

DISCLOSURES REQUIRED IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002

This document is an abbreviated version of the insurance policy for the loss or damage of insured letters/parcels (Policy no NRP/CP21/AAR/00137) while using one or all of the Post Office Insurance services.

Transit All Risk

Loss of or damage to the whole or part of the property in transit, with a maximum Limit of Liability of R 5,000, not otherwise excluded provided that:

1. the insured shall be responsible for the first amount payable if applicable.
2. the liability of the insurer for all loss or damage arising from any one defined event shall not exceed the limit of indemnity stated on the A-slip/waybill and Vat invoice received from Post Office Group, provided that adequate proof of ownership and quantum can be substantiated in the event of a claim.
3. that the items in transit are packaged appropriately and to the satisfaction of the insurer in the event of a claim.
4. fragile and liquid items will not be insured against damage but only for loss.
5. first amount payable of 20% of value of item is payable on claims for fragile and liquid items.

Exclusions

The insurer will not be liable for;

1. inherent vice or defect, vermin, insects, damp, mildew or rust;
2. the dishonesty of any principal, partner, director or employee of the insured whether acting alone or in collusion with others;
3. detention, confiscation or requisition by customs or other officials or authorities;
4. breakdown of refrigeration equipment
5. wear and tear or gradual deterioration (including the gradual action of light or climatic or atmospheric conditions) unless following an accident or misfortune not otherwise excluded;
6. mechanical, electronic or electrical breakdown, failure, breakage or derangement of the insured property unless following an accident or misfortune not otherwise excluded;
7. loss of or damage to:
 - a. cash, bank and currency notes, coins, bonds, coupons, stamps, negotiable instruments, title deeds, manuscripts or securities of any kind;
 - b. property otherwise insured or which would, but for the existence of this section, be insured by any other insurance except in respect of any excess beyond the amount which would have been payable under such other insurance, had the insurance under this section not been effected;
 - c. explosives and or all other volatile substances, Jewellery, Watches, Precious Stones, Works of Art and Livestock
 - d. any content of parcel/letter if the recipient signs for the goods without inspecting the parcel for physical damage and declaring such damage to the counter staff before leaving the counter;
 - e. any content of parcel/letter that is unaccounted/missing and the recipient did not declare the damage/loss of the content to counter staff or Branch Manager before leaving the public area in front of the counter staff.
 - i. In both cases mentioned in d) and e) the recipient must open the parcel in front of counter staff or Branch Manager and declare to the satisfaction of the insurer what items are either damaged or missing from the parcel. Failure to do this will result in repudiation of any potential claim.
 - f. The insurer reserves the right to appoint an assessor.
8. consequential loss of any kind, delay, loss of market, depreciation or changes brought about by natural causes.
9. any third party liability
10. willful misconduct of the insured
11. radioactive, nuclear or asbestos contamination

Claims Process

In the event of loss or damage to the content of an insured letter or parcel the following process must be followed:

1. complete enquiry form obtained from any Post Office counter.
2. contact the customer care call centre at 0860111502 and receive guidance on claims process.
3. the insured must substantiate his or her loss as follows:
 - a. ownership by any means but not less than:
 - i. proof of purchase
 - ii. proof of good general condition
 - iii. proof of serial numbers if available
 - b. proof of quantum
4. The insured must lodge a claim within 45 days after dispatching the insured letter/parcel. The insured will have a further 45 days to submit all outstanding documentation after lodging the claim. Thereafter all claims will prescribe
5. A full copy of the policy wording is available from
 - a. SAPO Risk Management Division
 - i. 497 Schubart Street, Pretoria Central, 0002
 - ii. P.O. Box 10000, Pretoria, 0001
 - b. Website www.sapo.co.za
 - c. Contact person : Insurance - Senior Manager: Insurance Services (012) 401 7000
 - d. Contact person : Compliance – Group Compliance Officer (012) 401 7000
6. The claimant must safeguard all salvage as if it were uninsured and cannot abandon any salvage. Insurers reserve all rights to any salvage and could deduct a percentage of the value as part of settling the claim.
7. Statutory declaration
 - a. **Insurance premium includes:**
 - i. Commission = 20%
 - ii. Administration fee = 15%
 - b. **Insurer:**
 - i. Nova Risk Partners Limited
First Floor, 4 Fricker Rd., Illovo
P.O. Box 55674, Northlands, 2116
Tel.: 011 268-6490
Fax: 011 268-6495
 - ii Compliance Officers Detail

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Chris van der Walt
ISS Compliance (Pty) Ltd
Compliance practice number 28

PO Box 1563
Randburg
2125

Forum2 Braampark
33 Hoofde Sreet
Braamfontein

Telephone No: 0861 266759
Fax: 011 339 2142

- ii. The South African Post Office (SAPO) is, by virtue of a mandatory agreement, a representative of Centriq Insurance Company Ltd (Centriq), an authorised Financial Service Provider, Company Registration number 1998/011947/06, FAIS License number 7368

Both Senior Managers, Insurance and Group Compliance Officer are key individuals of SAPO, and as such participate in the decision making and management of the organisation with specific reference to their area of control.

- c. Administrator:
SAPO Risk Management Division
497 Schubart Street, Pretoria Central, 0002
P.O. Box 10000, Pretoria, 0001
Contact person : Insurance – Senior Manager: Insurance (012) 401 7000 – Fax (086) 687 5743
Contact person : Compliance – Group Compliance Officer (012) 401 7000 – Fax (012) 349 9395
- d. All staff members of Post Office are salaried staff member, and may receive incentive remuneration from SAPO based on personal and company performance.
- e. Both Senior Managers, Insurance and Group Compliance are key individuals of SAPO and are qualified to provide advice in accordance with FAIS.

d. Please contact SAPO Customer Services Division to initiate claims and complaints:

If you have a complaint, please contact SAPO Customer Services Division. The Customer Services Officer will assist you to address the concerns you have. Please note that in terms of the FAIS act, all complaints must be addressed to SAPO in writing. Should we not be able to address the concerns to your satisfaction, you may wish to lodge a complaint with any of the Ombudsmen whose detail appear below, but in particular with the FAIS Ombudsman.

SAPO Customer Services Division – tel no 0860111502

Reg. no.: 1991/005477/06
VAT no.: 4650101142
497 Schubart St., Pretoria Central, 0002
P.O. Box 10000, Pretoria, 0001
Website: www.sapo.co.za
Compliance Officer: Nicholas Els
Tel. no.: (012) 401-7000

e. Short-term Insurance Ombudsman:

P.O. Box 32334, Braamfontein, 2017
Tel.: 011 726-8900
Fax: 011 726-5501

f. Registrar of Short-term insurance Financial Services Board:

P.O. Box 35655, Menlo Park, 0102
Tel.: 012 428-8000
Fax: 012 347-0221

FAIS Ombud Detail for all FAIS advice related complaints

Charles Pillai	PO Box 74571
The Customer Contact Division	Lynnwood Ridge
The FAIS Ombud	0040
Celtis House	
Eastwood Office Park	Telephone No: 0860 FAISOM (0860 324 766)
Lynnwood	E-mail: info@faisombud.co.za
Pretoria	
Centriq Compliance Officer	

Independant Status of Intermediary Support Services and Profesional Indemnity Insurance

SAPO has an agreement with the underwriter of its insurance business and in respect of this business, earns income from it. Save for the above, SAPO has no financial interest in any product supplier. Centriq accepts responsibility for the actions of SAPO as its representative acting within the mandates listed below. Centriq and SAPO carries limited professional indemnity insurance.

Authorisation

SAPO, by virtue of a mandatory agreement with Centriq is authorised to give advice and render intermediary services on the following products:-

Short-Term Insurance: Personal lines and commercial lines. In general terms, SAPO staff are not authorised by SAPO to give advice. In cases where advice was sought, you will be referred to a suitably qualified person and be provided with a written record of that advice if requested.

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