CHANGE
FINANCIAL SOLUTIONS

STATUTORY DISCLOSURES - INTRODUCTORY LETTER AND SECTION 13 CERTIFICATION

DISCLOSURES REQUIRED IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002

1. Status of Financial Services Provider in terms of the FAIS Act

Change Financial Solutions (Pty) Ltd is an authorised Financial Service Provider, Company Registration number 2009/013546/07, FAIS License number 40164

Carlos Martins (ID 5403045044089) is a key individual of FSP and participates in the decision-making and management of the organisation.

2. Personal Contact Particulars:

Cell No: 082 374 7339
Telephone No: 012 944 1926
E-mail: carlos@changefs.co.za

3. Remuneration

No one is a commissioned staff member of FSP.

3. FSP Office Contact Particulars

Physical Address: No 36 12th Street
Menlo Park 0081, Pretoria
Postal Address : Po Box 66036, Woodhill, 0076

Telephone No: 012 944 1926
Facsimile No: 086 540 0557
E-mail: info@changefs.co.za

4.Responsible Key Individual Contact Particulars

Physical work address: No 36 12th Street, Menlo Park, Pretoria - Telephone No: 012 944 1926; E-mail address: carlos@changefs.co.za

5. Qualifications and Memberships

B.Com and B.Com (Honours)

South African Association of Treasury Advisors
South African Institute of Financial Markets (SAIFM)

6. Independent Status of (FSP) and Professional Indemnity Insurance

FSP has arrangement with most of the major **product providers** [mainly South African Banks] and our representatives are authorised to place business with any of them. In the past 12 months this business did not earn more than 30% of its income from any product provider. FSP has no financial interest in any product supplier. We also carry Professional Indemnity and Fidelity Insurance.

7. Authorised Services, Licensed Categories and Product Suppliers

The FSP accepts responsibility for the actions of its appointed representatives acting within the mandates listed below. The appointed Representatives are authorised to give **advice and render intermediary services** in respect of Treasury and Financial Markets Risk Management.

The FSP is licensed to provide services in the following **Categories**: Money Market Instruments, Bonds, Derivative Instruments, Short-Term Deposits, Long Term Deposits and Participatory Interests in a Collective Investment Scheme.

The FSP will not be held liable in terms of any prejudice in respect of services or advice provided by any representative which falls outside the scope of this authorisation. Any complaint in respect of any product which falls outside the definition of financial product of the FAIS Act, cannot be forwarded to the FAIS Ombudsman.

The FSP transacts on behalf of clients with the following **Product Suppliers**: Absa Bank, Capitec Bank, First Rand, Investec Limited, Nedbank and Standard Bank.

8.Fit and Proper Representatives

The following persons are authorised representatives of the FSP and meet the Fit & Proper Requirements as stipulated by the FAIS Act:

- Mario A Moschetta
- Carlos D Martins
- Daniel W Mouton
- Kurt Stemmert

9. Waiver of Rights

In terms of Section 21 of the FAIS General Code of Conduct, no client will be requested or induced in any manner to waive any rights or benefits conferred on this client, by or in terms of any provision of this code, nor shall any waiver be recognized, accepted or acted upon.

10.Complaints Procedure & Conflict of Interest Policy

If you have a complaint, please contact C. D. de A. Martins, the Key Individual, who will assist you to address the concerns you have. Please note that in terms of the FAIS act, all complaints must be addressed to us in writing. Should we not be able to address the concerns to your satisfaction, you may wish to lodge a complaint with any of the Ombudsmen whose detail appear below, but in particular with the FAIS Ombud. You are entitled to request a copy of our complaints policy and procedure from any of our representatives' offices. The FSP takes note of Board Notice 58 of 2010 regarding FAIS Conflict of Interest. In line with this the following disclosures are made:

1. The FSP does not have any shares in any product provider
2. The FSP does not receive more than 30% of its commission from any of the above product providers
3. The FSP and its representatives do not receive any other financial benefit other than as stipulated in Section 3A(1)(a) of the code of conduct, thus only statutory commission is received

The FSP has adopted a conflict-of-interest management policy in terms of Section3A(2)(a) of the General Code of Conduct, a copy of which is available on request.

11. FSP Compliance Officer's Details

ISS Compliance (Pty) Ltd
Compliance practice number CO28

Telephone No: +27 031 832 0300
Email address: compliance@nfsgroup.co.za

12. FAIS Ombudsman Details for all FAIS advice related complaints

125 Dallas Avenue
Menlyn Central
Waterkloof Glen, Pretoria,0010

Telephone No: 0860 663 274
E-mail: info@faisombud.co.za
P. O. Box 41, Menlyn 0063