

## STATUTORY NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS

DISCLOSURE IN TERMS OF THE FINANCIAL ADVISORY  
AND INTERMEDIARY SERVICES (FAIS) ACT (37 of 2002)

**YOU HAVE THE RIGHT TO THE FOLLOWING INFORMATION AS A SHORT-TERM INSURANCE POLICYHOLDER.  
PLEASE READ THIS NOTICE CAREFULLY.**

### DISCLOSURE NOTICE

Pineapple is an authorised Financial Services Provider (FSP 48650). Pineapple is underwritten by Old Mutual Alternative Risk Transfer Insure Limited, Registration no: 1966/10741/06. An Authorised Financial Services Provider (FSP 49551) and licensed Non-Life Insurer.

**YOU CAN CONTACT PINEAPPLE AT:**

<b>Physical Address:</b> 4 Sandown Valley Crescent Sandown, Sandton 2196	<b>Postal Address:</b> 4 Sandown Valley Crescent Sandown, Sandton 2196	<b>Sales, Customer Care &amp; Claims</b> <b>Email</b> <b>Complaints</b> <b>Website</b>	Contact us via our Pineapple App <a href="mailto:fresh@pineapple.co.za">fresh@pineapple.co.za</a> <a href="mailto:complaints@ominsure.co.za">complaints@ominsure.co.za</a> <a href="http://www.pineapple.co.za">www.pineapple.co.za</a>
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### HOW TO LODGE A CLAIM:

Lodge all claims via the Pineapple App. Alternatively, visit our website at [www.pineapple.co.za](http://www.pineapple.co.za) for a live chat or give us a shout on [fresh@pineapple.co.za](mailto:fresh@pineapple.co.za).

#### THINGS TO REMEMBER:

- If any information above was given orally, it must be confirmed in writing within 30 days.
- Pineapple sales advisors are full-time employees. Their salaries are performance-based and are determined by the total premium and number of sales.
- Old Mutual Alternative Risk Transfer Insure Limited has a Conflict of Interest Management Policy which can be accessed at [www.ominsure.co.za](http://www.ominsure.co.za).
- Old Mutual Alternative Risk Transfer Insure Limited has Professional Indemnity insurance and accepts responsibility for the financial advice of its Representatives, acting in the scope and course of their employment.
- You are entitled to a copy of the policy document free of charge.
- Polygraph or any lie detector tests are not obligatory and claims may not be rejected solely on the basis of the failure of such tests.

#### IMPORTANT

- Keep all documents given to you.
- Make notes of what is said to you.
- Don't be pressurised into buying the product.
- Failure to provide correct or full relevant information may influence the decision of the insurer on any claims arising from your contract of insurance.

### CLAIMS AND COMPLIANCE-RELATED QUERIES

If you have any claims and compliance-related issues that have not been resolved to your satisfaction, you may address your queries to:

Postal Address	National Financial Ombud Scheme South Africa NPC PO Box 32334 Braamfontein 2017	The Compliance Officer PO Box 1120 Johannesburg 2000	The FAIS Ombudsman PO Box 1120 Johannesburg 2000
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Physical Address	<b>Johannesburg Office</b> 110 Oxford Road Houghton Estate Johannesburg Gauteng 2198	Old Mutual Insure Wanooka Place St Andrews Road Parktown 2193	125 Dallas Avenue Menlyn Central Waterkloof Glen Pretoria 0010
	<b>Cape Town Office</b> Claremont Central Building 6 <sup>th</sup> Floor 6 Vineyard Road, Claremont Western Province 7700		
Telephone	0860-800-900	011 374 9111	012 470 9080
Fax			012 348 3447
Share Call			0860 32 47 66/0860FAISOM
Website	<a href="http://www.nfosa.co.za">www.nfosa.co.za</a>		<a href="http://www.faisombud.co.za">www.faisombud.co.za</a>
Email	<a href="mailto:info@nfosa.co.za">info@nfosa.co.za</a>	<a href="mailto:compliance@ominsure.co.za">compliance@ominsure.co.za</a>	<a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>