




LIONEL ISAACS
INSURANCE BROKERS

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

| | |
|---|--|
| Preparation & Reviewing: | |
| Previous review date: | 30 October 2025 |
| Latest review date: | 20 April 2026 |
| Next review date: | 1 April 2027 |
| | |
| Approval: | Signature: |
| Reviewed and Approved by: | |
| 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: 1st 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

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;
- Address: 271 Orion Avenue, Waterkloof, 0181

INTERMEDIARY EXTERNAL AUDITORS' DETAILS:

Lionel Isaacs Insurance Brokers (Pty) Ltd is subject to independent external audit, which is performed by **Light & Livingstone**.

- Reg No: 2001/003750/1
- Tel No: 011 483 1930
- Adress: 2 Osborn Road, Houghton,2198

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.



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: 1st Floor, 33 Scott Street, Waverley, Johannesburg

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.

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.

FRAUD:

Lionel Isaacs Insurance Brokers (Pty) Ltd maintain an internal fraud and prevention policy.

If you become aware of any irregularity on a policy (regardless of the insurer), you must report it immediately to:

- The Compliance officer: Schalk Kruger
- External Auditors: Light and Livingstone

All reports will be treated confidentially and investigated in line with company policy.

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.

CLAIMS:

Clients must notify LIIB of a claim as soon as reasonable possible and within the period specified in the policy wording after an incident occurs. Commonly within 30 days. Late notification may affect the claim.

Claims can be submitted via:

- Email: Claims@liib.co.za
- WhatsApp: 060 652 4804

All relevant supporting documents must be submitted to LIIB via the same channels:



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: 1st Floor, 33 Scott Street, Waverley, Johannesburg

- Completed claim form (where applicable)
- Proof of loss (Invoices, receipts, quotations)
- Photos or videos of damage
- Police report/case number (For theft, hijacking, etc)
- Any additional documents requested by the insurer

Upon receipt, LIIB will:

- Acknowledge the claim
- Assign a claims handler
- Register the claim in our system
- Provide a claim reference number

Claims will be handled as follows:

- **Mandated claims** (e.g. Santam, Bryte Insurance, Hollard Insurance): LIIB will assess, process, and settle the claim in line with the binder/mandate.
- **Non -Mandate Claims:** The claim will be registered and referred to the insurer for assessment and decision
- LIIB will keep the client updated throughout the process

The insurer (or LIIB where mandated) will approve, partially approve, or reject the claim.

If approved, settlement may be via repair, replacement or payment.

LIIB will assist with any queries or disputes and escalate where necessary

In the event of a possible claim you must notify LIIB / your insurer as soon as possible.

You must make no admission or statement of liability or make any offer to any third party. Claims resulting from loss, theft or malicious damage must be reported to the police. You must notify the insurer immediately, once you become aware of any impending prosecution.

In the event of a claim, you may become responsible for the first amount payable in respect of a claim. Details of any such responsibility is shown in the policy wording, and the amount is shown in the policy schedule.

DISCLOSURE AND PROCESSING OF PERSONAL INFORMATION:

Lionel Isaacs Insurance Brokers (Pty) Ltd has POPI policy that is available on the website.

INFORMATION REGULATOR

Particulars of the Information Regulator:

- Physical Address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2001
- Postal address: PO Box 31533, Braamfontein, Johannesburg, 2017
- Web Address: www.inforegulator.org.za
- Telephone number: (010) 023 5200
- Email: enquiries@inforegulator.org.za

PARTICULARS OF THE NATIONAL FINANCIAL OMBUD SCHEME SOUTH AFRICA (NFOSA):



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: 1st Floor, 33 Scott Street, Waverley, Johannesburg

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

- Name: National Financial Ombud Scheme South Africa (NFOSA)
- Physical Address:
 - Johannesburg - 110 Oxford Road, Houghton Estate, Johannesburg 2198
 - Cape Town - Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7700
- Share call: 0860 800 900
- WhatsApp: +27 (0) 66 473 0157
- Email: info@nfosa.co.za
- Web site: www.nfosa.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
- Web site: 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
- Website: 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). A 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 divide into divisions, namely Santam Limited, Santam Marine and Santam Real Estate.

REMUNERATION PROFILE:

We earn income through commission and/or fees associated with the products purchased by our clients, as



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: 1st Floor, 33 Scott Street, Waverley, Johannesburg

well as fees charged for services rendered.

Where applicable, an operations fee (also referred to as a broker fee) may be charged to the policyholder. Where such a fee is payable by you, we will obtain your prior consent (in writing or another recordable format). You will also be provided with an Operations Fee Consent Form and/or intermediary terms and conditions of service, which will outline the nature of the additional services provided and the applicable fee. The fee will also be reflected in your policy schedule.

All commission and any operations/broker fees payable, including the Rand value of these amounts, will be clearly disclosed in your policy documentation (such as the policy schedule and/or premium breakdown) and will be specific to your policy and premium.

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://www2.fsca.co.za/Fais/Search_FSP.htm

