

INVESTMENTS

115 West Street, Sandown, 2196 | PO Box 786055, Sandton, 2146
Telephone number: 0860 333 316 | **Fax number:** +27 (0) 11 263 6142
General queries email: afinvestcontactcentre@aforbes.com
Transactional email: afinvestinstructions@aforbes.com
Website: www.alexanderforbesinvestments.co.za

GENERAL DISCLOSURE NOTICE IN TERMS OF THE *FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002*

ALEXANDER FORBES INVESTMENTS LIMITED

Alexander Forbes Investments Limited is an authorised Financial Services Provider, in terms of the *Financial Advisory and Intermediary Services Act 37 of 2002* (“FAIS”), as amended. Our commitment is to render financial services with honesty, fairness, due care and diligence, and to meet the requirements of the *FAIS Act*.

Alexander Forbes Investments Limited may not request or induce a client in any manner to waive any right or benefit conferred on the client by legislation or accept or act on any such waiver.

Alexander Forbes Investments Limited is a wholly owned subsidiary of Alexander Forbes Limited.

The following abbreviations are applied in this document:

Financial Services Provider (“FSP”); Financial Sector Conduct Authority (“FSCA”); Alexander Forbes Investments Limited (“Alexander Forbes Investments”); *Financial Advisory and Intermediary Services Act 37 of 2002* (“FAIS Act”); *Financial Intelligence Centre Act* (“FICA”); Personal Account Trading (“PA Trading”).

Details of Alexander Forbes Investments Limited	Head Office	
	Physical Address:	Postal Address:
	115 West Street Sandown South Africa 2196	PO Box 786055 Sandton South Africa 2146
	Telephone number: 0860 333 316	
	Fax number: +27 (0) 11 263 6142	
	General queries email: afinvestcontactcentre@aforbes.com	
	Transactional email: afinvestinstructions@alexanderforbesinvestments.com	
	Website: www.alexanderforbesinvestments.co.za	

Regulatory information**ALEXANDER FORBES INVESTMENTS LIMITED**

Company registration number: 1997/000595/06

Financial Services Provider License No: 711

Alexander Forbes Investments Limited is licensed for the following Categories and Subcategories:

Category I (advise & non-discretionary intermediary services), Category II (discretionary intermediary services) and Category IIA (Hedge Fund FSP).

Cat	Sub-Category	FSP	
		Advice	Intermediary Service
1.3	Long-term Insurance subcategory B1	X	X
1.20	Long-term Insurance subcategory B2	X	X
1.21	Long-term Insurance subcategory B2-A	X	X
1.22	Long-term Insurance subcategory B1-A	X	X
1.24	Structured Deposits	X	X
1.26	Participatory interest in a hedge fund	X	X
1.4	Long-term Insurance subcategory C	X	X
1.5	Retail Pension Benefits	X	X
1.7	Pension Funds Benefits	X	X
1.8	Shares	X	X
1.9	Money-market instruments	X	X
1.10	Debentures and securitised debt	X	X
1.11	Warrants, certificates or other instruments	X	X
1.12	Bonds	X	X
1.13	Derivative instruments	X	X
1.14	Participatory interest in a collective investment scheme	X	X
1.17	Long-term Deposits	X	X
1.18	Short-term Deposits	X	X
2.18	Structured Deposits	N/A	X
2.20	Participatory interest in a hedge fund	N/A	X
2.5	Shares	N/A	X
2.6	Money-market instruments	N/A	X
2.7	Debentures and securitised debt	N/A	X
2.8	Warrants, certificates or other instruments	N/A	X
2.9	Bonds	N/A	X
2.10	Derivative instruments	N/A	X
2.11	Participatory interests in a collective investment scheme	N/A	X
2.13	Long-term Deposits	N/A	X
2.14	Short-term Deposits	N/A	X
2.18	Structured Deposits	N/A	X
2.20	Participatory interest in a hedge fund	N/A	X
20.	General Category IIA experience	N/A	X

A copy of our FSP license, and the conditions of the license, is available on request from the representative or compliance officer, if required.

Alexander Forbes Investments may act as a product supplier and/or an FSP.

Description of Business model	The main purpose of the company is Investments, as principal.
Board and Governance	Alexander Forbes Investments has appropriate governance structures in place. The board of directors consists of executive and non-executive independent directors. A selected, and skilled, executive and management team, is responsible for the day to day management of the business.
Empowerment	Alexander Forbes Investments is wholly owned by Alexander Forbes Limited. In accordance with the Department of Trade and Industry (DTI) generic codes for Broad-Based Black Economic Empowerment (BBB-EE), Alexander Forbes Investments is a level two contributor.
Compliance Officer	Alexander Forbes Investments has a FAIS Compliance Department which can be reached at zzAFInvestCompliance@aforbes.com +27 (0)11 505 6000.
Representatives	The Alexander Forbes Investments representatives are authorised to provide financial services, in terms of a contract of employment, or a mandate.
Fit and Proper	All Alexander Forbes Investments' representatives comply with the fit and proper requirements of the FAIS Act. If a representative is rendering financial services under supervision, clients will be informed thereof.
Remuneration	<p>Alexander Forbes Investments' representatives participate in the same salary and incentive structures as other staff members of Alexander Forbes Investments. Sign-on bonuses are not offered to representatives. Representatives are not remunerated for giving preference to the quantity of business secured, to the exclusion of the quality of financial service rendered to investors. Representatives are not remunerated for giving preference to a specific product supplier over other product suppliers, or specific products over other products, in respect of product suppliers and products that may be recommended by the Representative.</p> <p>For further detail on the representatives, refer to the relevant FAIS Representative Disclosure Certificate, issued by Alexander Forbes Investments, and provided to clients.</p>
Complaints	<p>Alexander Forbes Investments aims to treat all customers fairly. The Complaints Policy is available on the Alexander Forbes Investments website (www.alexanderforbesinvestments.co.za). Please address all complaints to our Contact Centre at 0860 333 316 or afinvestcontactcentre@aforbes.com.</p> <p>Despite our best efforts, it is possible that you aren't happy with our view on a matter, or with the way we handled your complaint, i.e. the way the Complaints Management Head dealt with your complaint. In such instances, you have every right to highlight this to the relevant Ombudsman or Adjudicator. They are independent bodies that have been set up, to sort out complaints between clients and financial services companies that haven't been able to resolve them effectively between themselves.</p> <p>For complaints related to financial services, you need to deal with the Financial Services Providers Ombudsman.</p> <p>Here are the contact details: THE FAIS OMBUD Telephone numbers: +27 12 762 5000 or +27 12 470 9080 Facsimile numbers: +27 86 764 1422 or +27 12 348 3447 Postal address: P O Box 74571, Lynnwood Ridge, 0040 Physical address: Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road, Lynnwood, 0081 E-mail address: info@faisombud.co.za Website: www.faisombud.co.za</p>

Conflict of Interest	The Conflicts of Interest Management Policy is available on the Alexander Forbes Investments website (www.alexanderforbesinvestments.co.za). Portfolios managed by Alexander Forbes Investments may include investments of associate companies. Alexander Forbes Investments may provide investment services to clients who receive other investment services from associated companies. Alexander Forbes Investments Holdings Limited is a wholly-owned subsidiary of Alexander Forbes Limited. The company structure is available upon request.
Insurance	Alexander Forbes Investments holds professional indemnity and fidelity insurance cover.
Outsourcing	Alexander Forbes Investments outsources some of its administration functions to Maitland Group South Africa Ltd and Silica Financial Administration Solutions Proprietary Limited, in terms of signed master agreements and service level agreements. Both outsourcing parties are holding the required licenses, and are remunerated according to the agreed upon terms.
Document Storage	Alexander Forbes Investments keeps all legal documents, and records of communication, in respect of the financial service rendered to clients, on record for the legislated periods. Electronic copies, as well as hard copies, are kept on record. Daily back-ups of electronic records are made, and are sent offsite. Business continuity and disaster recovery plans are in place.