

GAC LASER INTERNATIONAL LOGISTICS (PTY) LTD

This document contains additional information and disclosures for policyholders

THE ADMINISTRATOR	THE INTERMEDIARY	THE INSURER
<p>GAC Laser International Logistics (Pty) Ltd</p> <p>Physical Address 2 Baker Street, Montague Gardens, Cape Town, 8001</p> <p>Postal Address PO Box 1422, Cape Town, 8000</p> <p>Tel: +27 528 3700 Fax: +27 21 528 3740 E-mail: info@gaclaser.co.za Website: www.gaclaser.co.za</p> <p>GAC Laser International Logistics (Pty) Ltd is a licenced financial service provider in terms of the Financial Advisory & Intermediary Services Act, 37/2002 for the following categories:</p> <ul style="list-style-type: none"> • Personal Lines • Commercial Lines <p>License No. 32010 (copy available on our website)</p> <p>Compliance Officer: Peter Cramer Tel: +27 21 659 4000 Fax: +27 21 659 4090 Email: peter@laserserv.co.za</p> <p>REMUNERATION Commission: 10% of premium income</p> <p>Administration Fee: R25.00 – R250.00 per declaration</p> <p>Fidelity Insurance GAC Laser International Logistics (Pty) Ltd has appropriate fidelity insurance cover and a guarantee in terms of Section 45 of the Short-term Insurance Act.</p>	<p>Prestmarine International (Pty) Ltd</p> <p>Physical Address Unit 2, 130 Boeing Road East, Bedfordview, 2008</p> <p>Postal Address PO Box 231, Bedfordview, 2008</p> <p>Tel: +27 11 453 9002 Fax: +27 11 453 9022 E-mail: marine@prestmarine.co.za Website: www.prestmarine.co.za</p> <p>Prestmarine International (Pty) Ltd is a licenced financial service provider in terms of the Financial Advisory Services Act, 37/2002 for the following categories:</p> <ul style="list-style-type: none"> • Personal Lines • Commercial Lines <p>License No. 165 (copy available on request)</p> <p>Compliance Officer: Clive le Meme Key Comply c.c. (Practice No. 6090) Tel: +27 83 469 8166 E-mail: clive@keycomply.co.za</p> <p>DISCLOSURES TO BE MADE BY INTERMEDIARY</p> <ul style="list-style-type: none"> • Prestmarine does have Professional Indemnity Cover • Prestmarine does have an Intermediate Guarantee Facility in place • Prestmarine derives more than 30% of premium income from Lloyds and does not have any shareholding in Lloyds • Commission: 10% of premium income • Policy Fee: R10.00 	<p>Lloyds</p> <p>Physical & Postal Address One Lime Street, London, EC3M 7HA, England</p> <p>Represented in South Africa by: Lloyds SA (Pty) Ltd</p> <p>Physical Address The Forum, 7th Floor, 2 Maude Street, Sandton, 2146</p> <p>Postal Address PO Box 787163, Sandton, 2146</p> <p>Tel: +27 11 884 0486 Fax: +27 11 884 0384</p> <p>Contact Person: Amit Khilosia</p> <p>COMPLAINTS PROCEDURE Complaints to be lodged in writing to: Name & Contact Details We will acknowledge receipt of your complaint in writing. If your complaint is not resolved within 6 weeks to your satisfaction, the matter can be referred to:</p> <p>FAIS OMBUD PO Box 74751, Lynnwood Ridge, 0040</p> <p>Tel: +27 12 470 9080 / 0860 324 766 Fax: +27 12 348 3447 E-mail: info@faisombud.co.za</p>

COVER	PLEASE NOTE	COMPLAINTS PROCEDURE
<p>As per the policy and policy schedule</p> <p>RATE As per the policy schedule</p> <p>EXCESS As per the policy schedule</p>	<ul style="list-style-type: none"> • Marine insurance cover is only in place if GAC Laser International Logistics receives a written instruction to do so prior to the risk attaching for the shipment. • All facts material to the risk must be accurately and fully disclosed by you. Misrepresentation or non-disclosure of any material fact to the risk may impact negatively on a claim as a result of the insurance contract. 	<ul style="list-style-type: none"> • In the first instance always try to resolve the complaint with the Financial Service Provider. • If your complaint is not satisfactorily dealt with, please report the matter to the Compliance Officer at GAC Laser International Logistics and Prestmarine International as per the details above. We will acknowledge receipt of your claim in writing. • Should your complaint not have been satisfactorily resolved within 6 weeks, kindly report the matter to: FAIS OMBUD Tel: +27 12 470 9080 Tel: +27 0860 324 766 Fax: +27 12 348 3447 Email: info@faisombud.co.za