents that are handed to you in safekeeping for future reference.

### Financial Intelligence Centre Act (FICA)

Please note that in terms of the Financial Intelligence Centre Act (FICA), TSA is an accountable institution, under law, and as such obliged to report suspicious and unusual transactions that may facilitate money laundering to the authorities.

### Compliance

Compliance with the FAIS Act is monitored by Masthead (Pty) Ltd, a compliance practice approved by the Financial Sector Conduct Authority. Their postal address is PO Box 765, Howard Place, 7450. Their contact numbers are:

Telephone: 021 6863588  
Fax: 021 6863589

### CLIENT ACKNOWLEDGEMENT

I/We \_\_\_\_\_ the undersigned hereby acknowledge receipt of this

Disclosure Notice and have read and understood the terms contained in the document.

Signed at \_\_\_\_\_ on the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

Signature \_\_\_\_\_