
	<b>Adcorp Financial Services Quality Management System</b> Company Policy
POL	<i>TREATING CUSTOMERS FAIRLY (TCF) POLICY</i>
<b>1. Purpose:</b>	<p>Adcorp Financial Services prides itself in the manner in which it conducts its business and treats its customers. It is inherent in our culture. In order to ensure the consistent superior quality of our service offering to our clients the Board has approved this policy, and requires that all staff members comply with the terms and conditions of this policy at all times. This policy complies with the requirements and guidelines of the Financial Services Board.</p> <p><b>Mission:</b> To provide quality, relevant and affordable financial services and products to the labour market, with specific focus on employee benefits</p> <p><b>Vision:</b> To be the leading financial services supplier of employee benefits, providing quality services to organisations, and solutions specific to their employee needs</p>
<b>2. Objectives:</b>	<p>The objectives of this Policy are to have clear guidelines regarding the way we treat our customers, and the standards we require of our product and service providers, to ensure that our clients receive appropriate advice and products suitable to their needs. It sets standards for dealing with client queries and complaints and also requires that all staff members are effectively trained regarding these requirements.</p>
<b>3. Scope:</b>	<p>This policy applies to all business units and encompasses all management, staff, contractors and temporary employees, and suppliers.</p> <p>This Policy is based on the following basic outcomes regarding the treatment of customers (as recommended by the FSB):</p> <p style="padding-left: 40px;">Outcome 1: Clients are confident that they are dealing with an FSP where the fair treatment of clients is central to our culture.</p> <p style="padding-left: 40px;">Outcome 2: The financial services and products we offer to our clients are designed to meet the needs of our clients.</p>

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	<p>Outcome 3: We provide our clients with clear information and keep them properly informed before, during and after the financial service has been rendered.</p> <p>Outcome 4: Where we provide advice to a client the advice is suitable and takes account of the client’s needs and circumstances.</p> <p>Outcome 5: Our clients receive products that perform as we advised, and the service is at an acceptable standard which the client expects.</p> <p>Outcome 6: Our clients do not face unreasonable post-sale barriers to change product, switch provider, submit a claim or lodge a complaint.</p>
<p><b>4. Key principles and standards:</b></p>	<p>4.1 Before providing advice to a client the representative must make full disclosure to the client of his position, experience, expertise and licenses in writing.</p> <p>4.2 The next step is to complete a comprehensive data capturing form to assess inter alia the client’s financial position and needs as well as risk profile.</p> <p>4.3 The next step is to do a proper and detailed analysis of the client’s needs and record same in writing.</p> <p>4.4 Any advice given to the client is based on the needs analysis and circumstances of the client, and is provided in detail and in writing.</p> <p>4.5 Any advice given and/or recommendations made to a client must be comprehensive and in sufficient detail to enable the client to understand the advice and recommendation(s).</p> <p>4.6 Any advice given and/or recommendations made to a client must be appropriate and measured against the needs and circumstances including the risk profile of the client.</p> <p>4.7 A record must be kept of any advice given and/or recommendations made to a client and the advice record must comply with the requirements of the FSB’s General Code of</p>
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	<p>Conduct published in terms of the Financial Advisory and Intermediary Services Act nr 37 of 2002 as amended, and contain all the required disclosures.</p> <p>4.8 If your advice and/or recommendations to a client include the purchase of or investment in any financial product you must ensure that the product performance achieves the desired anticipated results and that you are well acquainted with the product and its performance.</p> <p>4.9 You must disclose in writing to the client details of any commission or other remuneration which will be paid to the company or any subsidiary or intermediary by or on behalf of the product provider.</p> <p>4.10 You must ensure that the service of the product provider to the client after contracting stage is satisfactory.</p> <p>4.11 You must provide regular feedback to product suppliers about their products and service.</p> <p>4.12 It must always be your intention to build a continuing trust relationship with each client. To this end you need to be in regular contact with the client so that you remain informed of any changes to the client's circumstances.</p> <p>4.13 Any queries or complaints from a client must be dealt with expeditiously and in terms of the company's Complaints Policy.</p> <p>4.14 All claims submitted by a client must be appropriately dealt with in terms of the company's Claims Policy. Regular feedback about the progress with the claim must be provided to the client.</p>
<b>5. Training</b>	All staff must be trained with regard to the company's TCF policy, and be kept informed of any changes to the policy.