

If you have any questions regarding the sale and product information received in terms of this policy, please contact Black Cygnet Life. Contact details are displayed below:

| Nature of Enquiry   | Company Address   | Contact Details  |
|---|---|--|
| General enquiries <ul style="list-style-type: none"> <li>• Policy Information</li> <li>• Policy Changes</li> <li>• Product Information</li> </ul> | Black Cygnet Life (Broker)<br>Office 104, First Floor<br>The Boulevard Umhlanga, 19 Park Lane<br>Parkside, Umhlanga Rocks, 4319 | Telephone: 087 232 7014<br>Fax number: 087 232 7013<br>Email: <a href="mailto:clientservices@blackcygnet.co.za">clientservices@blackcygnet.co.za</a> |

OMART has outsourced the administration of the Bond Protection Endurance Policy to Black Cygnet Life. Please find the relevant contact details below for policy administration and claims

| Nature of Enquiry                            | Company Address   | Contact Details  |
|--|---|--|
| General enquiries<br>(policy administration) | Black Cygnet Life (Administration)<br>Office 104, First Floor<br>The Boulevard Umhlanga, 19 Park Lane<br>Parkside, Umhlanga Rocks, 4319 | Telephone: 087 232 7014<br>Fax number: 087 232 7013<br>Email: <a href="mailto:clientservices@blackcygnet.co.za">clientservices@blackcygnet.co.za</a> |
| Claims Notifications and<br>Enquiries        | Black Cygnet Life (Claims)<br>Office 104, First Floor<br>The Boulevard Umhlanga, 19 Park Lane<br>Parkside, Umhlanga Rocks, 4319         | Telephone: 087 232 7014<br>Fax number: 087 232 7013<br>Email: <a href="mailto:claims@blackcygnet.co.za">claims@blackcygnet.co.za</a>                 |

Please find the relevant contact details below for our product supplier and licensed life insurer

| Nature of Enquiry                                   | Company Address   | Contact Details  |
|---|---|--|
| General enquiries regarding<br>the product supplier | Old Mutual Alternative Risk Transfer<br>Limited (OMART) (Product Supplier)<br>Mutualpark<br>Pinelands<br>Cape Town 8001 | Telephone: 021 821 4921<br>Email: <a href="mailto:OMARTADM@oldmutual.com">OMARTADM@oldmutual.com</a> |

| Nature of Complaint          | Company Address  | Contact Details  |
|------------------------------|--|--|
| Financial Service Sales      | Black Cygnet Life (Broker)<br>Office 104, First Floor, The Boulevard Umhlanga,<br>19 Park Lane Parkside, Umhlanga Rocks, 4319          | Telephone: 087 232 7014<br>Fax number: 087 232 7013<br>Email: <a href="mailto:complaints@blackcygnet.co.za">complaints@blackcygnet.co.za</a> |
| Policy Administration Claims | Black Cygnet Life (Administration)<br>Office 104, First Floor, The Boulevard Umhlanga,<br>19 Park Lane, Parkside, Umhlanga Rocks, 4319 | Telephone: 087 232 7014<br>Fax number: 087 232 7013<br>Email: <a href="mailto:complaints@blackcygnet.co.za">complaints@blackcygnet.co.za</a> |

Should your complaint not be resolved to your satisfaction, please feel free to contact the relevant Compliance Officers below:

| Nature of Complaint   | Company Address  | Contact Details   |
|---|--|---|
| Financial Service Sales<br>Black Cygnet Life<br>Compliance Officer      | Office 104, First Floor,<br>The Boulevard Umhlanga, 19 Park Lane Parkside,<br>Umhlanga Rocks, 4319                   | Telephone: 087 232 7014<br>Fax number: 087 232 7013<br>Email: <a href="mailto:complaints@blackcygnet.co.za">complaints@blackcygnet.co.za</a>  |
| Policy Administration Claims<br>Black Cygnet Life<br>Compliance Officer | Office 104, First Floor,<br>The Boulevard Umhlanga, 19 Park Lane Parkside,<br>Umhlanga Rocks, 4319                   | Telephone: 087 232 7014<br>Fax number: 087 232 7013<br>Email: <a href="mailto:complaints@blackcygnet.co.za">complaints@blackcygnet.co.za</a>  |
| OMART Complaints<br>Compliance  | Old Mutual Alternative Risk Transfer Limited<br>(OMART) (Product Supplier)<br>Mutualpark, Pinelands, Cape Town, 8001 | Telephone: 010 055 7701<br>Email: <a href="mailto:OMARTComplaints@oldmutual.com">OMARTComplaints@oldmutual.com</a><br>Email: <a href="mailto:OMARTcompliance@oldmutual.com">OMARTcompliance@oldmutual.com</a> |

If your complaints are not resolved, OMART supports the resolution of unresolved disputes through the National Financial Ombudsman (NFO). The contact details for the NFO who oversee the insurance industry are:

| Nature of Complaint  | Company Address   | Contact Details  |
|--|---|--|
| Complaints in respect of claims or other matters not resolved satisfactorily                         | Old Mutual Alternative Risk Transfer Limited<br>(OMART) (Product Supplier)<br>Mutualpark, Pinelands, Cape Town, 8001  | Old Mutual Office of Internal Arbitration<br>Telephone: 021 509 1770<br>Fax: 021 504 7700<br>Email: <a href="mailto:arbitrator@oldmutual.com">arbitrator@oldmutual.com</a> |
| Complaints in respect of product and claims not resolved satisfactorily by OMART Internal Arbitrator | NFO Ombud Office<br>JHB: 110 Oxford Road, Houghton Estate,<br>Illovo, Johannesburg, 2198 or<br>CPT: Claremont Central Building, 06th floor,<br>6 Vineyard Road, Claremont, 7708 | Telephone: 0860 800 900<br>Email: <a href="mailto:info@nfosa.co.za">info@nfosa.co.za</a>   |
| FAIS complaints (relating to financial service provided)   | FAIS Ombud Office<br>PO Box 41, Menlyn Park, 0063   | Telephone: 0860 OMBUDS / 0860 662837<br>Fax: 021 674 0951<br>Email: <a href="mailto:info@ombud.co.za">info@ombud.co.za</a>   |