



Statutory notice

Disclosure in terms of the financial advisory and intermediary services (FAIS) Act (37 of 2002).
Please read it carefully.

1. Alexforbes Invest is licensed to provide the following financial services

- Long-Term Insurance Category B1 and B1-A
- Long-Term Insurance Category B2 and B2-A
- Long-Term Insurance Category C
- Shares
- Participatory interests in collective investment schemes
- Pension funds benefits
- Retail pension benefits

2. Our contact information

Physical address:	115 West Street Sandton 2196 South Africa
Postal address:	PO Box 787240 Sandton 2146
Website:	https://invest.alexforbes.com
Telephone number:	0860 688 837
Email:	invest@alexforbes.com
Fraud line:	0800 006 656
Whistle blowing line:	0800 006 656

3. Please take note of the following

- Please read through all your investment documents to ensure that you understand the contents thereof.
- Alexforbes Invest does not render intermediary services of a discretionary nature relating to a particular financial product.
- All instructions to us must be made electronically via our website through your profile or through our call centre telephonically.
- Records of your electronic and telephonic transactions will be stored indefinitely.
- We will provide you with quarterly statements and certificates of income and capital gains for taxation purposes.
- Alexforbes Invest has professional Indemnity and Fidelity Insurance and accepts responsibility for the financial advice it provides as well as the financial advice provided by its representatives, acting in the course and scope of their employment.
- All our call centre representatives are duly trained and qualified to assist you with any queries. Some of our representatives may be working under supervision.
- The appropriateness of our advice might be limited if we could not conduct a full financial analysis.
- All our calls to our call centre are recorded and will be made available to you upon request.
- We will provide you with 30 days written notice to that effect.

- Your investment will at all times be subject to the latest terms and conditions which can be accessed at all times on <https://invest.alexforbes.com>
- There is no Cooling-off Period applicable to the investment.
- There are always risks associated with any investment.
- Our Complaints Resolution Policy and Conflict of Interest Management Policy is available on the Alexforbes Invest website (<https://invest.alexforbes.com>).

4. Compliance department information

In the event of Compliance related queries or matters of non-compliance with the Financial Advisory and Intermediary Services Act may contact our compliance department on 011 269 0000.

5. FAIS Ombud

If the matter is not resolved to your satisfaction, you may address your queries to the FAIS Ombud at:

Postal Address:	PO Box 74571 Lynnwood Ridge 0040
Website:	www.faisombud.co.za
Telephone:	0860 324 766
Fax:	012 348 3447
Email:	info@faisombud.co.za

Disclaimer

Alexforbes Invest (Pty) Ltd is an authorised financial services provider (FSP 47234 and registration number 2016/225957/07) and an approved retirement fund administrator (24/786).

As a client of Alexforbes Invest you have the right to the following information. Please note that the disclosures form part of your contract with Alexforbes Invest. This document, however, is for information purposes only and does not constitute a contract.