

## COMPLIANCE POLICIES

### Conflict of Interest Management Framework and Policy

EUROSURE has adopted and implemented a Conflict of Interest Management Policy that complies with the provisions of the FAIS Act.

You can e-mail [info@eurosure.co.za](mailto:info@eurosure.co.za) to request a copy of the FSP's Conflict of Interest Management Policy.

### Complaints Management Framework and Policy

Should you wish to pursue a complaint against a key individual or representative of EUROSURE, you should address the complaint in writing to us at [info@eurosure.co.za](mailto:info@eurosure.co.za)

You can also request a copy of the FSP's Complaints Management Policy from said e-mail address.

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 Share Call 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 adviser.

### Treating Customers Fairly (TCF) Policy

TCF is a set of principles introduced by the Financial Sector Conduct Authority (FSCA) to aid and underpin existing financial services legislation aimed at the protection of consumers and clients.

EUROSURE values its relationship with its clients and acknowledges that without any clients it would not have a business. The TCF principles are embedded in the culture of the FSP and it continuously strives to enhance the quality of its service offering to clients and through its interaction with contracted product suppliers.

### Privacy Policy

For the purposes of this section, Personal Information will be understood in accordance with the definition provided in the Protection of Personal Information Act 4 of 2013 ("the Act"). We also subscribe to the principles for electronically collecting personal information outlined in the Act, and the further legislation referred to therein. We endeavour to ensure the quality, accuracy and confidentiality of Personal Information in our possession.

## Promotion of Access to Information Policy

This information manual provides an outline of the types of records held by EUROSURE 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”).

Use this link to access the Guides developed by the Information Regulator in each of the 11 official languages, to assist a person on how to access his/her personal information: <https://infoeregulator.org.za/paia-guidelines/>

The following document and forms are available for download:

PAIA Manual: [\[link to PAIA Manual\]](#)

FORM 1 – Request for copy of Guide: [\[link to FORM 1\]](#)

FORM 2 – Request for access to record: [\[link to FORM 2\]](#)

FORM 3 – Outcome of request and fees payable: [\[link to FORM 3\]](#)

### FEES PAYABLE FOR REQUESTING INFORMATION

The following applies to requests (other than personal requests):

1. A requestor is required to pay the prescribed fees (R140.00) before a request will be processed;
2. If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
3. A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;

**It is therefore important to note** that people who are requesting access to their personal information are exempt from paying a (request) fee.

Item	Description	Amount
1.	Request fee, payable by every requester	R140.00
2.	Photocopy or printed black & white copy for every A4 page	R2.00 per page or part of the page
3.	Printed copy of A4-size page	R2.00 per page or part of the page
4.	For a copy in a computer-readable form on: <ul style="list-style-type: none"><li>• a flash drive (provided by the requester)</li><li>• a compact disc (CD) if the requester provides the CD to us</li><li>• a compact disc (CD) if we give the CD to the requester</li></ul>	R40.00 R40.00 R60.00

Item	Description	Amount
5.	For a transcription of visual images, for an A4-size page or part of the page	This service will be outsourced. The fee will depend on the quotation from the service provider.
6.	For a copy of visual images	This service will be outsourced. The fee will depend on the quotation from the service provider.
7.	For a transcription of an audio record, per A4-size page	R24.00
8.	For a copy of an audio record on a flash drive (provided by the requester)	R40.00
	For a copy of an audio record on compact disc (CD) if the requester provides the CD to us	R40.00
	For a copy of an audio record on compact disc (CD) if we give the CD to the requester	R60.00
9.	For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure	R145.00
	The search and preparation fee cannot exceed	R435.00
10.	Deposit: if the search exceeds 6 hours	One-third of the amount per request. It is calculated in terms of items 2 to 8 above.
11.	Postage, email or any other electronic transfer	Actual expense, if any.