

REQUIREMENTS FOR FSP WEBSITE

The following disclosures, information and/or documents should be included on the FSP's website:

1. **Reference to FSP being an "Authorised Financial Services Provider: and/or licence number**
2. **Contact person details**
3. **Conflict of Interest Management Framework and Policy**

The following wording can be added on the website:

A-SURE CONSULTANTS (PTY) LTD has adopted and implemented a Conflict of Interest Management Policy that complies with the provisions of the FAIS Act.

You can e-mail [e-mail address] to request a copy of the FSP's Conflict of Interest Management Policy.

4. **Complaints Management Framework and Policy (UPDATED)**

The following wording can be added on the website:

Should you wish to pursue a complaint against a key individual or representative of [NAME OF FSP], you should address the complaint in writing to us at [e-mail address].

You can also request a copy of the FSP's Complaints Management Policy from said e-mail address.

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 or Share Call number 012 762 5000 or <https://www.faisombud.co.za/how-to-complain/>. 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 adviser.

5. **TCF Policy**

The following wording can be added on the website:

TCF is a set of principles introduced by the Financial Sector Conduct Authority (FSCA) to aid and underpin existing financial services legislation aimed at the protection of consumers and clients.

A-SURE CONSULTANTS (PTY) LTD values its relationship with its clients and acknowledges that without any clients it would not have a business. The TCF principles are embedded in the culture of the FSP and it continuously strives to enhance the quality of its service offering to clients and through its interaction with contracted product suppliers.

6. **Privacy Policy**

The following wording can be added on the website:

For the purposes of this section, Personal Information will be understood in accordance with the definition provided in the Protection of Personal Information Act 4 of 2013 ("the Act"). We also subscribe to the principles for electronically collecting personal information outlined in the Act, and the further legislation referred to therein. We endeavour to ensure the quality, accuracy and confidentiality of Personal Information in our possession.

EXAMPLE OF WEBSITE PRIVACY POLICY



Website Privacy
Policy

7. **Promotion of Access to Information Policy**

**You need to include a copy of this policy on the FSP website together with the prescribed forms
Ensure that it is personalised and saved in PDF before placing it on the website**

The following wording can be added on the website:

This information manual provides an outline of the types of records held by [NAME OF FSP] 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").

Use this link to access the Guides developed by the Information Regulator in each of the 11 official languages, to assist a person on how to access his/her personal information:

<https://info regulator.org.za/paia-guidelines/>

The following document and forms are available for download:

PAIA Manual

FORM 1 – Request for copy of Guide

FORM 2 – Request for access to record

8. Website Disclaimer

EXAMPLE OF WEBSITE DISCLAIMER



Website Disclaimer