



Black Cygnet Life, an Authorised Financial Services Provider | FSP Number 44723

Bond Protection Policy Disclosures

You can have comfort in knowing that Black Cygnet Life (Pty) Ltd (Black Cygnet Life) is governed by the Financial Advisory and Intermediary Services Act (FAIS Act) and is an Authorized Financial Services Provider. For your security, here is some important information regarding the financial services that we have offered you:

1. The Black Cygnet Life Sales Consultant:

- 1.1. Has the necessary experience and is authorized under the FAIS Act to sell the Black Cygnet Life Bond Protection Endurance policy in terms of Long-term Insurance Category B1; and
- 1.2. Is a representative of Black Cygnet Life who is an Authorized Financial Services Provider.
- 1.3. Black Cygnet Life accepts responsibility for the activities of the representative within the scope of, or in the course of implementing the Black Cygnet Life Bond Protection Endurance Policy contract or agreement.
- 1.4. Complies with the relevant Fit and Proper requirements and in particular completed the relevant product specific training and class of business training thus meeting the relevant product knowledge competence requirements.
- 1.5. Earns a salary and a percentage of commission. The total commission paid by the insurer OMART is stipulated in the quotation provided and is accordance with the Long Term Insurance Act of 1998
2. Black Cygnet Life and their Sales Consultants are covered by professional indemnity insurance.
3. All information obtained or acquired about you shall remain confidential unless you provide written consent, or unless Black Cygnet Life are required by any law to disclose such information.

3.1. Marketing Consent- Black Cygnet Life

Black Cygnet Life would like to offer you ongoing financial services, insurance and wills and may use your personal information to provide you with information about these products or services that may be suitable to meet your financial needs.

OPT-OUT

If you prefer to no longer receive such information and/or financial services from us, you may email your ID Number to clientservices@blackcygnet.co.za and we will ensure you are opted out of any future marketing by adding you to our Do Not Contact (DNC) List.

To view the Black Cygnet Life's full privacy notice and to exercise your preferences, please visit our website on www.blackcygnet.co.za

4. In the event that you are dissatisfied with any aspect of the sales process or service you received, you should address your complaint in writing to; The Compliance Department PO Box 2507 Mount Edgecombe 4301, or e-mail to compliance@blackcygnet.co.za. A copy of Black Cygnet Life's Complaints Resolution Policy is available on request.
5. Please ensure that you understand the terms and conditions applicable to this Black Cygnet Life Bond Protection Endurance Policy that are included in the quote, application form and policy document. A copy of the telephonic recordings can be made available to you upon your request
6. If you are unsatisfied with any aspect of this insurance policy, you may request a cancellation within 31 days of acceptance of the application by OMART, and we will refund your premiums in accordance with the policy wording. (cooling-off period).
7. Non-payment of the premiums will lead to the policy lapsing and all benefits being lost. If the first premium is not received the policy will lapse.

The following further important information is drawn to your attention:

8. The policy is underwritten by Old Mutual Alternative Risk Transfer Limited (OMART), a licensed life insurer.

9. Binder Holder Disclosure

Black Cygnet Life has been appointed as a binder holder by OMART to perform certain binder functions on its behalf in terms of a written Binder Agreement. These functions include the claims settlement and

policy administration on your policy. Black Cygnet Life is paid a binder fee of up to 19% for performing these functions.

10. Fees

Commission, as disclosed in the quotation is paid to the Intermediary, Black Cygnet Life. All fees are included in the premium, which includes binder fees of up to 19% of the premium, paid to Black Cygnet Life.

11. Conflict of Interest Disclosure

- 11.1. OMART has no ownership in Black Cygnet Life.
- 11.2. Black Cygnet Life is a duly appointed representative of OMART in terms of the Long-Term Insurance Act allowing Black Cygnet Life to sell OMART products only.
- 11.3. Black Cygnet Life receives more than 30% of its income from the insurer OMART.
- 11.4. Black Cygnet Life has not provided you with any form of advice or guidance, although we do a product comparison for you, please understand that it is your responsibility to review the information provided and to decide which product is best suited to your needs.
- 11.5. Black Cygnet Life is related to the party that shares in the profits and losses arising from the insurance product that you have purchased. Please see point 12 below for more detail

12. Cell Captive Disclosure

OMART has a number of shareholders, of which Black Cygnet Group (Pty) Ltd is one. As a preference shareholder Black Cygnet Group (Pty) Ltd shares in the profits and losses which arise from all insurance business under this Policy. This is commonly referred to in the insurance industry as a cell structure. Black Cygnet Group (Pty) Ltd has certain Directors in common with Black Cygnet Life.

- 13. Black Cygnet Life and its Sales Consultant have not tried to obtain competing quotes for similar products in the market, or investigated alternative products for you. You have only been presented with the Black Cygnet Life Bond Protection Endurance Policy with a view to OMART providing you with cover under that specific product.

14. Protection of Personal Information - Intermediary Disclosure

Black Cygnet Life takes the protection of your personal information very seriously. By accepting the terms and conditions, you consent to the sharing of your information knowing that this will be kept confi-

dential. Collection and processing of this information will help us give you better service and create products tailored to meet your needs. We may use your information or obtain information about you for the following purposes, Deeds office searches, tracing and tracking you in the event we cannot contact you on the information provided, underwriting, assessment and processing of claims, credit searches and/or verification of personal information, claims checks, tracing beneficiaries, fraud prevention and detection, market research and statistical analysis, audit & record keeping purposes, compliance with legal & regulatory requirements, verifying your identity, sharing information with service providers who we engage with to process such information on our behalf and/or who render services to us and sharing your information with other affiliated companies for marketing of similar or related products including financial services, insurance and wills.

You may access your personal information that we hold and may also request us to correct any errors or to delete this information. In certain cases you have the right to object to the processing of your personal information.

You also have the right to complain to the Information Regulator, whose contact details are:

<http://www.justice.gov.za/infoereg/index.html>

Tel: 012 406 4818

Fax: 086 500 3351

Email: infoereg@justice.gov.za

Please note that while your policy is issued by OMART, the administration is done by Black Cygnet Life, and any policy servicing requirements should therefore please be addressed to the Black Cygnet Life offices (the contact details of which appear at the end of the policy document). All queries and disputes must be routed via Black Cygnet Life.