



*The Specialist Insurer*

## **STATUTORY DISCLOSURE OF COMPASS INSURANCE COMPANY LIMITED**

an authorised financial services provider

### **DISCLOSURES REQUIRED IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002**

#### Status of Financial Services Provider in terms of the FAIS Act

Compass Insurance Company Limited is an authorised Financial Service Provider, FAIS licence number: 12148, whose core business is the provision of niche short term insurance products through its select underwriting management agency partners.

Compass Insurance Company forms part of the Hannover-Reinsurance Group Africa (Pty) Ltd. Russell Spring and Dean Delport are key individuals of the FSP, and as such participate in the decision making and management of the organisation.

Compass Insurance Company Limited does not have any representatives.

#### FSP Office Contact Particulars

Physical Address: 54 Peter Place,  
Peter Place Office Park, Building G,  
Bryanston

Telephone No: 011 745 8333  
Facsimile No.: 011 745 8444

Postal Address: PO Box 37226  
Birnam Park 2015

E-mail: [customercare@compass.co.za](mailto:customercare@compass.co.za)

#### Responsible Key Individual Contact Particulars

Telephone No: 011 745 8333

Facsimile No: 011 745 8444

E-mail address: [russells@compass.co.za](mailto:russells@compass.co.za) / [deand@compass.co.za](mailto:deand@compass.co.za)

#### Professional Indemnity Insurance

We do carry professional indemnity insurance.

#### Authorisation

The Company is licensed in respect of short term commercial and short term personal products.

#### Complaints Procedures

If you have a complaint, please contact the FSP head office. The complaints officer will assist you to address the concerns you have. Please note that in terms of the FAIS Act, all complaints must be addressed to us in writing. Should we not be able to address the concerns to your satisfaction, you may lodge a complaint with any of the Ombudsmen whose detail appear below. If you wish to learn more about our complaints policy and procedure, please contact our complaints officer at the office number above.

**Conflict of Interest**

A copy of our conflict of interest policy is available to view on our website.

**FAIS Compliance Officer Details**

Dawn Julyan  
ISS Compliance (Pty) Ltd  
Compliance practice number 28

Telephone No: (012) 998 7938  
Facsimile No: (086 636 5217)

**FAIS Ombud Details for all FAIS advice related complaints**

The Customer Contact Division  
The FAIS Ombud  
Celtis House  
Eastwood Office Park  
Lynnwood  
Pretoria

PO Box 74571  
Lynnwood Ridge  
0040

Telephone No: 0860 FAISOM (0860 324 766)  
E-mail: [info@faisombud.co.za](mailto:info@faisombud.co.za)

**Short Term Insurance Ombud**

Tel. 011 726-8900 | Fax. 011 726-5501 | Sharecall: 0860 726 890 | E-mail: [info@osti.co.za](mailto:info@osti.co.za)  
Building D, 5<sup>th</sup> Floor, Sunnyside Office Park, 32 Princess of Wales Terrace, Parktown, 1984  
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