

## Key Information that FSPs should have on their website i.t.o Disclosures

### **AUTHORISED FINANCIAL SERVICES PROVIDER**

**A&D Finansiële Konsultante (PTY) LTD & Dial Sure Brokers (PTY) LTD** is an authorized financial services provider (FSP number 11961 & 11962 in terms of Section 8 of the FAIS Act.

A copy of our license certificate is available on request.

<b>FSP Name</b>	A&D Finansiële Konsultante (PTY) LTD	Dial Sure Brokers (PTY) LTD
<b>Registration number</b>	2023/958040/07	2023/963085/07
<b>Contact person</b>	Marié Eckard	Marié Eckard
<b>Email</b>	<a href="mailto:commercial@dialsure.co.za">commercial@dialsure.co.za</a>	<a href="mailto:commercial@dialsure.co.za">commercial@dialsure.co.za</a>
<b>Telephone number</b>	+27 18 297 7719	+27 18 297 7719

### **COMPLIANCE OFFICER**

Name	Masthead (Pty) Ltd
Telephone number	021 686 3588
Email address	info@masthead.co.za
Website	www.masthead.co.za

For a copy of our Statutory Disclosure Notice, please click [here](#).

### **CONFLICT OF INTEREST MANAGEMENT POLICY**

**A&D Finansiële Konsultante (PTY) LTD & Dial Sure Brokers (PTY) LTD** has adopted and implemented a Conflict of Interest Management policy that complies with the provisions of the FAIS Act.

The Conflict of Interest Management policy is published on our website, click [here](#) to read it. You can also email [commercial@dialsure.co.za](mailto:commercial@dialsure.co.za) to obtain a copy of it.

### **COMPLAINTS PROCEDURE**

Should you wish to pursue a complaint against a key individual or representative of **A&D Finansiële Konsultante (PTY) LTD & Dial Sure Brokers (PTY) LTD**, you should address the complaint in writing to us at [commercial@dialsure.co.za](mailto:commercial@dialsure.co.za).

If you cannot settle your complaint with us, you are entitled to refer it to the Office of the FAIS Ombud, at [info@faisombud.co.za](mailto:info@faisombud.co.za) or telephone number 0860 663 274. 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 advisor.

<p><b><u>TCF POLICY</u></b></p> <p>Our Treating Customers Fairly policy is centered around the guidelines provided by the Financial Sector Conduct Authority to ensure we consistently deliver fair outcomes to our clients and take responsibility for the business and staff providing an enhanced service quality to clients, based on a culture of openness and transparency. As a business, we take the requirements of the FSCA seriously, in particular, the requirement to treat customers fairly.</p>	
<p><b><u>PRIVACY POLICY</u></b></p> <p><b>A&amp;D Finansiële Konsultante (PTY) LTD &amp; Dial Sure Brokers (PTY) LTD</b> is committed to maintaining the privacy and security of its customers' personal and private information. Our privacy policy outlines our practices and commitment to the customer and can be read <a href="#">here</a>.</p>	<p>Please refer to Connect, our Member secure site for the <b>Privacy Policy template</b>.</p>
<p><b><u>PAIA MANUAL</u></b></p> <p>This information manual provides an outline of the types of records held by <b>A&amp;D Finansiële Konsultante (PTY) LTD &amp; Dial Sure Brokers (PTY) LTD</b> and explains how one may submit requests for access to these records in terms of the Promotion of Access to Information Act, 2 of 2000 (“the Act”). It can be read <a href="#">here</a>.</p>	<p>Please refer to Connect, our Member secure site for the <b>PAIA Manual template</b>.</p>
<p><b><u>WEBSITE DISCLAIMER</u></b></p> <p>Whilst every care is taken to ensure that the information on <b>A&amp;D Finansiële Konsultante (PTY) LTD &amp; Dial Sure Brokers (PTY) LTD</b> website is current and accurate, please click <a href="#">here</a> to read our full disclaimer notice.</p>	<p>Please refer to Connect, our Member secure site for the <b>Website Disclaimer template</b>.</p>