




**General FAIS disclosures**  
for  
Lionel Isaacs Insurance Brokers (Pty) Ltd  
FSP#: 13343

<b><u>Preparation &amp; Reviewing:</u></b>	
Previous review date:	7 March 2024
Latest review date:	30 October 2025
Next review date:	1 October 2026
<b><u>Approval:</u></b>	<b><u>Signature:</u></b>
<b><u>Reviewed and Approved by:</u></b>	
Craig Watkins (Director and Key Individual)	

## General FAIS disclosures

### INTRODUCTION:

In terms of the General Code of Conduct of the FAIS Act, Lionel Isaacs Insurance Brokers (Pty) Ltd is required to disclose the information in this document to you. If there is anything in this document that you do not understand, please request further information from us.

### INTERMEDIARY DETAILS:

- FSP Name: Lionel Isaacs Insurance Brokers (Pty) Ltd (herein referred to as "LIIB")
- Reg. No. 1988/003853/07 (Private company)
- Financial Service Provider (FSP #13343)
- Inception date: 1955
- Physical Address: 1<sup>st</sup> Floor, 33 Scott Street, Waverley, Johannesburg, 2090, South Africa
- P O Box 3436, Johannesburg, 2000
- Telephone: +27 11 483 1802
- Telefax: +27 11 728 4350
- Website: <https://www.liib.co.za>
- Email: [Insurance@liib.co.za](mailto:Insurance@liib.co.za)

### INTERMEDIARY COMPLIANCE OFFICER DETAILS:

Lionel Isaacs Insurance Brokers (Pty) Ltd is represented by external compliance officer, **Schalk W Kruger**.

- Compliance Practice No 5410;
- Tel No: 082 570 3629;
- E-mail: [skruger@lantic.net](mailto:skruger@lantic.net);
- Address: 271 Orion Avenue, Waterkloof, 0181

### FINANCIAL SERVICES AND PRODUCTS:

Lionel Isaacs Insurance Brokers (Pty) Ltd is authorised to provide Financial Services in Respect of Licence Category 1: 1.2 Non-Life Personal, 1.23 Non-Life Personal A1 and 1.6 Non-Life Commercial Lines.

### INDEMNITY COVER:

- Lionel Isaacs Insurance Brokers (Pty) Ltd has Professional Indemnity Insurance cover that is commensurate to the size of the business and the limit of cover meets the minimum requirement per The FAIS Act.
- Lionel Isaacs Insurance Brokers (Pty) Ltd does have Fidelity Guarantee Cover.
- Lionel Isaacs Insurance Brokers (Pty) Ltd does not have Intermediary Guarantee Fund Cover.



GENERAL FAIS DISCLOSURES

STRICTLY PRIVATE AND CONFIDENTIAL

Lionel Isaacs Insurance Brokers (Pty) Ltd (Registration#1988/003853/07 & FSP#13343)

Directors: Lance Williams, Robert Segal, Craig Watkins

Tel #: 011 483 1802, Address: 1<sup>st</sup> Floor, 33 Scott Street, Waverley, Johannesburg

## **FINANCIAL INTELLIGENCE CENTER ACT (FICA):**

In terms of FICA, Lionel Isaacs Insurance Brokers (Pty) Ltd is not an accountable institution, but is a reportable institution.

## **CONFLICT OF INTEREST MANAGEMENT POLICY:**

Lionel Isaacs Insurance Brokers (Pty) Ltd has adopted and implemented a Conflict of Interest Management Policy that complies with the provisions of the FAIS Act. The Conflict-of-Interest Management Policy is published on the website of Lionel Isaacs Insurance Brokers (Pty) Ltd.

## **COMPLAINTS:**

Lionel Isaacs Insurance Brokers (Pty) Ltd has a formal Complaints Policy & Process, which is published on the website of Lionel Isaacs Insurance Brokers (Pty) Ltd.

## **EXEMPTIONS:**

No specific exemptions or the existence of any exemptions have been granted or made by the registrar with regard to any matter covered by the Act.

## **PARTICULARS OF THE NON-LIFE INSURANCE OMBUDSMAN:**

The OSTI is available to advise you in the event of a complaint regarding intermediary services and advice.

- Name: The Ombudsman for Non-Life Insurance
- Physical Address: 110 Oxford Road, Houghton Estate, Johannesburg 2198
- Postal Address: P.O. Box 32334, Braamfontein, 2017
- Telephone: (011) 726 8900
- Fax: (011) 726 5501
- Share call: 0860 726 890
- Email: [info@osti.co.za](mailto:info@osti.co.za)
- Web site: [www.osti.co.za](http://www.osti.co.za)

## **PARTICULARS OF THE FAIS OMBUDSMAN:**

- Physical Address: 125 Dallas Avenue, Menlyn Central, Waterkloof Glen, Pretoria 0010
- Postal Address: PO Box 41, Menlyn Park, 0063
- Telephone: (012) 762 5000 / (012) 470 9080
- Fax: 086 764 1422 / (012) 348 3447
- Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)
- Web site: [www.faisombud.co.za](http://www.faisombud.co.za)

## **PARTICULARS OF THE REGISTRAR OF NON-LIFE INSURANCE / FINANCIAL SECTOR CONDUCT AUTHORITY:**

- Name: Financial Sector Conduct Authority (FSCA)
- Postal Address: P.O. Box 35655, Menlo Park, 0102
- Telephone: (012) 428-8000
- Fax: (012) 346-6941
- Contact Centre: 0800 20 37 22
- E-mail : [info@fsca.co.za](mailto:info@fsca.co.za)
- Website: [www.fsca.co.za](http://www.fsca.co.za)

### **PREMIUM COLLECTION DISCLOSURE:**

In terms of Section 45 of the Short-Term Insurance Act (ACT NO 53 of 1998), Lionel Isaacs Insurance Brokers (Pty) Ltd are authorised to collect premiums from our clients. LIIB's annual financial statements are subject to a statutory audit, as required by the Short-Term Insurance Act (ACT NO 53 of 1998). As s19(2) and 19(3) audit reports are also produced as LIIB collects premiums on behalf of various short term insurance companies.

### **SHAREHOLDING:**

Lionel Isaacs Insurance Brokers (Pty) Ltd or any of its Key Individuals do not own more than 10% of issued shares directly or indirectly of any Financial Product provider. LIIB are not an associated company of any product provider. We have earned more than 30% of our total commission from Santam Insurance Company, which is divided into divisions, namely Santam Limited, Santam Marine and Santam Real Estate.

### **REMUNERATION PROFILE:**

We earn our income from commission/fees that the Product Provider pays over to us on the products purchased by our clients and/or by charging a fee for services rendered to our clients.

### **TREATING CUSTOMERS FAIRLY:**

Lionel Isaacs Insurance Brokers (Pty) Ltd implemented a Treating Clients Fairly policy which is available on the website.

### **REPRESENTATIVES:**

To view the list of licensed categories, Key Individuals and Representatives who are authorised under this licence, please refer to the following FAIS website link: [https://www.fsca.co.za/Fais/Search\\_FSP.htm](https://www.fsca.co.za/Fais/Search_FSP.htm)



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