



## Disclosure Notice to Policyholder

OUTsurance Life Insurance Company Ltd (OUTsurance Life) is an approved Financial Services Provider (FSP). Please note: this disclosure does not form part of the insurance contract.

As a life insurance policy holder you have the right to the following information:

### Information about us as an FSP

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OUTsurance Life is authorised to provide financial advice and intermediary services on the Long-Term Insurance subcategory A, B1, B1-A, B2, B2-A, C, Retail Pension Benefits, Pension Funds Benefits, Shares and Participatory interests in a Collective Investment Scheme.

### Our contact information

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1241 Embankment Road Zwartkop Ext 7 Centurion 0157	PO Box 8443 Centurion 0046	Sales Claims & Client Care Switchboard	08 600 60 000 08 600 70 000 012 673 3000
Website Public officer	<a href="http://www.outsurance.co.za">www.outsurance.co.za</a> <a href="mailto:Publicofficer@out.co.za">Publicofficer@out.co.za</a>	Fraud line Whistle blowing line	08 601 02 117 08 002 04 855

### How to lodge a claim

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All claims must be lodged telephonically. Please refer to your OUTsurance Life policy document for further information.

### Other matters of importance

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- You will be informed of any material changes to the information referred above.
- Please read through all the documents we send you to ensure that you understand the contents thereof. For your protection, OUTsurance Life records all telephone calls and you may request access to them.
- OUTsurance Life has Professional Indemnity insurance and accepts responsibility for the financial advice of its representatives, acting in the scope and course of their employment. Some of our representatives work under supervision as defined in the Determination of Fit and Proper Requirements.
- You are entitled to a copy of the policy documents free of charge.
- OUTsurance Life sales advisors are full-time employees. Their salaries are performance based and determined with due regard to fair outcomes for clients.
- The appropriateness of our advice might be limited if we could not conduct a full financial analysis and might not be suitable for your specific needs. Please take particular care to consider whether the product you selected is appropriate.
- Our complaints resolution process is [available on our website](#).
- The premium payable and the due date are indicated on the schedule. Non-payment of premiums may lead to the rejection of a claim, your policy being cancelled or cover being suspended.
- We must give written reason/s for repudiating your claim.
- You may cancel this policy within 31 days (cooling-off period) of commencement where we will refund all premiums already paid, minus the cost of any risk cover enjoyed. The cooling-off will not apply where any claims were settled before cancellation. The cooling-off period may be exercised by contacting OUTsurance telephonically.

### Claims-related queries

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If you dispute the outcome of your claim, you must address these directly with us.

If the matter is not resolved to your satisfaction, you may address your queries to:

#### **The National Financial Ombud Scheme - Johannesburg**

110 Oxford Rd,  
Houghton Estate,  
Johannesburg,  
Gauteng,  
2198

Telephone:

0860 800 900

Website:

<https://nfosa.co.za>

#### **The National Financial Ombud Scheme - Cape Town**

Claremont Central Building,  
6th Floor, 6 Vineyard Road,  
Claremont,  
Western Province,  
7700

### Compliance-related queries

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For any compliance/non-compliance matters relating to FAIS or the Policyholder Protection Rules you may contact our Compliance Officer on 012 688 6800 or via email at [compliance@out.co.za](mailto:compliance@out.co.za).

#### **The FAIS Ombud**

PO Box 41  
Menlyn Park  
0063

Telephone:

086 066 3274

Fax:

012 348 3447

E-mail:

[info@faisombud.co.za](mailto:info@faisombud.co.za)