

## Constantia Insurance Company Limited

Registration Number: 1952/001514/06

VAT Number: 4920108935

An Authorised Financial Services Provider: FSP Number 31111

ISSUED BY



Underwriting Managers for Constantia Insurance Company Limited

An Authorised Financial Services Provider – FSP Number 42389

DISCLOSURES REQUIREMENT MADE IN TERMS OF THE FINANCIAL ADVISERS AND INTERMEDIARY SERVICES  
(FAIS) Act, No 37 of 2002

(This notice does not form part of the Insurance Contract or any other document)

As a short-term policy holder or prospective policy holder you have the right to the following information.

### The Insurer

Name: Constantia Insurance Company Limited ("Constantia")  
Registration Number: 1952/001514/06  
FSP Number: 31111  
Physical Address: Unit 3, Tulbagh, 360 Oak Avenue, Randburg, 2194  
Postal Address: P O Box 3518, Cramerview, 2060  
Telephone Number: 011 686 4200  
Facsimile Number: 011 789 8828  
email Address: roys@constantiagroup.co.za  
Website Address: www.constantiagroup.co.za

The nominated person at Constantia Insurance Company Limited for handling complaints is Barnaby Bardsley.

Compliance Officer: Pretium Services  
Telephone Number: 0861 226 6159  
Facsimile Number: 011 678 7731

### The Underwriting Manager

Name: Wheels Underwriting Managers (Pty) Limited ("Wheels")  
Registration Number: 2005/038399/07  
FSP Number: 42389  
Physical Address: St Georges Building, The Oval Office Park, 1 Meadowbrook Lane, Bryanston, 2191  
Postal Address: Postnet Suite 421, Private Bag X75, Bryanston, 2021  
Telephone Number: 011 267 4000  
Facsimile Number: 011 267 4297/8  
email Address: wheels@wheelrite.co.za  
Website Address: www.wheelrite.co.za

Compliance Officer: Pretium Services  
Telephone Number: 0861 226 6159  
Facsimile Number: 086 551 7518

### How do we get paid for what we do

The actual premium shown on your quote, renewal or policy schedule will be paid over to Constantia. If there are any additional fees due to us or Constantia, these will be shown separately. As Underwriting Managers of Constantia, we are paid a fee by them for managing your insurances on their behalf. In addition, we do have a vested interest in this transaction by virtue of a profit share between ourselves and Constantia.

Constantia has an agreement with Wheels to act as policy underwriting administrators, claims handlers and marketing agents for the following classes of insurance: Fire & Accident, Motor, Transit and Personal Accident.

Wheels receives over 30% (30 percent) of its income from Constantia Insurance Company Limited.

Where Wheels initiate the premium collection process, an administration fee of up to 10% (10 percent) of the premium is paid to Wheels.

Policyholders pay Wheels a management fee as clearly stated on the policy schedule.



It is generally accepted within our industry that "entertainment" and "gifts and incentives" (collectively referred to as an immaterial financial interest in the Conflict of Interest regulations), are often provided by the product provider to the financial services provider (broker) and vice versa and potentially from and to other financial services providers. The Rand value of such interests are limited, by legislation, to R1,000 (one thousand rand) per calendar year in respect of any one individual be they the provider of or beneficiary of such immaterial financial interest. Such limitations are dealt with and managed by our management policy.

A full copy of our overall conflict of interest management policy can be viewed on [www.wheelrite.co.za](http://www.wheelrite.co.za).

### **Claims Procedures**

The claims procedure is as follows:

- Notify Wheels immediately, but in any event in writing within ten (10) days, of an event which may give rise to a claim.
- Provide all documents as requested.
- Take all reasonable steps to prevent further damage or loss.
- Notify the South African Police Service within twenty-four (24) hours of any loss or theft of property, or of accidents involving an insured vehicle.
- Give all assistance in the identification and recovery if lost or stolen property is located. Following indemnification, recovered property belongs to the Insurer.

Polygraph, or any other lie detector test, is not obligatory in the event of a claim and failure thereof may not be the sole reason for the repudiation of a claim.

The Insurer or Wheels and not the Broker, must give reasons for any claim repudiation.

In the event of a repudiation of a claim you have a period of ninety (90) days from the date of the repudiation in which to make representations to the Insurer.

### **Other matters of importance**

- Your type of insurance is specifically described in the attached policy documentation.
- You are entitled to cancel your contract of insurance within a period of fourteen (14) days after inception should you decide the product does not meet your requirements.
- You must be informed of any material changes in the information provided herein in respect of the Insurer, Wheels or the Broker.
- Information under the headings of Insurer and Underwriting Manager given to you orally must be confirmed in writing within thirty (30) days.
- You are entitled to a copy of your policy free of charge.

### **Warning**

- Do not sign any blank or partially completed application forms.
- Complete all forms in ink.
- Keep all documents handed to you.
- Make notes of what is said to you.
- Do not be pressurised into buying the policy.
- Incorrect or undisclosed information given by you may affect claims arising from your contract of insurance.

### **Particulars of the Short-term Insurance Ombudsman**

Available to advise you in the event of personal lines claim problems not satisfactorily resolved by Wheels or the Insurer.

Company Name: The Short-Term Insurance Ombudsman  
Postal Address: P O Box 32334, Braamfontein, 2017  
Telephone Number: 011 726 8900  
Fax Number: 011 726 5501

### **Particulars of the FAIS Ombudsman**

Available to advise you in the event of FAIS problems not satisfactorily resolved by Wheels or the Insurer.

Company Name: The FAIS Ombudsman  
Postal Address: P O Box 74571, Lynnwood Ridge, 0040  
Telephone Number: 012 470 9080  
Fax Number: 012 348 3447