



Moseley Insurance Brokers (Pty) Ltd

Reg No.: 2015/256297/07

MOSELEY INSURANCE BROKERS (PTY) LTD FSP NUMBER: 46751

Treating Customers Fairly Policy Statement

PURPOSE

Moseley Insurance Brokers (Pty) Ltd is a Registered Financial Services Provider. The FSB has implemented the “Treating Customers Fairly (TCF)” approach to regulate the market conduct of Financial Services Providers.

This document shows how Moseley Insurance Brokers (Pty) Ltd implement TCF within its daily operations.

POLICY

Treating Customers Fairly is a measure by the FSB to ensure that fairness outcomes for financial services customers are provided by FSP’s.

The following six fairness outcomes are required to ensure that the best possible products and services are provided to the clients and reflects transparency and discipline of Moseley Insurance Brokers (Pty) Ltd, resulting in customer confidence:

1. Clients can be confident in dealing with Moseley Insurance Brokers (PTY) Ltd that TCF is of utmost importance to us in respect of our dealings with them. We provide a service that at all times is honest, fair, with due skill, care and diligence and in the interest of clients and the integrity of the financial services industry. Senior management and Key Individuals will be responsible for the implementation and enforcement of TCF principles and objectives.
2. Products and services marketed and sold are designed to meet the needs of the client, once a full needs analysis has been completed and

obtaining appropriate information in respect of the client's financial situation. When products are selected the FSP would ensure that it matches the client's needs. An analysis will be conducted on each product supplier and the products they offer.

3. Clients will be given clear information and be kept appropriately informed before, during and after the time the financial service is rendered. Clear explanations are given to clients in respect of the products and not misleading. Clients are kept informed of the processes and information required by the product suppliers. Assistance is provided to the clients in respect of such products that would be most beneficial to the client. All information regarding the product supplier, information on the provider and information of the financial services provider would be easily retrievable and readily available. Post-sale disclosure will ensure that clients are kept aware of the products performance, they would be able to take advantage of an opportunity to act at points in the product lifecycle and changes in the terms and conditions.

4. When clients receive advice, it will be suitable and will take into account their circumstances. Prior to rendering advice, appropriate financial information of the client will be obtained, financial product experience and objectives, an analysis will be conducted and financial products will be identified to suit the clients needs. The record of advice must contain the basis on which the advice was given, and a brief summary of the information and material on which the advice was based, the financial products which were considered and the financial product or products recommended with an

explanation as to why the product or products were selected and would meet the clients needs and objectives. The client must be provided with a copy of the record in writing.

5. Clients have products that perform as per the information provided by Moseley Insurance Brokers (Pty) Ltd. Compliance in this regard is found in the General Code of Conduct. Section 7(4) "A provider who has provided advice to a customer or is rendering on-going financial services to the customer in respect of one or more financial products, must on a regular basis (but not less than annually) provide the customer with a written statement identifying such products where they are still in existence, and providing brief current details of:-

- any on-going monetary obligation of the client in respect of such product
- the main benefits provided by the products
- ongoing training to be provided on the product sold
- any on-going incentives, commission, fee or brokerage payable to the provider in respect of such products

An annual review of the clients policy will keep them informed of the service provided by their current provider and whether an alternative supplier and product should be considered. During the review the client can be alerted to the risk of any non-action on their part, such as failure to review and notify us of their required cover.

Product suppliers are informed as to whether the products they are providing are beneficial to our clients or not.

Product performance would be checked before recommending the products to the client in terms of extended covers, excess's and competitive rates.

6. Clients will not have to deal with unreasonable post-sale barriers to change product, switch provider, submit a claim or make a complaint. We have several complaint handlers with the authority to resolve the complaint and to provide regular updates to the client. The senior management are actively involved in all complaints. Root cause analysis is consistently conducted, reported to senior management and the underlying issues would be resolved promptly.

There are no after sales barriers.

Clients will receive a response in writing and reasons for the decision will be provided.

The brokers are easily contactable via telephone or email communication.

Assistance will be provided to clients by Moseley Insurance Brokers (Pty) Ltd, should they wish to contact product suppliers for any service after contracting.

Our Mission Statement

Moseley Insurance Brokers (Pty) Ltd aims to provide a professional uncompromising standard of financial advice with honesty, integrity and professionalism.

Implementation of TCF Principles

Adviser and Staff Training and Competence

We ensure that all advisers and staff are well trained in respect of TCF, and all training is kept up to date and to take into account market and regulatory changes. Moseley Insurance Brokers (Pty) Ltd pays attention to professional development of its employees. This is in order to maintain and achieve the qualifications and training required in order to carry out their duties with the required competence level.

Communication

All communication with clients will be made in an open and unambiguous manner.

Customer Service

Moseley Insurance Brokers (Pty) Ltd has a high quality level of service in place, so clients can be certain of the service level they can expect from us.

Suitability

All clients information will be classified correctly in order to offer protection and the correct products. We will ensure that recommendations made to our clients are suitable to their needs and requirements. All clients will be made aware of possible risks inherent with any services or products.

Management Information (MI) The MI within Moseley Insurance Brokers (Pty) Ltd allows the management to make informed decisions in the best interests of the clients. We are able to draw the relevant reports from the system in order to do this.

Policies and Procedures

Moseley Insurance Brokers (Pty) Ltd have policies and procedures in place to manage conflicts of interest which may arise in our fair treatment of clients. All policies and procedures are reviewed at least annually and the necessary adjustments are made where required.

The following list is an indication but not exhaustive:-

Compliance Manual – The Company has a detailed Compliance Manual

Privacy Policy – We deal with all clients information with privacy and integrity as required by legislation

Conflicts of Interest – Any possible conflicts between the company and its clients are identified, recorded on our conflicts register and managed accordingly.

Complaints - Moseley Insurance Brokers (Pty) Ltd strives to provide a quality service to our clients. We deal with customer complaints in a fair manner including compensation when necessary. All complaints are recorded

by the Compliance Department, reported and analysed in the Management Information and board meetings.

Claims procedures - Moseley Insurance Brokers (Pty) Ltd has a dedicated Claims Department to assist the clients at time of claim. The claims are processed promptly with due skill, care, diligence and fairness .The best possible outcome for the client will always be obtained.

Conclusion

The fair treatment of clients is central to the culture of Moseley Insurance Brokers (Pty) Ltd. Our clients can be confident in this when dealing with us. We continuously review our TCF policy and procedures to ensure that TCF remains our focus.

We would appreciate any client feedback on how we can improve our service.