

IMPORTANT INFORMATION FOR ALL OUR CLIENTS

PLEASE READ CAREFULLY

DISCLOSURE AND OTHER LEGAL REQUIREMENTS WITH EFFECT FROM 1 JANUARY 2013

As a financial services provider, Horizon Underwriting Managers (Pty) Ltd is committed both under legislation and in terms of our own ethical code, to provide you, the consumer, with all the information you need to ensure that you are in possession of all relevant facts about the various parties supplying you with your insurance product. These facts are set out for you below, as required by the Financial Advisory and Intermediary Services Act (FAIS).

Horizon Underwriting Managers (Pty) Ltd is classified as an Underwriting Manager. We are specialists in the transportation insurance field and are mandated by an Insurer to provide this class of insurance product on their behalf. This document provides you with all the necessary information you need to have about Horizon Underwriting Managers (Pty) Ltd the Underwriting Manager and Lombard Insurance Company Limited, who we act on behalf of.

HORIZON UNDERWRITING MANAGERS (PTY) LTD	
The Underwriting Manager	
Name, address, contact details of your financial services provider	Co. Name: Horizon Underwriting Managers (Pty) Ltd Registration number: 1995/013154/07. Postal address: PO Box 2603, Pinegowrie, 2123 Physical address: 6th Floor, Surrey Place, 291 Surrey Ave, Ferndale, Randburg, 2194 Tel number: 011 781 3473 Fax Number : 011 781 3478
Legal status of your financial services provider	Horizon Underwriting Managers (Pty) Ltd is licensed with the Financial Services Board under license number 6354 and provide intermediary services In respect of short term commercial lines and short term personal lines products. There are no restrictions on our license. We undertake to ensure that all staff delivering a financial service to or on behalf of the insurer we represent are all authorised representatives and who meet all the required honesty, integrity and educational standards and that we check these at least on an annual basis.
Whether services are rendered under supervision	Some services are rendered under supervision.
Whether more than 10% of insurer's shares are held and whether more than 30% of total remuneration was received from the insurer	We hold no shares in any Insurance Company. Horizon Underwriting Managers (Pty) Ltd receives more than 30% of its income from Lombard Insurance Company Limited.
Whether Professional Indemnity Insurance, Fidelity and IGF Guarantee insurance is held	Horizon Underwriting Managers (Pty) Ltd are in possession of both Professional Indemnity Insurance and Fidelity Guarantee Insurance. We are not required to have an IGF Guarantee in place.
Details of financial service provider's complaints procedure	Contact Paul March, our complaints dispute facilitator, on paul@horizonmarine.co.za to lodge a complaint. All complaints must be reduced to writing and any of our representatives will be able to provide you with a copy of our complaints procedure on request.

<p>Details of financial service provider's compliance Arrangements</p>	<p>Associated Compliance (Pty) Ltd is Horizon Underwriting Managers (Pty) Ltd.'s compliance officer. Their FSB Practice number is 6377 and they are contactable at Associated Compliance (Pty) Ltd, telephone no : 011 678 2533 or email : info@associatedcompliance.co.za</p>
<p>How do we get paid for what we do?</p>	<p>Horizon Underwriting Managers (Pty) Ltd will invoice your Insurance Broker for premium due and you will be expected to pay the premium in terms of the payment terms reflected in the policy document.</p> <p>Failure to pay premiums as specified in the payment terms could cancel your cover.</p> <p>Your Insurance Broker receives a commission, no greater than the maximum legislated commission.</p> <p>The Rand amount of fees and commissions payable to your Insurance Broker must be disclosed to you by your Insurance Broker.</p> <p>Horizon Underwriting Managers (Pty) Ltd are paid a fee by Lombard Insurance Company Limited ranging between 5.00% and 12.50%</p> <p>In addition, we do have a vested interest in this transaction by virtue of a profit share arrangement between ourselves and the Insurers.</p>
<p>Contractual arrangement with Insurers including any restrictions or conditions</p>	<p>Horizon Underwriting Managers (Pty) Ltd are in possession of a mandate to act on behalf of the Insurer detailed in paragraph 2 below.</p>
<p>2. ABOUT THE PRODUCT SUPPLIER (INSURER)</p> <p>a) Name, address, contact details of product supplier</p> <p>b) Details of the complaints resolution procedure of the product supplier</p> <p>c) Details of the legal compliance department</p>	<p>Name : Lombard Insurance Company Limited Address : Ground Floor, Building C, Sunnyside Office Park, 2 Carse O'Gowrie Road, Parklands, 2193 Telephone no : 011 551 0600 Facsimile no : 011 551 0603</p> <p>An e-mail must be sent to compliance@lombardins.com to institute a complaint.</p> <p>Contact details of their Compliance Officer are : Ronell Platte, Lombard Insurance Company Limited Telephone no : 011 551 0674 Facsimile no : 011 551 0603 Email : ronellp@lombardins.com</p>

3. OTHER MATTERS OF IMPORTANCE

- a) You must be informed of any material changes to the information referred to in paragraphs 1 and 2
- b) If any complaint to the Broker or Insurer is not resolved to your satisfaction, you may submit your complaint to the FAIS Ombud
- c) Polygraph or similar tests are not obligatory and claims may not be rejected solely on the basis of a failure of such a test
- d) If your premium is paid by debit order, the debit order must be in favour of one person and may not be transferred without your approval.
- e) The Broker must give you 30 days' notice in writing of its intention to cancel your debit order.
- f) The Product Supplier (Insurer) via your Broker must give reasons in writing for the rejection of any claim submitted by you.
- g) The Product Supplier (Insurer) must give you, via the Broker written notice of its intention to cancel your policy.
- h) You are entitled to a copy of your policy free of charge.

4. DETAILS OF HOW TO INSTITUTE A CLAIM:

Notify your Insurance Broker's claims department first by telephone during office hours (or in the case of an export the specified survey agent) and then follow up in writing.

In the case of suspected theft or burglary, notify your local police station.

You must notify your Insurance Broker as soon as possible of the incident being claimed against

Please keep the following in mind

Under no circumstances must liability be admitted

Minimise any loss. Act as if you are uninsured

Do not destroy any article or evidence until Insurers or their representatives have seen it.

In the event of a claim you may become responsible for a first amount payable (excess). Details of any such responsibility and the amount is shown in the policy schedule

5. WARNING

Do not sign any blank or partially completed application form

Complete all forms in ink

Keep all documents handed to you

Make notes as to what is said to you

Ask for a letter of representation from your adviser

Do not be pressurised into buying the product

Failure to provide correct or full relevant information may influence an insurer on any claims arising from your contract of insurance

6. PARTICULARS OF FAIS OMBUD

Ms Noluntu Bam
PO Box 74571,
Lynnwood Ridge, 0040
Telephone: (012) 470-9080 to (012) 470-9097
Facsimile: (012) 348-3447
Email: info@faisombud.co.za Web Site:
www.faisombud.co.za

7. PARTICULARS OF SHORT-TERM INSURANCE OMBUDSMAN

The Ombud is available to advise you in the event of claim problems that are not satisfactorily resolved by the broker and/or insurer

PO Box 32334,
Braamfontein, 2017
Telephone: (011) 726-8900
Facsimile: (011) 726-5501
Web Site: <http://www.insuranceombudsman.co.za>

8. PARTICULARS OF REGISTRAR OF SHORT-TERM INSURANCE	Financial Services Board PO Box 35655, Menlo Park, 0102 Telephone: (012) 428 8000 Toll Free: 0800 11 04 43 / 0800 20 20 87 Facsimile: (012) 347 0221 Web Site: http://www.fsb.co.za
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Should you have requested cover provided by SASRIA LIMITED in respect of your insurances, then you are entitled to details as follows:

SASRIA LIMITED			
Registration No.	1979/00287/06	<u>COMPLIANCE DEPARTMENT</u>	<u>CLAIMS PROCEDURES</u>
Telephone No.	(011) 214 0800	If you have any complaints about	In the event of a claim,
Facsimile No.	(011) 447 8630	Horizon Underwriting Managers (Pty)	all relevant
Postal Address :	PO Box 7380	Ltd regarding	documentation relating
Physical Address :	Johannesburg	SASRIA cover then you may contact:	to your claim must be
Postal Address :	2000	The Compliance Office:	submitted to Horizon
Physical Address :	36 Fricker Road	Compliance Officer:	Underwriting Managers
Physical Address :	Illovo, Sandton	Ms Nomsa Wabanie	(Pty) Ltd at the address
Physical Address :	2196	E-Mail: nomsaw@sasria.co.za	indicated in 1 above.
Email Address :	info@sasria.co.za	Tel: (011) 214 0800	
Website :	http://www.sasria.co.za	Complaints:	
		complaints@sasria.co.za	
		SASRIA Limited	
		PO Box 7380	
		Johannesburg	
		2000	