



Entin

CK 85/02456/23

Insurance Brokers CC

Authorised Financial Services Provider

Licence No: 13225

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SHORT TERM INSURANCE SERVICE LEVEL AGREEMENT

Terms of Engagement Commercial Insurance

Between

Entin Insurance Brokers CC

(Authorised Financial Services Provider 13225 : hereinafter referred to as "FSP")

And

("Client")

ID Number _____

Company/CC number _____

The services that we offer you must be rendered in accordance with the contractual relationship between us, the financial services provider and you, the client or in accordance with your reasonable requests or instruction. Therefore, the purpose of this document is to record your request(s) or instruction(s) and provide you with a copy for your records.

Disclosure by FSP

We have disclosed to you our business details together with that we are licensed only in the Short Term Insurance category to render advice and intermediary services and thus our advice will be limited to these categories and by signing this document you acknowledge receipt of our Business information / Disclosure document.

Services

We will as part of our service to you-

- Obtain market related premiums for your required insurance
- Remind you of the renewal date of your policy(ies)
- At renewal assist with the disclosure of material facts
- Assist you with information on the basis of re-valuation of your assets
- Action instructions from you
- Amend or instruct the insurer to amend a current policy document to reflect your instructions

reflect your instructions

- Assist with the initiation and finalisation of claims
- Manage claims and follow up on claims progress
- Handle any problems and queries and complaints
- Agree personal appointments with you
- Business development
- Marketing to clients
- Advertising to clients and market
- Relationship with client
- Distribution of insurance products
- Selling of insurance products
- Present closings to insurers

For these above services we are remunerated in the form of commission payable by the Product supplier as disclosed on the existing policy schedule or in the case of new business on the quotation

• Provide you with financial advice. In performing this function, the intermediary acts as an agent of the customer and has a duty to ensure that the advice provided is in the best interests of the customer and suitable to the customer's needs and circumstances.

Entin Insurance Broker's advice & risk management fee is specifically reflected and in the case of new business will be reflected in the quotation and on existing business reflected in the policy schedule and is separate from the product contribution amount as well as from any underlying product charges and is calculated either as a percentage or a flat fee of the gross premium on Commercial policies and Personal Lines policies and is charged in accordance with your elected method of premium payment where if your premiums are payable on a monthly basis the fees is on an ongoing basis payable monthly by you and where your premiums are payable annually the fees is on an ongoing basis payable annually by you.

Our advice & risk management fees are defined as:

Up-front product advice

Up-front product advice involves provision of a recommendation, guidance or proposal, to you, on the suitability of a product to the needs you identified, including on the replacement of a product. In addition to identifying a suitable type of product, up-front product advice would also entail the selection of a specific product and / or product supplier, depending on the range of offerings the adviser has access to.

Risk Management

Risk planning involves advice on structuring and arranging your financial resources to meet your financial needs and circumstances. In the short-term insurance space, this can be described as risk planning, including risk finance consulting, loss control advice and surveys and risk management advice including ongoing review of the customer's initial needs and circumstances.

Ongoing product advice

Ongoing product advice involves provision of a recommendation on changes to product solutions during the life of a product in response to changing market conditions or your changing needs and circumstances. This would include recommendations in relation to the variation of any term or condition applying to a financial product, or the termination of any product. A recommendation to maintain an existing product without change is also ongoing product advice.

Your Instructions

- Do a full analysis of requirements based on the your objectives and supply a quotation
- Supply a quotation (Pricing only) based on the same terms and conditions of an existing policy schedule supplied by you
- You elect to receive limited information
- Supply cover available for a premium not exceeding R_____per month
- Cover to be placed with a specific insurer_____
- You do not wish to supply the information required
- Addition to an existing policy on the same terms and conditions of the existing policy

Entin Insurance Brokers CC is hereby authorised to obtain information on our current portfolio from our insurers

Other specific service requests or instruction(s) are recorded as follows:

*It is in your best interest to request a comprehensive needs analysis. In the event that you request or instruct us **not** to do a need analysis, but only to render a specific financial service, it is important that you understand that:*

- A full analysis will not be undertaken by us which is in accordance with your instructions
- There may be limitations on the appropriateness of the advice we provided

Your responsibilities

In order to have cover you need to:

- pay your premiums in full and by the due date
- provide us with true and complete information when you apply for cover, submit a claim or make changes to your policy. This also applies when anyone else acts on your behalf
 - Inform us immediately of any changes to your circumstances that may influence whether the insurer will provide you cover, affect the conditions of cover or the premium charged by the insurer e.g. If you sell your car and buy another one, you need to inform us about the change before you can take delivery of this car so that you can be certain that your car is insured by the time you drive off the showroom floor.
 - This includes any changes to any information:
 - on your schedule
 - about the financial position of any person covered under the policy, specifically relating to defaults, civil judgements, sequestrations, administration orders and liquidations of companies in which you have an interest
 - about convictions or charges for offences related to dishonesty by you or any person covered

- about any special conditions such as security measures at your premises, drivers and use of vehicles, your address, your bank account etc.

It is understood that our process will include the following:

We will have to obtain the necessary information with regards to your current circumstances in order to do a proper needs-analysis and will then provide you with recommendations and solutions based on your priorities, as set out in the needs analysis document based on the information you supplied to us.

Should you choose not to implement our recommendation(s) we cannot accept any responsibility and you hereby indemnify us against any potential losses that you may suffer as a result of any such failure to implement.

It is understood that it is your sole responsibility to action any further needs that have been identified, but which have not been addressed by you.

The financial advisor concerned earns a percentage of the total fee or commission in accordance with his/her employment agreement.

We will provide you with recommendations and solutions based on the information supplied to us by you and according to your priorities as set out above.

You acknowledge that, should you elect to conclude a transaction that differs from our recommendation, there may be risks involved and you should then take particular care whether your decision is appropriate, considering your needs, objectives, financial situation and risk profile.

You, the client hereby acknowledge that you understand the content of this document and hereby instruct us to render the financial service in accordance with this request.

You may elect not to pay the Broker Advice & Risk Management fee as described above however where a customer agrees to pay the fee for our services, and such services is or was provided, the adviser may stop providing the services if you do not pay or stop paying the agreed fee.

You, the client hereby give consent to the charging of the Broker Advice & Risk management fee as described above and disclosures separately in the quotation with respect to new business and disclosed separately in the policy schedule on existing business.

We have a duty to protect and preserve your information in a confidential manner, but also to ensure that you are in a position to continue to receive financial advice and services. Our Business Succession and Continuation Plan may necessitate your information being shared with another Financial Service Provider should Entin Insurance Brokers CC decide to explore the possible benefits from merging with another service provider or when we act in accordance with this Plan. You hereby consent that we may share your personal information under these circumstances.

Business Continuation may also require that your policy be moved to another product or financial services provider and possibly on a different platform. You hereby consent to this provided that it is for the purposes of business continuation. Full disclosure will be made before such a change takes place and we assure you that your product features, terms and conditions will not be limited in any way.

Signed on the _____ day of _____ 20_____

Client _____

Advisor _____