



FAIS Act

The Financial Advisory and Intermediary Services Act or FAIS Act is legislation which regulates the manner in which intermediary services and advice is given to you together with other important matters regarding the selling and marketing of products. This Act is there to make sure that all Smart Life and EasyPay Insurance's staff and in particular our sales representatives act with care, diligence and skill when providing the public with financial services.

The main reasons for the FAIS Act are **To Protect:**

- **You** when you use any type of financial services or product
- **the financial services industry** , and
- **Financial Services Providers** or FSP's.

Smart Life and EasyPay Insurance together with its parent company Lesaka Technologies wants to provide the best possible service and appropriate advice to you, our customer. The Smart Life and EasyPay Insurance commitment and mission remains that of improving lives by driving widespread financial inclusion to the previously underserved consumers and merchants across Southern Africa.

Importantly we take responsibility for the financial advisory and intermediary services rendered to our clients by:

- *Assessing, where required, the financial needs of our clients*
- *Providing appropriate advice to clients after having established the relevant facts*
- *Assisting clients to make informed decisions*
- *Resolving customer complaints through easy-to-use complaints procedures*
- *Ensuring that our representatives or financial services providers understand Smart Life and EasyPay Insurance's products*
- *Acting with care, diligence and transparency.*



Easy Pay Insurance products are underwritten by The Smart Life Insurance Company Limited, a licensed life insurer and an authorised financial services provider (FSP45983)