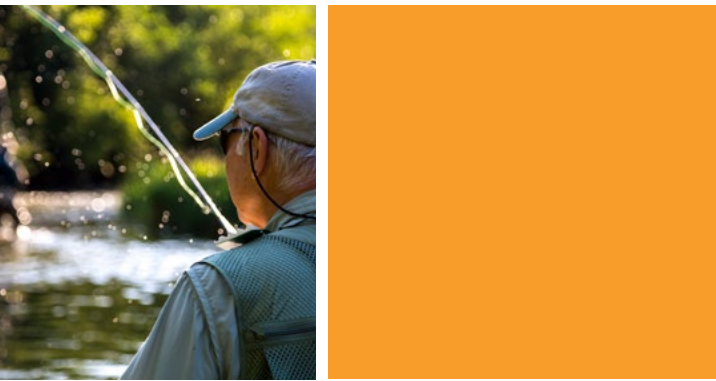


Disclosure of Statutory Information

Wealth Associates
Bespoke Solutions (Pty) Ltd
FSP No. 6523

Noreen Mbandwa



WEALTH ASSOCIATES
BESPOKE SOLUTIONS

Independence. Continuity. Value.

Details of the Authorised Financial Services Provider (FSP)

Wealth Associates believes that every client deserves independent financial advice that is not tied to, or dependent on, any product provider or service or any other business.

At the same time our clients benefit from being serviced by our Partner Firms. There are benefits in belonging to a group – lower costs and better pricing that comes from greater scale, shared ideas, shared administration, group corporate governance standards, and continuity of advice.

At Wealth Associates we offer the best of both worlds – each of our Partner Firms offers independent advice – and have been doing so for many years. Each firm has access to a wide range of services and products at lower costs and best practice ideas.

As a group we are licensed to provide advice and intermediary services on a wide range of products including (but not limited to) investments, retirement products, medical schemes, short-term insurance, employee benefits & estate planning.

Key individual / Supervisor:

I, the undersigned, duly authorised to issue this certificate on behalf of **Wealth Associates Bespoke Solutions** hereby certify that **Noreen Mtandwa (ID BN595045)** is mandated by **the FSP** as a representative of the FSP in terms of a written agreement.

I, further confirm that the representative **is** required to render advice and/or intermediary services under supervision. The contact details of the supervisor or responsible key individual is included below:

Jeremy John Squier

Position: **Key Individual**
(ie: Supervisor, Overseeing KI etc.)

Office No.: **011 807 6182**

Email address: **jeremy@wealthassociates.co.za**

Signed at: _____

Signature: _____



Details of the Authorised Representative:

Noreen Mtandwa

Date of Appointment by FSP: **2015**
Date of Issue of this certificate: **February 2021**
Date of Expiry of this certificate: **February 2022**

Qualifications:

**Postgraduate Diploma in Risk Management,
Bcom Management
RE5**

Cell: **073 937 3397**

e-mail: **noreen@wealthassociates.co.za**

Noreen started her career with Wealth Associates Bespoke Solutions in 2015 as a specialist claims handler. Noreen has since moved into underwriting and para-planning as one of our senior staff members in the short term department. Noreen is highly skilled and has a wealth of knowledge when it comes to short term products.

Noreen Mtandwa (ID: BN595045) is authorized by the FSP and the FSP has entered into a representative agreement with the representative. The FSP accepts responsibility for those activities of the representative performed within the scope of the said agreement. The representative meets the fit and proper requirements insofar as the personal character qualities of honesty and integrity, competence regarding applicable experience, product specific training, class of business training, qualifications and knowledge tested through regulatory exams as well as continuous professional development. The representative possesses the necessary operational ability to carry out his/her duties as can be reasonably expected of a representative.

The representative is trained and licenced to render advice and intermediary services in specific product categories and is accredited with specific suppliers. A list of these can be found in Annexure A.

Disclosure of Statutory Information

I do not have a personal interest in the FSP. I do not hold directly or indirectly more than 10% interest in any product supplier. The FSP holds professional indemnity cover on my behalf. The following product providers receive more than 30% of my business: **Not Applicable**. The FSP is exempted by the registrar from producing audited financial statements. There are no special conditions levied against the FSP by the registrar.

I **am** required to render advice and/or intermediary services under supervision.

Signing of Incomplete Documents

You are hereby advised and cautioned that no person acting on behalf of the FSP may in the course of the rendering of a financial service, request you to sign any written or printed form or document prior to completion thereof.

Waiver of Rights

No person may ask you or offer any inducement for you to waive any right or benefit conferred on you by or in terms of any provision of the General Code of Conduct of the FAIS Act, of which a copy is available on request.

Conflict of Interest

Should any conflict of interest arise, either in general or specific to a particular client, the representative is required to disclose in writing to a client any conflict of interest in respect of that client, including the measures taken to avoid or mitigate the conflict, disclose any ownership interest or financial interest, other than an immaterial financial interest and explain the nature of any relationship or arrangement with a third party that gives rise to a conflict of interest, in sufficient detail to a client to enable the client to understand the exact nature of the relationship or arrangement and the conflict of interest.

The FSP's Conflicts of Interest Management Policy is available at the business premises of the FSP or on request by email to: info@wealthassociates.co.za

Complaints Procedures

Please note that prior to lodging a serious complaint with the authorities (listed below) ideally you should consider lodging a complaint in writing directly with the FSP. Should confirmation be provided by the FSP that they are unable to resolve the complaint you are free to pursue the matter further with the relevant Ombud.

This FSP has established a written internal complaint resolution system with detailed procedures. Access to the Complaints Procedures and a copy of the complaint resolution system is available to clients at the business premises of the FSP each day during office hours or via e-mail request. Should you have any serious complaint, this must be submitted to the FSP in writing and must contain all relevant information. Copies of all relevant documentation must be attached thereto. The FSP welcomes any non-serious complaints to be brought to their attention via telephone or e-mail and which they will gladly assist in resolving to your satisfaction.

Responsibility for Correctness and Completeness of Information

Please note that in respect of any application, proposal, order, instruction or other contractual information that is required to be completed for, or submitted to a product supplier by or on your behalf that relates to the purchase of or investment in any financial product, including any amendment thereof or variation thereto, all material facts must be accurately and properly disclosed, and the accuracy and completeness of all answers, statements or other information provided by you or on your behalf are your own responsibility.

If any person completes or submits any application, proposal, order, instruction or other contractual information that is required to be completed for, or submitted to, a product supplier by you or on your behalf that relates to the purchase of or investment in any financial product, including any amendment thereof or variation thereto on your behalf, you should be satisfied as to the accuracy and completeness of the details.

Any misrepresentation or non-disclosure of a material fact or the inclusion of incorrect information could result in the cancellation of the transaction or the non-payment of a benefit by the product supplier.

Rendering of Advice

Once you have entered into a transaction by purchasing a financial product, the representative is required to provide you with a record of the advice rendered. This document should be kept safe together with all other documentation pertaining to the particular transaction.

Fees, costs and other charges

The representative takes full responsibility for disclosure of all related ongoing and/or upfront costs incurred during the advice process as well as any costs related to entering or exiting a product offered by one of the approved product suppliers.

Suitability of Advice

The representative must prior to providing a client with advice:

- obtain information regarding the client's needs and objectives, financial situation, risk profile and financial product knowledge and experience as is necessary for the representative to provide the client with appropriate advice.

All advice should fully consider:

- the client's ability to financially bear any costs or risks associated with the financial product;

- the extent to which the client has the necessary experience and knowledge in order to understand the risks involved in the transaction.
- If advice is regarding a pension fund, medical scheme, friendly society, employer or other entity that is being advised on entering into a financial product or transaction aimed at providing benefits for its members, employees or other underlying natural persons, the reasonably identified needs and circumstances of such members, employees or other natural persons.

Where, as a result of limitations, the representative is not able to identify a financial product or products that will be appropriate to the client's needs and objectives, financial situation, risk profile and product knowledge and experience, the provider must make this clear to the client, decline to recommend a product or transaction and suggest to the client that they should seek advice from another appropriately authorised provider.

Our Business Details |

Wealth Associates Bespoke Solutions (Pty) Ltd

Physical Address

39 Cowley Road, Klevehill Park, Sandton, 2191

Postal Address

PO BOX 412636, Craighall, 2024

Contact Details

Tel: +27 (0) 11 807 6182

E-mail: info@wealthassociates.co.za

Website: www.wealthassociates.co.za

Legal Status: Company

FSP License Number: 6523

Compliance Officer

Mrs CM van Wyk

PO Box 2577, Honeydew, 2040

E-mail: charmaine@ctb.co.za

Cell: +27 (0)83 262 1436

Compliance Practice: CO 4073

Office of the FAIS Ombud:

PO Box 74571, Lynwood Ridge, 0040

E-mail: info@faisombud.co.za

Tel: +27 (0)12 470 9080

Particulars of Short Term Insurance Ombud:

PO Box 32334, Braamfontein, 2017

E-mail: info@osti.co.za

Tel: +27 (0)86 072 6890 / (0)11 726 8900

Particulars of Long Term Insurance Ombud:

Private Bag X45, Claremont, Cape Town, 7735

E-mail: info@ombud.co.za

Tel: +27 (0)86 066 2837 / (0)21 657 5000

Particulars of the Office of the Pension Fund Adjudicator:

PO Box 23005, Claremont, 7735

E-mail: enquiries@pfa.org.za

Tel: +27 (0)11 884 8454



WEALTH ASSOCIATES
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Annexure A | Category 1 |

FINANCIAL PRODUCT	Advice		Intermediary Services		Services under supervision
	Automated	Non-automated	Scripted execution of sales	All other intermediary services	
1.1 Long-term Insurance Subcategory A					
1.2 Short-term Insurance Personal Lines		x		x	x
1.3 Long-term Insurance Subcategory B1					
1.4 Long-term Insurance Subcategory C					
1.5 Retail Pension Benefits					
1.6 Short-term Insurance Commercial Lines		x		x	x
1.7 Pension Fund Benefits					
1.8 Shares					
1.9 Money Market Instruments					
1.10 Debentures and Securitised Debt					
1.11 Warrants, certificates and other instruments					
1.12 Bonds					
1.13 Derivative instruments					
1.14 Participatory Interests in a Collective Investment Scheme					
1.15 Forex Investment					
1.16 Health Service Benefits					
1.17 Long-term Deposits					
1.18 Short-term Deposits					
1.19 Friendly Society Benefits					
1.20 Long-term Insurance Subcategory B2					
1.21 Long-term Insurance Subcategory B2-A					
1.22 Long-term Insurance Subcategory B1-A					
1.23 Short-term Insurance Personal Lines A1		x		x	x
1.24 Structured Deposits					
1.25 Securities and Instruments					
1.26 Participatory Interest in a Hedge Fund					

Product Suppliers |

Auto and General

Bryte

CIA

Cross Country

Discovery Health

Discovery Insure

Hollard

Hollard Execuline

Hollard Marine

Insurance Zone

IUM

Mirabilis

Momentum

MUA

New National

Old Mutual Insure

Santam - SHA

Turnberry Management Risk Solutions