

Short-Term Insurance

Notice of Disclosure



MAGNATHOMSON
INTERNATIONAL MOVERS

Magna-Thomson International Movers is licensed as a financial services provider which in terms of the FAIS Act of 2002, entitles us to operate in an intermediary services capacity in short term insurance.

Although you are entrusting your household and personal effects to a professional mover, where the greatest care will be taken to ensure the safe delivery of your consignment, the possibility of loss or damage while your shipment is exposed to the rigors of international and domestic transport does exist.

There is therefore information/documentation that you are legally required to have and which will make things easier in the unlikely event of damage or loss to your removal goods.

This document contains important information and details that you as the short-term policy holder should take note of. This document contains info such as important notices, contact details of the organizations and institutions involved in the short-term insurance process.

Please keep this document in a safe place for easy reference.

PROCEDURES

Claims

- All claims must be reported to the nearest Magna-Thomson branch within 7 days after delivery or scheduled delivery for domestic and international moves.
- All claims will be processed promptly and efficiently by our insurance brokers on behalf of the underwriters.
- For additional information regarding the claim process, please refer to the Terms and Conditions on your insurance application form or on your insurance certificate or chat to your sales consultant.

Fees and Commission Payable

- A commission of 20% of the premium charged is earned on all policies.

THE INTERMEDIARY

Magna-Thomson International Movers (Pty) Ltd

Company Registration No: 2007/026294/07

FSB Financial Number is: 9364

Head Office

Physical Address: Cnr. Kelvin and Milne Road
Spartan
Kempton Park

Postal Address: P.O. Box 3968
Kempton Park
1620
Tel: (011) 975-8606
Fax: (011) 975-8231

Please note

The details above are for the Head Office in JHB. Magna-Thomson also has a branch in Cape Town, PMB and Durban.

Our compliance Officer can be reached at the above-mentioned contact details or at the following email address **insurance@[magnathomson.com](mailto:insurance@magnathomson.com)**

THE INSURER (UNDERWRITER)

The Insurer with whom your policy is placed is:

Guardrisk Insurance Company Limited

Company Registration No: 1992/001639/06

FSB Financial Services Provider Number: 75

Physical Address: 4TH Floor, Alexander Forbes Place
90 Rivonia Road,
Sandton
Gauteng
2146

Postal Address: P.O. Box 786015
Sandton
2196
Tel: (011) 669 1039
Fax: (011) 669 1931

Method of payment

The premium is paid as per the invoice. If no premium is received, then Magna-Thomson International Movers' liability is limited to the extent outlined in its Conditions of Contract.

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NB IMPORTANT INFORMATION AND WARNINGS

- You are entitled to a copy of the policy free of charge
- If the information regarding your intermediary or your insurer (the underwriter) was given orally, it must be confirmed in writing within 30days.
- You must be informed of any material changes to the information reflected under the “Your Intermediary” and “Your Insurer” sections.
- Your Insurer may not cancel your insurance merely by informing your intermediary. The insurer is obliged to make sure that the notice is sent to you.
- If any complaint to the intermediary or insurer is not resolved to your satisfaction, you may submit the complaint to the Registrar of Short-term insurance
- A polygraph or lie detector test is not obligatory in the event of a claim, and the failure of such a test may not be the sole reason for repudiating a claim.
- Your Insurer may not cancel your insurance merely by informing your intermediary. The insurer is obliged to make sure that the notice is sent to you.

WARNINGS

- Complete ALL forms in ink
- Please keep all documents presented to you in a safe place
- DO NOT sign a blank or partially completed application form
- Make notes as to what is said to you
- Do not be pressured to buy the product
- Non-disclosure or incorrect disclosure by you of relevant facts may influence the Insurer on any claims arising from your contract of insurance

OTHER ORGANIZATIONS

See other important contact details below:

1. The Short-term Insurance Ombudsman

Postal Address: P.O Box 32334
Braamfontein
2092

Tel: (011) 726- 8900
Fax: (011) 726- 5501

Please note

The Ombudsman is available to advise you in the event of claims problems which are not satisfactorily resolved by the intermediary and/or the Insurer.

2. The Short-term Insurance Registrar

Postal Address: Financial Services Board
P.O. Box 35655
Menlo Park, 0102

Tel: (012) 428-8000
Fax: (012) 347-0221

Please note

If any complaint to the Intermediary or the Insurer is not resolved to your satisfaction, you may submit the complaint to the Registrar of Short-term Insurance.

3. THE FAIS (Financial Advisory and Intermediary Services) Ombudsman

Postal Address: P.O. Box 74571
Lynwood Ridge
0040

Tel: (012) 470-9080
Fax: (012) 470-9097
Sharecall: 0860 324 766

Please note

If your Intermediary/FSP was unable to resolve a complaint about the Financial product purchased, varied, placed or terminated, you may submit the complaint to the FAIS Ombudsman.

Please complete the following section

I hereby acknowledge that I have read this notice as well as the information on the previous 2 pages of this document.

Client Name: _____

Date: _____

Client Signature: _____

