



This document serves as confirmation, as required by the Financial Advisory and Intermediary Services Act No 37 of 2002 ("FAIS Act") and the Long-Term Insurance Act's Policyholder Protection Rules ("LTIA PPRs"), of the business particulars of:

Elevate Life (Pty) Ltd.

A Binder Holder (Non-Mandated Intermediary) of

Centriq Life Insurance Company Limited

A Product Supplier (Insurer).



Postal Address:

Private Bag X17
Halfway House
Midrand, 1685

Physical Address:

2nd Floor, Gateway West,
22 Magwa Crescent,
Waterfall City,
Midrand, 2066

PARTICULARS OF **ELEVATE LIFE (PTY) LTD** ("THE BINDER HOLDER" AND "INTERMEDIARY").

The Binder Holder, a Non-Mandated Intermediary, is a licensed Financial Services Provider ("FSP") in terms of the FAIS Act and is required to make the following disclosures in terms of the FAIS Act, which also governs aspects of the way the Binder Holder does business.

The Binder Holder is an FSP authorised by Centriq Life Insurance Company Limited ("The Product Supplier") to provide long-term financial services, collect premiums and, where stated below, undertake certain other duties on the Product Supplier's behalf.

Elevate Life (Pty) Ltd acts as a Binder Holder for the Product Supplier and has a signed binder agreement with the Product Supplier to this effect. In terms of this binder agreement, Elevate Life (Pty) Ltd may:

- Enter into, vary and renew policies
- Determine the policy wording
- Determine premiums
- Determine policy benefits
- Management of claims

One of the objectives is that you, as the client, are able to make informed decisions. The Binder Holder also has certain responsibilities to you.

This document deals with both aspects.

Contact Details:

T 010 824 6590
E support@elevate.co.za
W elevate.co.za

Registration Number

2016/001863/07

FSP Number

50555

Postal Address:

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Holder of Professional Indemnity Insurance	Yes.
Representatives	<p>The particulars of your financial advisor are set out in the disclosures provided by the financial advisor.</p> <p>The Binder Holder accepts responsibility for the advice given and activities performed within the scope of rendering financial services by its employees.</p> <p>Should a representative rendering services be under supervision, you will be informed accordingly, as defined in the Determination of Fit and Proper Requirements.</p> <p>Commission and fees will be disclosed by your financial advisor.</p>
Remuneration	<p>The Binder Holder has a binder agreement with the Product Supplier in terms of which a binder fee is payable for the development, administration, and intermediary services on certain insurance products.</p> <p>The Binder Holder holds preference shares in a cell captive with the Product Supplier and as a result thereof has a share in the underwriting result of the cell captive.</p> <p>The Binder Holder has a single Product Supplier and in past 12 months earned the Binder Holder earned all their income from the Product Supplier.</p> <p>The Binder Holder does not own > 10% of issued shares directly/indirectly in any particular product supplier and is not an associated company of any insurer/product supplier.</p> <p>Elevate Life (Pty) Limited is paid a binder fee, which is calculated to be 9% of the gross written premium placed with the Product Supplier for performing the above mentioned functions on the Product Supplier's behalf.</p>
Conflict Of Interest	<p>The Binder Holder has considered the conflict of interest provisions in terms of the FAIS Act and the Policyholder Protection Rules.</p> <p>The Binder Holder has adopted a values-based approach where the spirit of the applicable legislation is embraced. This approach is reviewed at least annually and reported on to the Financial Sector Conduct Authority.</p> <p>A conflict of interest management policy is available to clients on the Elevate website, situated at elevate.co.za.</p>
Treating Customers Fairly	<p>The Binder Holder has embedded the 'Treating Customers Fairly' requirements and approach into the culture of the organisation and it is supported by various policies and procedures.</p>
Complaints	<p>In the event of a complaint with regards to the service provided by the Binder Holder, kindly direct your complaint in writing to the Compliance Officer: Germa Beukes on germa@siriuslex.co.za.</p> <p>Full details of and access to our complaints resolution policies and procedures are available on the Elevate website, situated at elevate.co.za.</p>
Claims Notification Procedure	<p>In the event of a claim, please first contact the Binder Holder on the contact details above or your financial advisor to assist you with submitting a claim.</p> <p>Full details of and access to the Binder Holder's Claims Manual is available on Elevate's website, situated at elevate.co.za.</p>

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Postal Address:

PO Box 55674,
Northlands,
2116

Physical Address:

The Oval, Second Floor,
West Wing,
Wanderers Office Park,
52 Corlett Drive, Illovo,
2196

PARTICULARS OF **CENTRIQ LIFE INSURANCE COMPANY LTD** ("THE PRODUCT SUPPLIER").

Elevate policies are underwritten by Centriq Life Insurance Company Limited ("The Product Supplier"), a licensed life insurer and FSP.

Compliance	The Compliance Officer is contactable as follows: Email: compliance@centriq.co.za
Complaints	If you are not satisfied with the policy, service or way the complaint has been resolved through the internal complaints handling process of the intermediary or Binder Holder, you can address your complaint to Centriq's Complaints department who is contactable at the number below. Email: faiscomplaints@centriq.co.za / complaints@centriq.co.za
The Products	Details of the products are contained in your Policy Contract. To assist you, there is also a Policy Schedule that contains helpful information on your cover and duties. It is vital that you read the Policy Contract and the Policy Schedule, as these documents form the contract between you and the Product Supplier and will contain specific terms and conditions in respect of your insurance. Please refer to the Policy Contract for a detailed breakdown of the insurance premium.

Contact Details:

T 011 268 6490
F 011 268 6495
E info@centriq.co.za
W centriq.co.za

Registration Number

1943/016409/06

FSP Number

7370

Life Insurance Licence

1078

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Midrand, 1685

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PLEASE NOTE

<p>Extent And Nature Of Premium Obligations</p>	<p>Your Policy Contract reflects the premiums payable, the due date of payment and the frequency of payment (e.g. monthly or annually) and payment needs to be made directly into the Product Supplier's bank account.</p>
<p>Consequences of Non-Payment of Premiums</p>	<p>The due date for the payment of premiums is reflected in your Policy Contract. Your payment should be made on or before the due date / payment date reflected to avoid the cancellation of the policy.</p> <p>Should you fail to make payment on or before the due date / payment date, you have a period of grace for the payment of premiums. You will be notified of the non-payment and given a 60 (sixty) day grace period to pay the outstanding premium. Your policy will remain in force for a period of 60 (sixty) days after that due date / payment date.</p>
<p>Cooling-off Period</p>	<p>Where no benefit has yet been claimed or paid, and an event insured against has not yet occurred, you have the right to cancel this policy, via written notification, within 31 days after the later of first receipt of this Disclosure Document or the Policy Contract.</p> <p>The Product Supplier will refund all premiums or moneys paid by the premium-payer. The Product Supplier will comply with your request for cancellation within 31 (thirty-one) days after the Product Supplier receives your cancellation notice.</p>
<p>Other Matters of Importance</p>	<p>You will be informed of any material changes to the information referred to in this document.</p> <p>COMPLAINTS:</p> <p>National Financial Ombud Scheme South Africa: If you are not satisfied with the way the policy, service, or complaint has been resolved through the internal complaints handling process of the intermediary, Binder Holder or Product Supplier, you can address a complaint to the National Financial Ombud Scheme South Africa who is contactable at:</p> <p>National Financial Ombud Scheme South Africa Johannesburg: 110 Oxford Road, Houghton Estate, Illovo, Johannesburg Cape Town: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont</p> <p>Tel: 0860 800 900 Email: info@nfosa.co.za Website: nfosa.co.za</p> <p>FAIS Ombud If you are not satisfied with the policy, service, or way the complaint has been resolved through the internal complaints handling process of the intermediary or Binder Holder, you can address your complaint to the FAIS Ombud who is contactable at:</p> <p>FAIS Ombud PO Box 74571, Lynwood Ridge, 0040 Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010</p> <p>Tel: 012 470 9080 / 012 762 5000 Fax: 012 348 3447 / 012 420 9097 / 086 764 1422 Email: Info@faisombud.co.za Website: www.faisombud.co.za</p>

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Other Matters of Importance (Contd.)

Financial Sector Conduct Authority Alternatively, you can address a complaint to the Authority who is contactable at:

Financial Sector Conduct Authority

PO Box 35655, Menlo Park, 0102
Riverwalk Office Park, Block B, 41 Matroosberg Road (Corner Garsfontein and Matroosberg Roads), Ashlea Gardens, Extension 6, Menlo Park, Pretoria

Tel: 012 428 8000 / 0800 20 37 22

Fax: 012 347 6941

Website: www.fsca.co.za

Polygraph or similar tests are not obligatory and claims may not be rejected solely on the basis of a failure of such a test.

If your premium is paid by debit order, the debit order must be in favor of the Product Supplier and may not be transferred without your approval.

The Product Supplier must give reasons in writing for the rejection of any claim submitted by you. The Product Supplier must give you 31 (thirty-one) days' written notice of its intention to cancel your policy.

You are entitled to a copy of your policy free of charge.

You can contact the Elevate Customer Support Team to request an online cancellation form for your completion and submission.

Upon voluntary cancellation, all benefits will cease at the end of the period for which the most recent premium was paid for.

There will be no refund of any premiums paid upon voluntary cancellation of any Elevate policy, where the policy is voluntarily cancelled outside of the Cooling-Off Period (see above).

No Elevate policies come with a payout of any sum of money in the event of the policy being voluntarily terminated/cancelled before its maturity or the insured event occurring.

Should you change your mind following cancellation and wish for your policy to be reinstated, this would be at the Binder Holder's discretion, and may attract revised terms and conditions.

Warning

- Ask for a letter of representation from your financial advisor.
- Do not be pressured into buying the product.
- Failure to provide correct or full relevant information may influence an insurer on any claims arising from your contract of insurance.

Sharing of Insurance Information

Insurers share information with each other regarding policies and claims with a view to prevent fraudulent claims and obtain material information regarding the assessment of risks proposed for insurance.

By reducing the incidents of fraud and assessing risks fairly, future premium increases may be limited. This is done in the public interest and in the interest of all current and potential policyholders.

The sharing of information includes, but is not limited to information sharing via the Information Data Sharing System operated by TransUnion ITC on behalf of the South African Insurance Association.

By the Product Supplier accepting or renewing this insurance, you or any other person that is represented herein, gives consent to the said information being disclosed to any other insurance company or its agent.

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ELEVATE *life*

A Long, Healthy, Prosperous Life.

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Sharing of Insurance Information (Contd.)

You also similarly give consent to the sharing of information in regards to past insurance policies and claims that you have made. You also acknowledge that information provided by yourself or your representative may be verified against any legally recognised sources or databases.

By insuring or renewing your insurance policy you hereby not only consent to such information sharing, but also waive any rights of confidentiality with regards to underwriting or claims information that you have provided or that has been provided by another person on your behalf.

In the event of a claim, the information you have supplied with your application together with the information you supply in relation to the claim, will be included on the system and made available to other insurers participating in the Information Data Sharing System.

Use of Your Personal Information

When you enter into this policy you will be giving us your personal information that may be protected by data protections legislation, including but not only, the Protection of Personal Information Act, 2013 ("POPI"). We will take all reasonable steps to protect your personal information.

You authorise us to:

- (a) Process your personal information to
 - (i) Communicate information to you that you ask us for.
 - (ii) Provide you with insurance services.
 - (iii) Verify the information you have given us against any source or database.
 - (iv) Compile non-personal statistical information about you.
- (b) Transmit your personal information to any affiliate, subsidiary or re-insurer so that we can provide insurance services to you and to enable us to further our legitimate interests including statistical analysis, re-insurance and credit control.
- (c) Transmit your personal information to any third party service provider that we may appoint to perform functions relating to your policy on our behalf.

You acknowledge that this consent clause will remain in force even if your policy is cancelled or lapsed.

Waiver of Rights

The Binder Holder, the Product Supplier or intermediary may not request, or induce in any manner, you to waive any right or benefit conferred on you by or in terms of any provisions of the General Code of Conduct, or recognise, accept or act on any such waiver by you. Any such waiver is null and void.

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