

Statutory DISCLOSURES - Introductory Letter and Section 13 certification

DISCLOSURES REQUIRED IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002

1. Background and Status of Financial Services Provider in terms of the FAIS Act

Libra Financial Services is an authorised Financial Service Provider Company . Reference number - 660516 5042 086 (Sole Proprietor) , FSP License number - 6614 . Council of Medical Schemes code – BR 4784 .

Dion A. Steyn is the Key Individual of the FSP, and as such participates in the decision making and management of the organisation with overall control and ownership of the organisation . The organisation is a Sole Proprietorship . The FSP also employs certain Representatives as per specific mandates and agreements and they are supervised accordingly by the FSP . Each Representative has a section 13 certificate which defines their scope of job activities and the categories of work they are authorised to perform . This certificate is available at any time for inspection by the relevant parties eg. client and compliance officer .

Libra Financial Services was established in May 1996 and is a totally independant Financial Services company with more than 40 years collective experience in the financial services industry . It offers a proven track record with both a private and corporate client base across all industries , sectors and demographic levels. We focus on the development of innovative products and services that are the most appropriate for these markets at all times and continue to review and develop these clients and markets on a regular basis . Our commitment to providing these professional , valuable and objective financial services and products to all clients is achieved by means of our independant representation of the top quartile Long and Short Term Insurance companies , Investment Managers , Healthcare Groups , Retirement Administrators , Trust Companies .

Our company is an Exempted Micro Enterprise (EME) in terms of current BEE legislation and our status is thus a Level 4 contributor and has received 100 % procurement recognition.

Furthermore , the FSP also has strategic partners in key areas which add great value in terms of client base and additional services and products to clients eg. Short Term Insurance Brokers and Property Bond Originators .

The FSP is proud to also be a member of Joint Ventures with certain organisations in the Financial Services and related industries where unique and very valuable products and services are offered to the corporate market via Niche Retail Banking and transactional cards , Short Term Insurance , Healthcare , Lifestyle and Reward partners with excellent track records and capabilities . Our two current Joint Ventures are as follows

1. **ARLIB Financial Solutions** is a Joint Venture comprising Ardea Consulting and Libra Financial Services where Libra has a 50 % share and is the provider of all banking , insurance, lifestyle rewards and related Compliance services to this Joint Venture , including various debit Bank Card programmes , products and services supported by Niche Banks under licence of Mastercard . These services are provided to Local RSA clients and global clients .
2. **STRATFIN Partners** is a Joint Venture comprising Merryn Financial Services and Libra Financial Services where Libra has a 50 % share . This venture has a primary mandate to provide Strategic Advisory Services , including all FAIS and FICA related compliance, to Corporate clients plus various debit Bank Card programmes , products and services supported by Niche Banks under licence of Mastercard and/or VISA. These services are provided to Local RSA and global clients. The Venture also provides insurance , and related products and services to the Corporate market . The venture is very proud and grateful to include a major client listed on the Johannesburg (RSA) and Nasdaq (USA) Stock Exchanges , namely NET 1 Applied Technologies SA (Pty) Ltd , as one of it's past clients where Libra Financial Services was appointed as the Financial Services Provider (FSP) for this major client which provides the payment and related administration for all the SA Government Social Grants via the SASSA card programme which is supported by Grindrod Bank under licence of Mastercard. In addition this organisation provides various unique

award winning Mobile solutions and payroll management services to the RSA and global markets .

2. Contact Particulars:

Mobile No: + 27 74 225 8655
Telephone No: + 27 11 672 3325
Facsimile No: + 27 86 651 5253
E-mail: info@librafs.co.za

3. Remuneration

The company receives legislated commission and fees for all the advice and services that it provides to all clients of the FSP as per client applications for products and services. The FSP also receives agreed fees for certain other services that it offers to Corporate clients as per agreed mandates / contracts. Staff of the FSP also receive a basic remuneration plus incentive based remuneration based on individual and company performance.
The FSP has not received more than 30 % of it's total commission in the past year from any single one product provider .
The FSP doesn't have a 10 % or more shareholding in any of the product providers that it represents or is contracted to .

4. FSP Office Contact Particulars

Physical Address:

Main office :
16 Cheviot Road East,
Florida Hills ,
Roodepoort ,
Gauteng .

Telephone No: + 27 11 672 3325
Facsimile No: + 27 86 651 5253
E-mail: info@librafs.co.za
Website : www.librafinancial.co.za

Postal Address:

P. O. Box 759 ,
Ifafi ,
0260 .
North West

5. Responsible Key Individual Contact Particulars

Physical work address:

16 Cheviot Road East , Florida Hills , Roodepoort , 1725 .

Telephone No: + 27 011 672 3325
Facsimile No: + 27 086 273 3606
Mobile No : + 27 074 225 8655
E-mail address: dasteyn@librafs.co.za

6. Qualifications and Memberships

Libra Financial Services is an accredited Health Care broker with the Council of Medical Schemes. Accreditation No. BR 4784 and is a licensed Financial Services provider in terms of the FAIS Act , Licence no. 6614 .

The following people are key members of the FSP management team and as such are responsible for the day to day management and strategy of the FSP .

A.) Dion A. Steyn – Key Individual and Financial Advisor :

- 23 years experience in the Financial Services Industry of which 18 are as an Independent financial adviser and owner of a Financial Advisory practice.
- Qualifications - N. Dip. Htl. Mang. (WITS) , N. Dip. Buss . Mang. (DMS) , AFP , RE 1 and RE 5 First level .
- Is a member of the Employee Benefits ISG Committee of the South African Financial Planning Institute (FPI).
- Has attended and passed various industry related courses and functions to qualify for the CPD qualifications , as amended from time to time.

B.) Leisha Steyn - Marketing Manager :

- Qualifications - Matric
- 12 years experience in the Financial Services Industry with major marketing experience in both Private and Corporate markets.

C.) Lea Britz – Operations Manager :

- Qualifications – Matric
- 6 years experience in the Financial Services Industry, including all levels of Financial Advisory practice .
- Will complete RE5 Level in 2016 / 2017 and is registered as a Natural Representative under supervision of an authorised FSP , as per the FAIS Act .
- Has attended and passed various industry related courses and functions.

Collective Financial Services Industry Experience

41 years

7. Independent Status of (FSP) and Professional Indemnity Insurance

As a totally independent Financial Service Provider the FSP has agreements with most of the major TOP QUARTILE product providers and we are authorised to place business with all of them. Currently we represent over 40 product providers with a vast range of best of breed product and services for both corporate and private clients financial needs . In the past 12 months this business did not earn more than 30% of its income from any single product provider and also has no shareholding of 10 % or more in any product provider .. The FSP has no financial interest in any product supplier. We do carry Professional Indemnity insurance which is currently underwritten by Leppard and Associates in Conjunction with Lombard Insurance and marketed by Marsh South Africa .

8. FSP Authorised Representatives

The FSP currently has the following Natural and Juristic Representatives registered under it's licence and accepts responsibility for the actions of their Representatives acting within their specific and agreed mandates . See list below of all the licence sub - categories for which the FSP is currently authorised to give advice and render intermediary services ..The FSP has Natural and Juristic Representatives on it's register . The following representatives are currently appointed and registered at Libra Financial Services :

1. Mark Hyman - Natural Representative .
2. Lea Britz – Natural Representative.
3. Dion Steyn – Natural Representative.

Each representative of the FSP is specifically registered and authorised to perform either advice and / or intermediary services only for the specific licence sub - categories as per FSP representative register and Section 13 certificate of each representative , as amended from time to time . Certain representatives are currently under supervision of the FSP in terms of a duly concluded mandate and this has been duly registered and displayed in terms of the statutory requirements of the FAIS Act , No. 37 of 2002.

9. FSP Licence registrations and authorisations

A. FAIS Act registration:

The FSP is registered as a Category 1 FSP with the following licence sub-categories. All of these are without supervision and are recorded as such at the relevant authority ie. Financial Services Board of South Africa (FSB). The FSP licence number in terms of the FAIS Act s 6614.

Long Term Insurance - Category A
Long Term Insurance – Category B1
Long Term Insurance - Category B2
Long Term Insurance – Category C

Securities and Instruments : Money markets
Participatory Interests in Collective Investment Schemes.
Deposits Defined in the Banks Act – 12 months or

Retail Pension Benefits Pension Fund Benefits (Excl. Retail) Health Service Benefits	less Deposits Defined in the Banks Act – exceeding 12 months Short Term Insurance – Personal Lines	12
<p>B. FICA Act registration :</p> <p>The FSP is registered as an Accountable Institution (A.I.) in terms of the Financial Intelligence Act Centre Act (FICA) and as such is the primary accountable institution with commensurate responsibilities and accountability. The FSP reference number in terms of FIC Act is AI / 130630 / 00004.</p>		

10. Complaints Procedures

If you have a complaint, please contact the FSP head office. Our current Complaints Officer ,Mr. Dion Steyn , will assist you to address the concerns you have. Please note that in terms of the FAIS act, all complaints must be addressed to us in writing. Should we not be able to address the concerns to your satisfaction, you may wish to lodge a complaint with any of the Ombudsmen whose detail appear below, but in particular with the FAIS Ombud. If you wish to learn more about our complaints policy and procedure, please contact our complaints officer Mr. Dion Steyn at our contact details or visit our website –www.librafinancial.co.za - Corporate Governance section .

11. FSP Compliance Officer's Details

Full name : Leona Prinsloo Compliance officer Reg.no. -CO 4920 Physical address: 149 Kristal Road Lyttleton Manor Ext. 3 Centurion	Telephone No: + 27 (0) 83 310 2563 Facsimile No: N/A Email : lprinsloo@mweb.co.za
--	---

12. FAIS Ombud Details for all FAIS advice related complaints

Physical address : The FAIS Ombud Sussex Office Park Ground Floor , Block B 473 Lynnwood road , cnr. Lynnwood Rd. and Sussex ave. Lynnwood Pretoria 0081	Telephone No: + 27 (0) 12 762 5000 Facsimile No. : + 27 (0) 86 764 1422 E-mail : info@faisombud.co.za Website : www.faisombud.co.za Postal Address : PO Box 74571 Lynnwood Ridge 0040
--	--

13. Long term Ombudsman details for all Long Term Insurance complaints

Physical Address : 3rd Floor , Sanclare Building 21 Dreyer Street Claremont Cape Town 7700	Telephone No: + 27 (0) 21 657 - 5000 Facsimile No : + 27 (0) 21 674 - 0951 E-mail: info@ombud.co.za Postal Address : Private Bag X 45, Claremont, 7735
--	---

14. Short Term Ombudsman details for all Short Term Insurance complaints

Physical Address :

5th Floor , Building D ,
Sunnyside Office Park
32 Princess of Wales Terrace
Parktown
Johannesburg

Telephone No. : + 27 (0) 11 726 – 8900
Facsimile No. : +27 (0) 11 726 - 5501
E- mail : inf@osti.co.za

Postal Address :

P. O. Box 32334
Braamfontein
2017