

# Letter of Introduction

incorporating statutory disclosures required in terms of Financial Advisory & Intermediary Services Act 2002



Graham Silva Insurance Consultants CC

FSP Number: FSP5671

## Dear Client,

This Letter of Introduction is an important document, and you are requested to please read it carefully. In terms of the Financial Advisory & Intermediary Services Act 2002 we are required to make you aware of certain information in respect of our business at an early stage. You are requested to sign the Client Acknowledgement for our records on page 3 of this document. If there is anything that you do not understand please request further information from us. You are entitled to keep a copy of this document for your own records.

## Licence Status

Graham Silva Insurance Consultant CC is licensed as a Discretionary Financial Services Provider in terms of FAIS, license number, 5671. A copy of our license is available upon request and is displayed in our office as per regulation.

## Contracts with Product Suppliers

We offer financial products from a variety of product suppliers:  
(Refer to Annexure A)

None of the above listed product suppliers imposed any conditions or restrictions with regard to the type of financial products or services that may be provided or rendered by Graham Silva Insurance Consultant CC.

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## Authorised Representatives

### Key Individual:

- Dianne Silva
- David Crossley

### Representatives:

- Dianne Silva\* *(under supervision)*
- Stuart Williams
- Caroline Davison
- Elmari Botha
- David Koekemoer *(under supervision)*

\* It is noted that Dianne Silva is under supervision for Long Term, Life & Investment categories, but is able to work unsupervised in all other categories. Some staff who are employed by Graham Silva Insurance Consultants cc are not listed on the license and cannot give advice.

## **Exemptions with regard to any matter covered by the FAIS Act**

No specific exemption was granted to Graham Silva Insurance Consultant CC by the Registrar.

## **Conflicts of Interest**

In accordance with Graham Silva Insurance Consultant CC conflicts of interest management policy, Graham Silva Insurance Consultant CC places a high priority on its client's interests. As conflicts of interest affecting clients could undermine the integrity and professionalism of our business, any instances must be identified as early as possible. If conflict situations cannot be avoided, they must be managed equitably and in the client's interest. Detecting potential or recognised conflicts of interest that could compromise the interest of its clients and managing and limiting the impact of conflicts of interest therefore constitute an integral part of Graham Silva Insurance Consultant CC's duties and obligations.

Potential conflicts of interest are inherent in any business and therefore it is not the aim of Graham Silva Insurance Consultant CC to avoid all conflicts but rather to take steps to identify and manage conflicts of interest to ensure that our clients are not unduly prejudiced.

Graham Silva Insurance Consultant CC has no shareholding in any product supplier.

## **Outsource Fees**

It is noted that Graham Silva Insurance Consultants CC has a domestic and Commercial outsource agreement with Hollard and receives 6.5% fee for outsource services. This covers limited underwriting as well as claims handling/mandates.

## **Professional Indemnity-, Fidelity Insurance or Guarantees**

Graham Silva Insurance Consultant CC holds professional indemnity insurance underwritten by Leppard Underwriting Managers.

## What will you have to pay us for our services?

The costs of our services will be laid out in our mandate agreement/quotation, which is to be signed, before we conclude any business for you. Any additional fees that may be applicable will be disclosed in advance. This will include information regarding the nature, extent and frequency of any incentive, remuneration, consideration, commission, or fees which will or may become payable to Graham Silva Insurance Consultant CC by the relevant counterparty.

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## Compliance with Financial Advisory & Intermediary Services Act "FAIS"

Compliance with the FAIS Act is monitored by Elzabe Botha of Compli-Serve SA (Pty) Ltd, who is contactable on

- 086 1273783 or
- email [elzabe@compliserve.co.za](mailto:elzabe@compliserve.co.za)

## Financial Intelligence Centre Act (FICA)

Please note that in terms of the Financial Intelligence Centre Act (FICA), Graham Silva Insurance Consultant CC is obliged to report suspicious and unusual transactions that may facilitate money laundering to the authorities.

## Complaints

Should you wish to pursue a complaint against a representative of Graham Silva Insurance Consultant CC, you should address your complaint in writing to Mrs Dianne Silva, a registered key person at the address shown at the head of this letter.

If you cannot settle your complaint with us directly your complaint can be referred to the office of the FAIS Ombud. The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice that you feel may have been given to you by a financial services provider

### Contact particulars of the Ombud:

- PO Box 74571 Lynnwood Ridge 0040
- Tel 012 470 9080
- Fax 012 348 3447
- [info@faisombud.co.za](mailto:info@faisombud.co.za)
- [www.faisombud.co.za](http://www.faisombud.co.za)

## Client Acknowledgement

I/We the undersigned hereby acknowledge receipt of this Letter of Introduction and have read and understood the contents.

Signed:	Print Name:
Signed:	Print Name:
Date:	

Over the last four decades the company has prided itself on retaining existing clients by cultivating and maintaining long-term personal relationships and providing trusted advice.

**At Graham Silva Insurance Consultants, clients' interests will always come first.**

# Annexure A

Company Horizon Underwriting Managers (Pty) Ltd.  
Physical Address Ground Floor, South Wing, Technology House, Greenacres Office Park,  
Cnr Victory and Rustenburg Roads Victory Park. 2195  
Postal Address PO Box 2603, Pinetown, 2123  
Telephone Number 011 781 3473  
Email Address paul@horizonmarine.co.za or mike@horizonmarine.co.za  
FSP Licence Number 6354

Company Old Mutual Insurance  
Physical Address St Andrews Road, Parktown, Johannesburg, 2193  
Postal Address PO Box 1120, Johannesburg, 2000  
Telephone Number 011 374 9111  
Email Address gpcomm@ominsure.co.za  
FSP Licence Number 12

Company Santam  
Physical Address 41 Stanley Road, Atrium Building, Auckland Park, 2006  
Postal Address PO Box 3881, Tygervalley, 7536  
Telephone Number 0860 444 444  
Email Address insure@santam.co.za  
FSP Licence Number 3416

Company C&G Underwriting Managers  
Physical Address 349 Columbine Avenue, Mondeor  
Postal Address PO Box 1609, Fontainbleau, 2032  
Telephone Number 011 680 0700  
Fax Number 011 680 0703  
FSP Licence Number 30114

Company Cross Country Insurance Consultants  
Physical Address 253 Smit Street, Fairlands  
Postal Address PO Box 731065, Fairlands, 2030  
Telephone Number 011 215 8800  
Email Address info@ccic.co.za  
FSP Licence Number 39547

Company Profmed  
Physical Address Profmed Place, 15 Eton Road, Parktown, 2193  
Postal Address PO Box 1004, Houghton, 2041  
Telephone Number 0860 679 200  
Email Address info@profmed.co.za  
FSP Licence Number 43918

Company Discovery  
Physical Address 16 Fredman Drive, Sandton  
Postal Address PO Box 784262, Sandton, 2146  
Telephone Number 0860 99 88 77  
Email Address mydispute@discovery.co.za  
FSP Licence Number 18147

Company Hollard Insurance Company Limited  
Physical Address 1st Floor, Hallard Arcadia, 22 Oxford Road, Parktown  
Postal Address PO Box 3051, Johannesburg, 2001  
Telephone Number 011 351 5000  
Email Address 011 351 8060  
FSP Licence Number 16401

# Annexure A

Company  
Physical Address  
Postal Address  
Telephone Number  
Email Address  
FSP Licence Number

Fedhealth Medical Scheme  
35 Conrad Road, Block F, Florida Glen, Gauteng  
PO Box 260689, Johannesburg, 2001  
086 000 2153  
fedhealth@medscheme.co.za  
1202

Company  
Physical Address  
Postal Address  
Telephone Number  
Fax Number  
FSP Licence Number

Health & Accident Underwriters  
22 Stiglingh Road, Rivonia  
PO Box 324, Rivonia, 2128  
011 234 7333  
011 234 7351  
376

Company  
Physical Address  
Postal Address  
  
Telephone Number  
Email Address  
FSP Licence Number

Independent Aviation Underwriters (Pty) Ltd  
Unit 3D Highway Gardens Office Park, Cnr Minuach & Partridge Roads,  
Highway Gardens, Edenvale  
Postnet Suite 110, Private Bag X1, Edenglen, 1609  
011 452 6200  
011 609 3605  
34794

Company  
Physical Address  
Postal Address  
Telephone Number  
Fax Number  
FSP Licence Number

Stalker Hutchison Admiral (Pty) Ltd  
The Pavilion, The Wanderers Office Park, 52 Corlett Drive, Illovo  
PO Box 55347, Northlands, 2116  
011 731 3765  
011 447 0085  
2167

Company  
Physical Address  
Postal Address  
Telephone Number  
Email Address  
FSP Licence Number

Turnberry Insurance Group  
4 Osborne Lane, Bedfordview  
Private Bag X2, Gardenview, 2047  
011 677 9891  
admin@turnberry.co.za  
36571

Company  
Physical Address  
Postal Address  
Telephone Number  
Email Address  
FSP Licence Number

Stratum Benefits  
367 Surrey Ave, Randburg, 2194  
Suite 386, Private Bag X09, Weltevredenpark, 1715  
086 111 3499  
info@stratumbenefits.co.za  
2111