

Dear Client

We are privileged that you have considered us as your advisers.

Please find below information about our company and its representatives.

**Our business details are as follows:**

Business Name:	Stonewood Asset Management (Pty) Ltd ('Stonewood')
Registration Number:	2010/014548/07
FSP License Number:	45170
Licensed Categories:	Cat I & II (rendering of financial advisory & intermediary services)
Address (Postal & Physical):	54 Glenhove Road, Melrose Estate, Johannesburg, 2196
Contact Person:	James Twidale (Key Individual)
Telephone Number:	+27 (11) 883 2897
E-mail Address:	<a href="mailto:james@stonewoodam.co.za">james@stonewoodam.co.za</a>

**Mandate:**

The representatives of Stonewood act as an agent for Stonewood. Your representative may represent more than one product provider. Without in anyway limiting and subject to the other provisions of the services agreement/mandate, Stonewood accepts responsibility for the lawful actions of our representatives (as defined in FAIS) in rendering financial services within the course and scope of their engagement/employment.

**Service Providers:**

Your representative will select which service provider they are accredited to market the products of. A list of service providers is available on our website [www.stonewoodam.co.za](http://www.stonewoodam.co.za)

**Disclosures:**

The relevant fees/commissions payable to Stonewood are noted on the quotation received from the Product Provider. Please insist on obtaining a copy of this quotation. Stonewood does not hold shares or any equivalent financial interest in any product supplier.

Stonewood is remunerated an asset management fee as a percentage of assets under management. Please note that Stonewood representatives are remunerated on a salary basis. In addition, representatives can potentially be remunerated an initial and/or annual advice fee expressed as a percentage of the value of client investments for the financial advice and services provided. Representatives are required to negotiate and agree with individual clients for the aforementioned advice fee(s), where applicable.

It should be noted that more senior individuals within Stonewood may receive bonus remuneration which recognizes their contribution to the overall success of Stonewood.

Stonewood carries out activities as an advisor and as an asset manager. Stonewood is a specialist investment management business that is responsible for the investment management of the Stonewood AM Ci Funds. Furthermore, certain Representatives of Stonewood are members of the Stonewood investment committee and may be entitled to an annual investment management fee or financial interest in relation to investments placed in the Stonewood AM Ci Funds. A potential conflict of interest may arise where recommendations are made by representatives of Stonewood in relation to investments in the Stonewood AM Ci Funds.

When providing advice in relation to financial products, Stonewood is required to analyse its client's requirements and needs. The Stonewood investment range will only be recommended to clients in instances where these investments are in the best interests of the client. The financial advice will be based on information provided by the client. Stonewood will not be held liable for any financial advice that was provided in respect of incorrect, inaccurate and incomplete information provided by the client.

**Services under supervision:**

A copy of our services under supervision framework is available on our website [www.stonewoodam.co.za](http://www.stonewoodam.co.za)

**Experience and accreditation (FAIS):**

Stonewood is authorised in the following product categories (Sub-Categories) and your representative is under supervision for the categories (Sub-Categories) noted below:

Stonewood Asset Management (Pty) Ltd is a company incorporated in South Africa with registration number 2010/014548/07  
Authorised Financial Services Provider (FSCA Licence no.45170)  
54 Glenhove Road, Melrose Estate, 2196 | T: +27 (011) 883 2897 | E: [info@stonewoodam.co.za](mailto:info@stonewoodam.co.za) | W: [www.stonewoodam.co.za](http://www.stonewoodam.co.za)  
Director: J Twidale

Client Signature  
**V1.2021**

Financial Product		Advice	Intermediary Services	Services under Supervision
1.1	Long-term Insurance: Subcategory A	✓	✓	
1.2	Short-term Insurance: Personal Lines	✓	✓	
1.3	Long-term Insurance: Subcategory B1	✓	✓	
1.4	Long-term Insurance: Subcategory C	✓	✓	
1.5	Retail Pension Benefits	✓	✓	
1.7	Pension Funds Benefits (excluding retail)	✓	✓	
1.8	Shares	✓	✓	
1.9	Money Market Instruments	✓	✓	
1.10	Debentures and securitised debt	✓	✓	
1.11	Warrants, Certificates and instruments	✓	✓	
1.12	Bonds	✓	✓	
1.13	Derivative Instruments	✓	✓	
1.14	Participatory interests in Collective Investment Schemes	✓	✓	
1.17	Long-term Deposits	✓	✓	
1.18	Short-term Deposits	✓	✓	
1.20	Long-term Insurance subcategory B2	✓	✓	
1.21	Long-term Insurance subcategory B2-A	✓	✓	
1.22	Long-term Insurance subcategory B1-A	✓	✓	
1.23	Short-term Insurance Personal Lines A1	✓	✓	
1.24	Structured deposits	✓	✓	
1.26	Participatory interests in a CIS hedge fund	✓	✓	
2.5	Shares		✓	
2.6	Money Market Instruments		✓	
2.7	Debentures and securitised debt		✓	
2.8	Warrants, Certificates and instruments		✓	
2.9	Bonds		✓	
2.10	Derivative Instruments		✓	
2.11	Participatory interests in Collective Investment Schemes		✓	
2.13	Long-term Deposits		✓	
2.14	Short-term Deposits		✓	
2.20	Participatory interests in a CIS hedge fund		✓	

No conditions or restrictions have been imposed by the Authority.

#### Commitment to our clients:

As a licensed FSP we will always strive to serve and protect your best interests. This includes ensuring that our representatives meet the requirements stipulated by law.

#### Waiver of rights:

Stonewood may not request or induce the client in any manner to waive any right or benefit conferred on the client by or in terms of any provision of the General Code of Conduct under the FAIS Act, or recognise, accept or act on any such waiver by the client, and any such waiver will become null and void.

#### Professional Indemnity Cover and Fidelity Insurance:

Stonewood currently holds Professional Indemnity Insurance and Fidelity Insurance.

#### FICA:

Where required in terms of the Financial Intelligence Centre Act ("FICA"), Stonewood shall be obliged to record and verify client information in the manner prescribed by FICA. Stonewood currently utilise Docfox as a compliance software that collects, stores and verifies FICA documentation in adherence to FICA Regulation. Stonewood may also be required to report unusual and suspicious financial activities where so obligated by FICA.

Stonewood may be unable in particular circumstances and where required by FICA, to process the transaction as required by the client, unless identification and verification requirements in terms of FICA are met. Stonewood cannot be held responsible for a failure to action any transaction, where such failure was as a result of the non-provision of the legislated information required by FICA by the client.

Client Signature  
V1.2021

Stonewood, reserves the right to terminate any contractual relationship with the client, in its capacity as a Representative and / or Intermediary, to ensure adherence to relevant legislation, company policies, good governance and due diligence exercised. The client will be duly notified of this termination in writing.

#### **Representatives:**

Although our representatives may change from time to time, we will always endeavour to ensure that a qualified representative will be available to serve your needs, unless you request to be serviced by a representative that is not a representative of Stonewood.

#### **Complaints:**

A copy of our complaints handling process is available on our website, [www.stonewoodam.co.za](http://www.stonewoodam.co.za), alternatively this procedure is available from our complaints department:

Telephone Number:	+27 (11) 883 2897
E-mail Address:	<a href="mailto:info@stonewoodam.co.za">info@stonewoodam.co.za</a>

**If your complaint is not resolved to your satisfaction, you may submit your complaint to the FAIS OMBUD with the following details:**

Authority Name:	FAIS OMBUD – Office of the Ombud of the Financial Service Providers
Physical Address:	Sussex Office Park, Ground Floor, Block B, 473 Lynwood Road, Pretoria, 0081
Postal Address:	P.O. Box 74571, Lynwood Ridge, 0040
Telephone Number:	+27 (12) 762 5000 or +27 (12) 470 9080
E-mail Address:	<a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>
Website	<a href="http://www.faisombud.co.za">www.faisombud.co.za</a>

#### **Compliance:**

We have enlisted the services of Moonstone Compliance (Pty) Ltd to fulfil the independent compliance officer role, as provisioned in the FAIS Act. Our compliance officer is a representative of Moonstone with the following details:

Compliance Officer:	Gary Currin
Address:	25 Quantum Street, Stellenbosch, 7600
Telephone Number:	+27 (21) 883 8000
E-mail Address:	<a href="mailto:gcurrin@moonstonecompliance.co.za">gcurrin@moonstonecompliance.co.za</a>
Website:	<a href="http://www.moonstonecompliance.co.za">www.moonstonecompliance.co.za</a>

#### **Conflict of interest:**

A copy of our conflict of interest policy is available on our website [www.stonewoodam.co.za](http://www.stonewoodam.co.za)

Stonewood has a gift policy to prevent any situation that could create the impression of conflict with a client's interest or compromise the company's independence from product providers.

#### **Group Companies:**

Stonewood is part of Stonewood Capital (Pty) Ltd.

In providing financial services to its clients, certain business may flow to other companies within the wider Stonewood Capital Group. Stonewood Capital benefits to the extent that business is retained within the group. In some instances, these businesses may receive remuneration for services provided.

Subsidiaries of Stonewood Capital (Pty) Ltd are available on the website [www.stonewoodcapital.co.za](http://www.stonewoodcapital.co.za). The companies' representatives are independently responsible for all advice provided relevant to their products/services.

Stonewood is not a product provider but a representative on behalf of product providers. Please ensure that you always receive a quote from the product providers when purchasing financial products and services.

#### **Fair collection notice:**

**Consent to collect, store and disclose certain information to Stonewood, its Financial Adviser and any Authorised User(s) within the Stonewood Group.**

This Fair Collection Notice ("Notice") explains how we obtain, use, disclose and otherwise process personal information, which may include health and financial information.

---

Client Signature  
V1.2021

I hereby consent to the collection, collation, storage and disclosure of the information contained in all sections of the Compliance documentation signed by me, for any purpose relating to the rendering of sound and proper financial advice to me/us, and any additional information that is provided by me/us to Stonewood, its financial adviser and any authorised user(s) within the Stonewood Group for the purpose of:

- Conducting a full needs analysis to determine financial needs;
- Complete comparison quotations;
- Obtain information from the financial Services Exchange (Astute) or any other financial institution;
- For administration purposes withing the FSP

All private information will be treated as confidential by Stonewood, its financial adviser and any authorised user(s) within the Stonewood Group and may not be made public without my/our written consent.

**Consent to share information with the adviser**

By signing this notice, you authorise Stonewood to share your personal information (including but not limited to your health information) with your financial adviser or any authorised user(s) within the Stonewood Group.

**General**

- This notice explains how I, an intermediary contracted by Stonewood obtain, use and disclose your personal information, as part of Stonewood's good business governance.
- You have the right to request a copy of the personal information we hold about you. To do this, simply send an email to [info@stonewoodam.co.za](mailto:info@stonewoodam.co.za) and specify what information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information.
- Please note that any such access request may be subject to a payment of a legally allowable fee.
- You have the right to ask for an update, correct or delete your personal information. You may do this by contacting us.
- Please note that we may amend this notice from time to time.
- Acceptance of these terms and conditions is a requirement for rendering financial services to you.
- Where you act on behalf of a minor, incapacitated person or a person unable to act on their own, you confirm that you have the authority to do so.

I..... (Full names and Surname)

confirm that I have read and understood the above notice on the ..... of ..... 2021 and have received a copy thereof.