

These are not just words. They are the words we live by:

- / Quality
- / Value-add
- / Ethics
- / Customer Concern
- / Integrity
- / Honesty
- / Communication
- / Customer Satisfaction

**Profusion Administrators
FAIS DISCLOSURE**

IMPORTANT INFORMATION FOR ALL OUR CLIENTS – PROFUSION ADMINISTRATORSSION

Our License to transact as a Financial Service Provider	
Company Name:	Profusion Administrators
Company Structure:	Partnership
Company Profile:	<ul style="list-style-type: none"> Profusion Administrators License no. FSP 43671 An authorised (UMA) Underwriting Management Authority Operates in accordance to the provisions of the FAIS Act An Authorised Financial Service Provider
Registered Address:	No. 5 Mandelieu / Fiddle Street / Strubens Valley / Roodepoort 1735
Office Tel. Number:	(011) 675 5130
New Office Tel. Number:	(010) 442 5544
Office Fax Number:	(086) 541 5953
Office Email Address:	info@profusionadmin.co.za
Office Postal Address:	P O Box 725 / Strubens Valley / 1725
Office Website Address:	www.profusionadmin.co.za
Our License to transact as a Financial Service Provider	
Our License Number:	FSP 43671
Categories of License:	Short-Term Insurance: Personal Lines & Commercial Lines (Intermediary Services)
Mandate:	Guardrisk Insurance Company

Profusion Administrators License No. FSP 43671

Profusion is an authorised (UMA) Underwriting Management Authority

Profusion operates in accordance to the provisions of the FAIS Act and we are an authorised Financial Service Provider

Profusion is authorised to provide Intermediary Services on Short-Term Personal Lines and Short-Term Commercial, Insurance Products.

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Our Insurances in place that provide protection to our clients	
Professional Indemnity:	AIG Insurance South Africa LTD / Southern Cross Risk Management Pty Ltd
Fidelity Guarantee Insurer:	Profusion are not required to hold these guarantees as we do not hold client funds.
Intermediaries Guarantee Fund Insurer:	Profusion are not required to hold these guarantees as we do not hold client funds.
Our Compliance Company	
Compliance Company Name:	Associated Compliance Pty Ltd
Compliance Officer Name:	Mr Craig Ormrod
Contact Details:	Office Tel No. (011) 678 2533
	Office Fax No. 011 475 0096
	Office Email Address: info@associatedcompliance.co.za
	Website Address: www.associatedcompliance.co.za
How does Profusion receive compensation, for what we do?	
Revenue:	<ul style="list-style-type: none"> Profusion receives an administration fee for administrating and managing policies for Guardrisk. The administration fees vary from product to product.
If you have a complaint about our service, staff or products sold to you, please contact the following person in writing with full details of the problem you have encountered.	
Complaint Contact Person	Name & Surname: Mr Peter De Kock
	Postal Address: P O Box 725 / Strubens Valley / 1725
	Email Address: peter@profusionadmin.co.za

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Conflict of Interest

Profusion Administrators make every effort to ensure that we always act in your best interests. Profusion Administrators will in no way allow our own interests to influence our objective performance and obligations. This means Profusion will in no way, allow any possible, potential or actual gain to compromise our business conduct in rendering of our services. Profusion Administrators promises a fair and unbiased financial service to you.

Further to this objective, Profusion Administrators wishes to ensure you fully understand the various interests we have, be their Ownership, Financial or Relationships with Third Parties.

Profusion Administrators have a business relationship with entities and a summary of these is provided below:

Financial Service Providers	Profusion is an authorised Financial Services Provider (FSP) and acts as your intermediary and as an (UMA) Underwriting Management Authority. There may be circumstances where we have a relationship with another (FSP) that you need to be aware of.	
(UMA) Underwriting Manager Authority	Profusion is appointed by the insurer Guardrisk Insurance to manage a specific type of product(s) on their behalf.	
Product Provider	This is your insurer:	Guardrisk Insurance Company Ltd.
	Registration No:	1992/001639/06
	Physical Address:	Alexander Forbes Place/ 4 th Floor/ 90 Rivonia Road/Sandton/ 2196
	Tel:	(011) 669 1000
	Fax:	(011) 669 1938
	Complaints Department Tel:	(011) 669 1000
	Website:	www.guardrisk.co.za

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	Postal Address:	P.O. Box 786015/ Sandton/ 2146
	Email:	info@guardrisk.co.za
Supplier	Each of the above may well have companies that are associated with them with whom we have a relationship. These could be subsidiaries or holding companies or certain natural persons.	
Collection Agent	Fulcrum Collections – A member of the Fulcrum Group are authorised through a (SLA) Service Level Agreement as the collection agent for premiums. This as a Mandated agreement between Profusion and the Fulcrum Group.	
Distribution Channel	The distribution channel stems from the above agreements or combination of such assisting in the process of rendering of financial services to you.	
Any other Person	If there are any other persons that provide Profusion with a financial interest as part of the delivery of the financial service, this will be disclosed to you.	
What represents an ownership or financial interest?		
Ownership Interest	Actual equity that was paid for.	
Financial Interest	Cash, or its equivalent, vouchers, gift service, advantage, benefit, discount, domestic or foreign travel, hospitality, accommodation, sponsorship, other incentive or valuable consideration.	
✓ Any combination of these relationships and/or ownership or financial interests may present a potential conflict and as such Profusion will always ensure that you are aware of these.		
✓ We confirm that no staff are incentivised to give preference to any specific insurer and/or product and/or product supplier and where incentives based on volumes of business are in place, these are supported by an assessment of the quality of business sold and procedures followed.		
✓ We further undertake that no financial interest exceeding R 1000.00 per calendar year, will be received by any of our representatives or provided to any representatives of the above listed entities.		

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Do we have a shareholding in any Insurer and/or cell captive arrangement?	No
Do we receive more than 30% of our income from any Insurer or cell captive?	Yes, Profusion receives more than 30% of our income from Guardrisk
Do we have a relationship with any product/ supplier that provides a Financial Interest other than ownership?	No
Do we have a relationship with any other FSP that provides an ownership or financial interest?	No
Do we have a relationship with any other Distribution Channel that provides an Ownership, Financial Interest or Support Service?	No
Do we have a relationship with any other person that provides an Ownership or financial interest?	No
A full copy of our overall Conflict of Interest Management Policy can be obtained from our offices upon written request to info@profusionadmin.co.za .	
What else should you know?	
Profusion as an UMA (Underwriting Management Authority) undertakes:	<ul style="list-style-type: none"> To keep all your personal information confidential with respect to the provision of FAIS, POPI and POCDATARA. Not to alter any documents you provide to Profusion, when submitting them to any insurer. Where we feel an error has been made we will advise you prior to submission.

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	<ul style="list-style-type: none"> + To never ask you to sign blank documents – wherever possible all documents be they proposals or claim forms should be completed by you to ensure full and correct details. + Never to take away any rights you have in terms of any legislation that governs the way we transact business. + To supply a copy of any documentation used in the preparation of your insurances, when required, free of charge.
Profusion as an UMA (Underwriting Management Authority) on behalf of your insurer, Guardrisk Insurance, undertakes:	<ul style="list-style-type: none"> + To be the one who provides the reason for any claim that is repudiated / rejected. + To ensure that we write to you should we wish to cancel your policy and we shall give you at least 30 days’ notice of intention to do so.
If you are paying your premiums by debit order:	<ul style="list-style-type: none"> + The debit order may only be in favour of one person/entity. + The debit order may not be transferred without your written approval to Profusion. + You as the insured are required to give a 30-day written notice period to Profusion upon cancellation of the debit order or policy. + If you are paying for an insurance product or any other product; You have a 15 days grace period (Includes Public Holidays and Weekends) to settle the premium payment from the strike date of the unmet premium. Reason is that the onus is upon the Insured to ensure that monthly premiums are met successfully. + Premium is due in advance from first day of the month to last day of the month and, premium must be collected in the same month for which this premium is due. You must ensure that the debit order is met timeously.
If you are paying your premiums in any way other than monthly:	<ul style="list-style-type: none"> + All premiums must be paid at inception for the policy to be in force.
If you have a claim or are involved in an incident that could lead to a claim:	<ul style="list-style-type: none"> + You must advise us immediately in writing. Your policy wording will contain terms and conditions that relate to the early reporting of any potential claims and it is important that you do not breach these responsibilities. + Depending on the product, it is important to note that pre-authorisation is pre-requisite and this requirement must not be taken lightly under any circumstance.

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<p>If any of the information you have provided changes:</p>	<ul style="list-style-type: none"> + You must advise us immediately of any change in personal information in writing i.e. contact details etc. This is required for Profusion to communicate with you of any important and relevant disclosures we need to make to you. + Policy cover, premiums and terms are based on the information you have provided to the Insurer Guardrisk when entering into your legal agreement(s), Profusion needs to be advised of any changes that could directly affect the relationship between you and Guardrisk. 	
Other Contact Details:		
Short Term Ombudsman:	Postal Address:	P.O. Box 32334/ Braamfontein/ 2017
	Tel:	(086) 066 2837
	Fax:	(011) 726 5501
	Website:	www.osti.co.za
FAIS Ombudsman:	Postal Address:	P.O. Box 74571/ Lynwood Ridge/ 0040
	Tel:	(086) 066 2837
	Fax:	(012) 348 3447
	Email:	reception@faisombud.co.za
Registrar of Insurance:	Postal Address:	P.O. Box 35655/ Menlo Park/ 0102
	Tel:	(086) 066 2837
	Fax:	(012) 347 0221

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