



CFAO Motors Insurance Limited

(An Authorised Financial Services Provider – Licence #20220)

Conflict of Interest Management Policy

PURPOSE:

The Management of CFAO Motors Insurance Limited sees the company as a firm of expert practitioners operating in short term insurance as a professional advice-giving company. Therefore the company's actions must be open to scrutiny by clients, potential clients and in some cases members of the public.

Consequently, there has to exist a duty of loyalty and fidelity by management and staff who have the responsibility of administering the company's affairs honestly and prudently and of exercising their best care, skill and judgment of the sole benefit of clients. Those persons must exercise the utmost good faith in all transactions involved in their duties, and they must not use their positions within the company of knowledge gained therefrom for their personal benefit.

The interest of the company and its clients must be the first priority in all decisions and actions.

PERSONS CONCERNED:

For the purpose of this document, the term employee includes directors, managers and all permanent staff as well as contract staff who can influence the actions of others. For example, in addition to those of, or staff that have direct dealings with clients and recommend products to them, this would include all who make purchasing decisions and anyone who has proprietary information concerned a client

AREAS IN WHICH CONFLICTS MY ARISE:

Conflicts of interest may arise in the relations of employees with any of the following third parties and any company with which our company and/or our employees have an association, by shareholding or any other interest including:

1. Persons and firms supplying goods and services to the company.
2. Persons and firms from whom the company leases property and equipment.
3. Competing companies.
4. Agencies, organizations and associations including insurers, underwriting managers, administrators and other brokers with whom the company transacts business.
5. Family members, friends, and other employees.



Conflict of Interest may also arise in the method by which we remunerate our staff, particularly if we provide incentives to our representatives for the quantity of business secured without appropriate quality assurance mechanisms in place.

NATURE OF CONFLICTING INTEREST:

In regard to those employees that provide advice and intermediary services to clients, the definition of a conflict of interest includes:

“Any situation in which our company or a representative of our company has an actual or potential interest that may, in rendering a financial service to a client:

- (a) Influence the objective performance of his/her or its obligations to that client, or
- (b) Prevent our company our representatives from rendering an unbiased and fair financial service to that client, or from acting in the interest of that client.”

In respect of all employees, possible conflicts include:

1. An employee owning shares of holding debt or other proprietary interest in any third party or associated company.
2. Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) with any third party or associated company.
3. An employee receiving remuneration of any type whether commission or otherwise for services from another person or company.
4. An employee using our company’s time, personnel, equipment, supplies, or goodwill for purposes other than approved activities, programs, and purposes.
5. An employee receiving gifts for birthdays and other special occasions.
6. An employee receiving money, vouchers, or anything that can be converted to money from any other person or company for “selling” specific services or products whether in pursuance of the employee’s or otherwise.
7. An employee being invited to lunches/dinners/shows and other entertainment events.
8. An employee receiving or accepting special travel or holiday facilities at discounted prices or as an award for providing leads or business to another company.
9. An employee distributing products and/or services, provided by businesses owned by family and friends for reward or otherwise.
10. Any activity involving clients by which family and friends can financially benefit.
11. An employee receiving personal gifts or loans from any other companies or persons dealing or competing with our company.

Receipt of any gift is disallowed except gifts of a value less van R200.00 which could be refused without discourtesy and do not exceed R1000.00 in any one calendar year. No personal gift or money is allowed under any circumstances.



In respect of our company as provider, possible conflicts are:

1. Our own company owning shares or holding debt or other proprietary interests in any third party of associated company.
2. A third party company owning shares in our company.
3. Our company earning receiving more than the regulated commission whether arising from additional services provided to the client or the supplier or otherwise.
4. Our company making payment to another FSP or third party which enables that FSP to earn more than the regulated commission.
5. Arranging agency contracts with selected insurers.
6. Methods of employee remuneration.

INTERPRETATION:

The areas of conflicting interest listing above and the relations in those areas which may give rise to conflicts are not exhaustive. Conflicts might arise in other areas, or through other relations. It is assumed that employees will recognize such areas and relation by analogy.

The fact that one of the interests described above exists does not necessarily mean that a conflict exists, or that the conflict, if it exists, is material enough to be of practical importance, or, if material, that upon full disclosure of all relevant facts and circumstances, it is necessarily adverse to the company's interests or, interests of the client.

However, it is the policy of the company that the existence of any of the interests described above shall be disclosed before any transaction is consummated. It shall be the continuing responsibility of the employees to scrutinize their transactions and outside business interests and relationships for potential conflicts and to immediately make such disclosure.

Similarly it is the responsibility of all employees to identify and report possible conflicts of interest that may emanate from the working relationship that this company has with any of its associates or other business partners, whether there is a financial interest of otherwise.

DISCLOSURE TO CLIENTS:

We will disclose all conflicts of interest of potential conflicts of interest to our clients in at least one of the following ways:

1. By declaring them verbally at the point of sale.
2. By declaring them in writing as soon as practicable possible following a sale.

In selecting one or both of the above, we will take into account the type of conflict and the impact it might have on the client's decision to purchase our products/services or not.



ASSOCIATE COMPANIES AND/OR RELATIONSHIPS:

CFAO Motors Insurance Limited – 100% owned by die Holding Company – This Company provides insurance underwriting, support and training to insurance practitioners.

TRANSACTIONS WITH ASSOCIATED COMPANIES:

Transactions with parties with whom a potential or actual conflict of interest exists may be undertaken only if all of the following are observed:

1. The conflict of interest has been identified and attempts to avoid it have not been successful.
2. The conflict of interest has been mitigated as far as possible.
3. The conflict of interest is fully disclosed to clients where appropriate.
4. An employee with the conflict of interest is excluded from discussion and approval of such transaction is provided by the Managing Director.
5. A competitive quotation, bid or comparable valuation exists and has been properly evaluated and where involving a client has been properly explained.
6. The Managing Director has determined that the transaction is in the best interest of the company and its clients.

If there is any doubt, reference should be made to the Managing Director who shall determine whether a conflict exists and in the case of an existing conflict, whether the contemplated transaction may be authorized as just, fair and reasonable.

External FAIS Compliance Officer:

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