



Bidvest Life

FAIS Disclosure Notice

**Insured by
Bidvest Life**

► Disclosure Notice

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The following disclosures are made in terms of the Financial Advisory and Intermediary Services (FAIS) Act (No 37 of 2002), the Protection of Personal Information (POPI) Act (no 4 of 2013) and the Policyholder Protection Rules, established under the Regulations to the Long-term Insurance Act (no 52 of 1998).

Bidvest Life Limited

1st floor, Bidvest Life House, 2 Heleza Boulevard, Sibaya, 4320
Tel: 086 010 1119
Fax: 086 110 5820
www.bidvestlife.co.za
Reg No: 1997/019460/06

Bidvest Life is a licensed Life Insurance company and authorised Financial Services Provider FSP 47801

Bidvest Life is an associate member of the association for Savings and Investment South Africa (ASISA)

CLAIMS

Should you wish to lodge a claim, please contact:

Bidvest Life Client Care: 086 010 1119 or send an email to claims@bidvestlife.co.za or go to our website www.bidvestlife.co.za and use the electronic claim submission process

COMPLAINTS

Should you wish to lodge a complaint, please contact:

Bidvest Life Client Care: 086 010 1119 or send an email to complaints@bidvestlife.co.za

COMPLIANCE

Tel: 031-538 3500

Email: compliance@bidvestlife.co.za

- Bidvest Life has no ownership interest in any intermediaries or service providers; however, it shares a common shareholder, The Bidvest Group Ltd, with McCarthy (Pty) Ltd.
- Bidvest Life is authorised to render financial services for product categories A, B1, B1-A, B2, B2-A.
- Bidvest Life has a Conflict of Interest Management policy, which is available on our website: www.bidvestlife.co.za
- All information obtained or acquired from you shall remain confidential unless you provide written consent, or Bidvest Life is required by law to disclose such information.
- On application, you consented to the collection, processing and storage of your personal information as outlined in our POPIA Privacy Notice which can be accessed at www.bidvestlife.co.za
- In accordance with the Promotion of Access to Information Act (PAIA), you have the right to request access to any records held by Bidvest Life that are relevant to your life insurance policy. For information on the PAIA process send an email to: datacomplaints@bidvestlife.co.za

Important information

- **Your Right to Cancel the Transaction.** You have the right to cancel your policy at any time by providing written notice. Cancellation will take effect at the end of the month following the month in which the notice is received. Cover will remain in place until the effective date of cancellation. Any premiums paid in advance may be refunded, less the cost of any cover already enjoyed and subject to any claims submitted. Please send all correspondence to clientcare@bidvestlife.co.za
- It is very important that you are confident the product meets your needs and that you have all the information necessary before making a decision. You should also consider how your decision may impact your finances and your overall insurance portfolio. Please do not feel pressured to purchase any product.
- Do not sign any blank or incomplete documents. Wherever possible, complete the documentation yourself to ensure all information is accurate and fully captured. You are encouraged to make notes of any verbal information provided, request written confirmation where needed, and keep copies of all documents for your records.
- **Your Cooling-Off Rights.** In addition, you are entitled to a 31-day cooling-off period from the date you receive your policy documents. If you are not satisfied with the policy and no claims have been made during this period, you may cancel and receive a full refund of premiums paid, less the cost of any cover provided. Please send all correspondence to: clientcare@bidvestlife.co.za
- In accordance with the Policyholder Protection Rules, you are required to honestly, accurately, and fully disclose all material information that may affect the assessment of your application. You are responsible for the accuracy and completeness of all information provided by you or on your behalf. Any misrepresentation, omission, or non-disclosure of material facts may result in the rejection of a claim, the cancellation of your policy, or the policy being voided from inception.

Important information continued

- By providing your personal information to Bidvest Life, you provide your consent for Bidvest Life to collect, process, and store your personal information. Bidvest Life will only request and process information that is necessary for the administration of your policy, including the assessment and processing of any claims made under the policy.
- Please note that if you fail to provide complete and accurate information when requested, it may affect the outcome of future claims submitted under the policy.
- Bidvest Life will not request or encourage you to waive any of your rights or benefits.
- We will provide you with written notice within 31 days of any material changes to your policy or if Bidvest Life intends to cancel your policy.

Your Rights and Assistance from the Information Regulator

- In terms of the Protection of Personal Information Act, 2013 (POPIA) and the Promotion of Access to Information Act, 2000 (PAIA), you have the right to:
 - Request access to the personal information that Bidvest Life holds about you
 - Request the correction or amendment of your personal information if it is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully
 - Request the deletion or destruction of your personal information where there is no legal or contractual obligation for Bidvest Life to retain it, subject to contractual and regulatory requirements
 - Submit a request in terms of PAIA to access records held by Bidvest Life
 - Lodge a complaint with the Information Regulator if you believe your personal information has been processed in a manner that is not in accordance with POPIA or PAIA

Your Right to Lodge a Complaint with the Ombudsman

- If you have lodged a complaint with Bidvest Life and are not satisfied with the outcome, you have the right to escalate the matter to the relevant Ombudsman. Contact details are provided below.
- In the event that a claim is declined (repudiated), Bidvest Life will always provide you with the reasons in writing.

National Financial Ombud Scheme South Africa (NFOSA)

The NFO will resolve complaints against Insurers.

Complaints should preferably be lodged in writing either via:

Email: info@nfosa.co.za

Website: www.nfosa.co.za

Telephone: 0860-800-900

WhatsApp number: 066 473 0157

Walk-In:

NFO JHB: 110 Oxford Rd, Houghton Estate, Johannesburg, Gauteng, 2198.

NFO Cape Town: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, Cape Town, 7700.

FAIS Ombudsman

The FAIS Ombud will resolve complaints related to financial advice or service by intermediaries.

Complaints about an FSP or its Representatives should preferably be lodged in writing either via:

Email: info@faisombud.co.za

Telephone: 012 762 5000 or 0800 663 274

Website: www.faisombud.co.za

Walk-in: Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010 Post: P.O. Box 41, Menlyn Park, 0063

Information Regulator

The IR will assist you with POPIA or PAIA queries or complaints.

General Enquiries:

Telephone: 0800 017 160 (Toll free) or 010 023 5200 (landline)

Email: enquiries@infoeregulator.org.za

Walk-in: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2192

Complaints:

Email: PAIAComplaints@infoeregulator.org.za

Email: POPIAComplaints@infoeregulator.org.za

The Financial Sector Conduct Authority

Riverwalk Office Park, Block B, 41 Matroosberg Road, Ashlea Gardens, Pretoria, 0002 PO Box 35655, Menlo Park, 0102

Email: info@fsca.co.za

Telephone: 012 428 8000 / 0800 203 722

Fax: 012 346 6941

Website: www.fsca.co.za