



#### **AUTHORISED FINANCIAL SERVICES PROVIDER**

I-Insure Independent Consultants is an authorized financial services provider FSP number 5531 in terms of Section 8 of the FAIS Act.

A copy of our licence certificate is available on request.

FSP Name	I-Insure Independent Consultants
Registration number	2001/063998/23
Contact person	Ian Kleinhans
Email	info@i-insure.co.za
Telephone number	087 550 9990

#### **COMPLIANCE OFFICER**

Name	Masthead (Pty) Ltd
Telephone number	021 686 3588
Email address	info@masthead.co.za
Website	www.masthead.co.za

A copy of our Statutory Disclosure Notice, is loaded on the website.

#### **CONFLICT OF INTEREST MANAGEMENT POLICY**

I-Insure Independent Consultants has adopted and implemented a Conflict of Interest Management policy that complies with the provisions of the FAIS Act.

The Conflict of Interest Management policy is published on our website. You can also email [info@i-insure.co.za](mailto:info@i-insure.co.za) to obtain a copy of it.

#### **COMPLAINTS PROCEDURE**

Should you wish to pursue a complaint against a key individual or representative of I-Insure Independent Consultants, you should address the complaint in writing to us at [info@i-insure.co.za](mailto:info@i-insure.co.za).

If you cannot settle your complaint with us, you are entitled to refer it to the Office of the FAIS Ombud, at [info@faisombud.co.za](mailto:info@faisombud.co.za) or telephone number 0860 324 766. The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice that you feel may have been given to you by a financial advisor

#### **I-Insure Independent Consultants CC**

**Physical & Postal address:** 75, 22nd Street, Menlo Park, Pretoria, 0081 | **Tel:** 087 550 9990 | **E-mail:** [admin@i-insure.co.za](mailto:admin@i-insure.co.za)

**Members:** I Kleinhans, G Kleinhans

**FSP no:** 5531 | **CC no:** 2001/063998/23



### **TCF POLICY**

Our Treating Customers Fairly policy is centred around the guidelines provided by the Financial Services Board to ensure we consistently deliver fair outcomes to our clients and take responsibility for the business and staff providing an enhanced service quality to clients, based on a culture of openness and transparency. As a business, we take the requirements of the FSB seriously, in particular, the requirement to treat customers fairly

### **PRIVACY POLICY**

I-Insure Independent Consultants is committed to maintaining the privacy and security of its customers' personal and private information. Our privacy policy outlines our practices and commitment to the customer and loaded on the website.

### **PAIA MANUAL**

This information manual provides an outline of the types of records held by I-Insure Independent Consultants and explains how one may submit requests for access to these records in terms of the Promotion of Access to Information Act, 2 of 2000 ("the Act"). The manual is loaded on our website should you want to view it.

### **WEBSITE DISCLAIMER**

Whilst every care is taken to ensure that the information on I-Insure Independent Consultants website is current and accurate, please find all our disclaimers loaded under the documents tab on our website.

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