



Waheed Jaffer
Financial Advisor

80 Riversdale Rd
Rondebosch East
Cape Town 7780

Dear Client.

Thank You for choosing us as your financial services provider and financial product needs. We are proud to have your business and confident that you will be very satisfied with the services we offer.

We will regularly keep you informed of what's happening in the financial world so keep an eye out for our newsletters.

Advice matters when it comes to financial planning and you deserve great advice. We are not a fee based FSP and we are remunerated by the product providers based on premium retention and will incur a loss in the event of a lapse or cancellation. Please refer to our cancellation note.

If you have any questions, please feel free to contact us.

The Key Individual, Waheed Jaffer, can be reached at 071 685 0607 or email: firwhay@mweb.co.za or via our website www.firwhay.co.za.

As your financial needs change, we will be happy to help evaluate those needs and offer you the services and advice.

Our FSP is based on building good relationships with our clients and we are glad to welcome your referrals. Our business prides itself on customer service and we value your input.

Please complete our Customer Service Feedback on our website www.firwhay.co.za to help us improve our standard of service delivery to you in the future.

Thank You for supporting us. We look forward to a long lasting relationship with you.

Yours in advice & service every step of the way.

Waheed Jaffer

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Accredited & Licensed FSCA Financial Adviser/Key Individual

LETTER OF INTRODUCTION & DISCLOSURES

In complying with the FAIS legislation, I would like to bring the following information to your attention:

Our contact details are stated herein. We are an authorised financial services provider, which accepts responsibility for our activities and is licensed to render financial services. A copy of the license, which contains details of the financial services we are authorised to provide, as well as any exemptions, is available for inspection on request.

We are authorised to provide advice and intermediary services in the following categories:

Category 1

1.1 Long-Term Insurance: Category A- 1.2 Short-Term Insurance: Personal Lines

1.3 Long-Term Insurance: Category B1- 1.20 Long Term Insurance Category B2

1.4 Long-Term Insurance: Category C- 1.5 Retail Pension Benefits

1.6 Short-Term Insurance: Commercial Lines- 1.7 Pension Fund Benefits (excluding Retail Pension Benefits)-1.14 Participatory

Interests in Collective Investment Schemes

We have been providing financial advice and intermediary services since 1994 in the following areas of financial planning: Death and Disability Planning; Retirement Planning; Investment Planning; Estate Planning, Short Term Insurance.

Our advisory practice has written authority to market the products of the following product suppliers and I am accredited to market their products for:

Old Mutual, Oasis Crescent Management Company, Sanlam, Momentum, Innovation Maven (Short Term), Stratum, Zest Life (Gap Cover), Momentum Sti, Allan Gray, PPS, Bidvest, Liberty, Unity, AC&E, 27Four, Medical, BroLink, StanLib, AIG, GenLib, Santam, ECIA, Brightrock, Capital Legacy

We do not hold more than 10% of the shares issued by any product supplier]. We are remunerated for our services by being paid commission from the product supplier. I received more than 30% of my last year's commission and remuneration from the above following product suppliers.



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We do hold professional indemnity insurance, but not guarantees or fidelity insurance.

Compliance with the FAIS Act is monitored by **Holistic Compliance Solutions** a compliance practice approved by the **Financial Services Board**.

Their contact numbers are +27 21 906 2189 / +27 82 728 2694 and email : info@holisticcompliance.co.za. We are a proud member of the Holistic Compliance Solutions, which provides us with services such as a compliance, practice management and technology support by virtue of my membership.

Please note that in accordance with legislation we keep an updated disclosure register. This register informs you, our client of all financial and ownership interests that I/ we may become entitled to and lists the business relationships that I have with the product suppliers. This document ensures transparency in my/our dealings with our customers and is available for inspection.

I wish to advise that all information obtained or acquired about you shall remain confidential unless you provide written consent, or unless I am required by any law to disclose such information. In the event that you are dissatisfied with any aspect of my service, you should address your complaint in writing to me at the above address.

A copy of my Complaints Resolution Policy is available on request.

CLIENT SERVICE AGREEMENT

In accordance with the Financial Advisors and Intermediary Services Act and the General Code of Conduct for Financial Services Intermediaries it is my/our duty as an authorized financial services provider to inform you, as a valued client of my/our business, of some of your principle rights in terms of the aforementioned legislation:

1.1 As a client of the financial services industry you have a right to a full analysis of your financial objectives before entering into any financial services related transaction.

1.2 As an authorized financial services provider we are compelled to perform this analysis with the necessary due skill, care and diligence and to then in consultation with you prioritize your needs and provide you with objective advice to address these needs.

1.3 At FIRWHAY ENTERPRISES CC we embrace these requirements as being in the interest of our valued clients and the financial service industry as a whole.

2. As a client you do however have the right to specify which needs you require to be focused on:

2.1 We respect this right, but should you decide to consult with us only regarding certain needs, we require that you take full cognizance and responsibility of the following when providing focused advice there may well be needs in your personal financial planning which require more urgent attention than the need being addressed at your request and that therefore there may well be limitations on the appropriateness of the advice being provided.

2.2 It is your explicit responsibility to ensure that the advice provided is appropriate given your current financial situation.

3. A COPY OF THE ADVICE RECORD HAS BEEN EMAILED TO YOU.

4. By selecting any option other than full needs analysis you hereby accept the responsibilities and risks associated with focused advice as set out in point 2 above as well as the following:

4.1 You acknowledge that you have been made aware of the services provided by FIRWHAY ENTERPRISES CC and have declined advice regarding the other planning services offered by (FIRWHAY ENTERPRISES CC

4.2 You acknowledge that due to you exercising your rights as a client of the financial services industry that you might well have needs that require urgent addressing, but have chosen to not have them addressed at this stage.

4.3 That you have voluntarily exercised your right and have not been unduly influenced by FIRWHAY ENTERPRISES CC to do so and are aware of your right to a full needs analysis and that FIRWHAY ENTERPRISES CC has encouraged you to have such an analysis performed.

4.4 In all instances you as client have been informed and have acknowledged that any analysis of your personal financial situation can only be performed if you as client provide all relevant information to FIRWHAY ENTERPRISES CC.

4.5 In all instances you have been informed and are aware that the accuracy of any analysis is critically dependent on the information provided by you to FIRWHAY ENTERPRISES CC

4.6 You have been informed of FIRWHAY ENTERPRISES CC) status as an accountable institution in terms of the Financial Intelligence Centre Act and its responsibilities in term of this act.

4.7 You hereby certify that any funds that FIRWHAY ENTERPRISES CC is required to deal with on your behalf is not obtained from an illegal source and that you are not involved in any money laundering activities.

4.8 It is the duty of the client to inform FIRWHAY ENTERPRISES CC of any changes to their factual circumstances as and when they occur.

CANCELLATION NOTE AGREEMENT

In terms of the Financial Advisory & Intermediary Services Act (FAIS) & FSCA which involves administration, compliance and advice to you, we the financial services provider reserve the right to charge you the client for the following fees in the event of a cancellation or lapse of a submitted proposal via one of our product providers.

- Regulatory Compliance
- Call Out
- Consultation
- Administration
- Advice

We will not levy a fee on products and advice where a non-reversible broker fee/ commission has already been charged.

Our FSP is levied regulatory cost in terms of licenses, compliance costs, and indemnity liability insurance and also have general office operational expenditure in order to maintain our sustainability as a financial

services provider in terms of the **(FAIS) Act** and is also an Accountable Institution in terms of the **FICA act**.

ACKNOWLEDGEMENTS

1. I confirm that a Contact Stage Disclosure letter, setting out the Financial Advisor's particulars, has been made available to me.
2. I understand that the objective of a Needs Analysis process is to provide me with an analysis of my financial needs, goals and situation and to develop strategies to address these needs and goals. Where the Financial Advisor was unable to do an analysis because all the information was not provided, or there was not sufficient time:
 - a. I clearly understand that there may be limitations on the appropriateness of the advice provided, and
 - b. I will take particular care to determine whether the advice is appropriate considering my financial objectives and current financial position.
3. I confirm that all required documents were fully completed prior to my signing them.
4. The quotation(s) for the product(s) selected was shown to me and the principal terms and conditions explained to me. I have been informed of and understand all costs, charges, penalties, liquidity limitations and tax implications, where applicable. I understand the risks/guarantees (or absence thereof) associated with the products and or underlying funds selected.
5. I confirm that the Financial Advisor has made enquiries to ascertain whether the product(s) selected are intended to replace any existing financial products held by me and where applicable, has informed me of the financial implications, costs and consequences of replacement.
6. I understand that, where conducted, the accuracy of a Needs Analysis is dependent on the information obtained by or provided to the Financial Advisor.
7. The advice and subsequent product recommendation given in this Record was largely based on information relating to my financial circumstances given to my Advisor by myself. I understand that material non-disclosure could result in inappropriate product(s) being recommended to me.
8. Notwithstanding the information provided by the Advisor I acknowledge that I have an obligation to familiarize myself with the terms and conditions of the product(s) that I have