



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 EasyPay Insurance Limited ("EasyPay Insurance") 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.

EasyPay Insurance together with its parent company Lesaka Technologies Inc. wants to provide the best possible service and appropriate advice to you, our customer. The EasyPay Insurance commitment and mission remain that of improving lives by driving widespread financial inclusion to the previously underserved consumers and merchants across Southern Africa. Our ultimate purpose is improving the lives of South Africa's grant beneficiaries by providing innovative, financial technology and value creating insurance solutions.

We have no higher purpose than serving our customers not just once, but across a lifetime.

Therefore, and importantly, we take responsibility for the financial advisory and intermediary services rendered to our customers 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 EasyPay Insurance and EasyPay Insurance's products*
- *Acting with care, diligence and transparency.*



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