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## **LETTER OF INTRODUCTION AND DISCLOSURES FOR BROKERAGE**

Coral Integrated Risk Services (Pty) Ltd is a Licensed Financial Service Provider in terms of the Financial Advisory Services Act and requires making the following disclosures in terms of that Act, which also governs aspects of the way we do business. This document serves a guide on how you can make better decisions, and also highlights responsibilities to you, our client. This document deals with both aspects.

### **About Coral Integrated Risk Services (Pty)Ltd**

<b>Business Name:</b>	<b>Coral Integrated Risk Services (Pty) Ltd (Reg no. 2020/021171/07)</b>
Trading as:	Coral Integrated Risk Services (Pty) Ltd
Financial Services Provider No:	51506 (A copy of the license is available for inspection on request)

### **CONTACT INFORMATION**

Telephone No:	086 112 6725
Email Address:	admin@coral.africa
Physical Address:	20 Ronan Road La Lucia Durban

### **FINANCIAL SERVICES AND PRODUCTS**

We are a Category 1 license holder issued by the Financial Services Board in terms of the FAIS Act, and authorized to render advice and intermediary services on:

- Short Term Insurance Personal lines – sub-category 1.2
- Short Term Insurance Commercial lines – sub-category 1.6.

This includes all cover available under the short term umbrella such as liability, professional indemnity and medical practice cover.

List of product suppliers -

- Santam
- Hollard
- Alpha Insure
- ONE Sure
- Discovery
- Cross Country
- ATU
- Bryte
- Old Mutual Insure
- FFW
- Tradesure
- GPLA (Medical Malpractice)
- SHA
- Beyonda Excess Buy Back
- Vanguard
- CIB
- ABSA
- ECHELON
- Lombard
- HIC
- A&G
- Momentum
- Garage Sure
- Vulindlela Underwriting Managers (for the public transport sector)

Administrators

- The PFS Group
- Howdie

Coral is accredited with the relevant knowledge competency and proficiency to market products of these Insurers within the scope of its authority.

Coral Integrated Risk Services (Pty) Ltd acts independently from any of the above-mentioned product suppliers and as such, the product supplier will not accept responsibility for the actions of Coral Integrated Risk Services (Pty) Ltd.

Clients must be aware of their own responsibility in the presentation of full and correct information and the making of carefully considered decisions in the financial service process.

Please do not hesitate to contact us should you believe that you have not received adequate advice or if you are unsure of the advice you have received.

Kindly take note of your debit date to pay premium and take note of the fact that no cover will apply if no premium was received.

The FSP may receive commission from the client's insurer. The level of commission varies depending on the product type. The exact amount is disclosed in the client's policy schedule.

The full and up to date copy of the FSP's Conflict of Interest Policy can be obtained from the FSP's website or upon request.

The FSP abides by Treating Customers Fairly (TCF) and the Protection of Personal Information (POPI). A copy of the TCF and POPI Policy is available upon request.

#### POPI Requirements

- The FSP respects the rights to privacy and confidentiality of our potential and existing clients' personal information.
- You give consent that we may process, transfer and disclose your personal information for the purposes of providing you with insurance products and services and complying with your instructions.
- This may necessitate us sharing information with third parties to give effect to your insurance requirements.
- A copy of the POPI Policy and Privacy Policy is available on our website or upon request.

### **COMPLIANCE OFFICER**

#### **National Compliance CC**

FSP 1307  
(0860 104 194)  
P.O Box 6869, Zimbali, 4418

Tel: 032 946 2921 / 2949  
Email: ryan@nationalcompliance.co.za

Address: 29 Savell Avenue  
Glenashley  
Durban North  
4051

The compliance service ensures that our business remains fully compliant with FAIS legislative requirements and therefore that you as our customer receive sound financial advice. Through the practice management support, we can run a more professional business and therefore are able to provide you with an improved service and enhanced support.

### **REMUNERATION**

Coral Integrated Risk Services (Pty) Ltd is remunerated for its services by being paid commission from the product suppliers mentioned above. The rand amount of fees and/or commissions earned by us is disclosed in your policy documentation. We might also charge a policy fee, if so negotiated.

We do not hold directly or indirectly more than 10% of the relevant product supplier's shares, nor has any equivalent substantial financial interest in any of the mentioned product suppliers.

We also did not receive more than 30% of our total remuneration, including commission, from one specific product supplier.

### **PROFESSIONAL INDEMNITY COVER**

Please note that we do hold appropriate professional indemnity insurance.  
Cover of up to R10 000 000.00.

### **OBTAINING AND SHARING YOUR INFORMATION**

We are committed to transparency and confidentiality relating to your personal and private information, which we collect and process for the purpose of providing advice and intermediary support and servicing the financial products described above.

We are required to obtain and share our relevant personal information to:

- Furnish appropriate financial advice
- Determine your financial situation, financial product experience and your financial needs and objectives
- Acquire, maintain and service any financial product
- Render appropriate intermediary and financial services

Your information will be handled confidentially and will only be made available with your authorization or where we are compelled by law. Claim information is shared on an industry wide basis.

### **FINANCIAL PRODUCT NAME AND CONDITIONS**

Details of the product and all conditions relating thereto are contained in your certificate of insurance and policy wording. It is, however, vital that you read the policy which is your contract with insurers and may contain specific terms for your insurance. Please advise us of any aspect which requires further explanation, or which is incorrect.

### **COMPLAINTS**

Customer satisfaction and retention of your business is vital to us and is one of the aspects of our on-going success. Feedback on our service is always welcomed (both negative and positive) and we'd appreciate it if you would please refer initial problems (if any) in writing to us via email correspondence.

The ombudsman is available to advise you in the event of claims which are not satisfactorily resolved by the insurance intermediary and/or the insurer.

### **THE OMBUDSMAN**

#### **Detail of the Regulators:**

FAIS OMBUD  
Boabab House, Eastwood Office Park  
Lynwood Road  
Pretoria

Tel 012 762 5000  
Fax (012) 348 3447  
E-mail: [info@faisombud.co.za](mailto:info@faisombud.co.za)

### **INFORMATION REGULATOR**

JD House  
27 Siemens Street  
Braamfontein  
Johannesburg  
2001

P.O Box 31533  
Braamfontein  
Johannesburg  
2017

Tel (010) 023 5200  
Fax: 086 500 3351  
E-mail: [enquiries@info regulator.org.za](mailto:enquiries@info regulator.org.za)