
MIPLAN FAIS DISCLOSURE STATEMENT

STATUTORY FAIS DISCLOSURE STATEMENT ON MIPLAN (PTY) LTD TO BE GIVEN TO IPMC AND MIPLAN

1. **Full business and trade name:** Miplan (Pty) Ltd
2. **FSP licence:**
 - 2.1. **Number:** 9383
 - 2.2. **Licenced financial services:** Advice, intermediary service and discretionary FSP in respect of the following products:
 - Long –term Insurance: Category A B1,C,B2,C
 - Retail Pension Fund Benefits, (Retail) Pension Benefits(excluding retail Pension fund Benefits) Securities and instruments: shares in a company other than “a share block company” as defined in the Share Block Control Act , 1980, money market instruments, debentures and securitised debt, warrants, certificates and other instruments acknowledging conferring or creating rights to subscribe to , acquire, dispose of , or convert securities, bonds, derivatives;
 - Deposits as defined in the Banks Act;
 - Participatory interest in one or more collective investment scheme
 - Long-Term Deposits , Short Term deposits
 - 2.3. **Conditions/restrictions:** Available on request
3. **Registration number:** 2008/0015
4. **Postal address:** PO Box 23271, Claremont, 7735
5. **Physical address:** 3th Floor, Letterstedt House, Newlands on Main, Newlands, 7700
6. **Telephone:** 021 657 5960
7. **Web site:** www.miplan.co.za
8. **E-mail address:** aturpin@Miplan.co.za
9. **Contact person:**
 - **Name:** Anton Turpin
 - **Designation:** Director
 - **Telephone:** 021 6575960
 - **E-mail:** aturpin@Miplan.co.za
10. **Compliance officer:**
 - **Name:** Muller Van Staden
 - **Telephone:** 021 954 7201
 - **E-mail:** muller@providus.co.za

11. **Professional indemnity cover:** R5m

12. **FAIS exemptions:** None.

13. **Resolution of complaints:**

- All complaints are to be in writing and addressed to the compliance officer (details as per 10 above).
- Once received by the compliance officer, these complaints will be noted in the complaints register.
- An acknowledgement of receipt of the complaint will be forwarded to the client.
- The compliance officer will consult with the relevant managers/employees to obtain facts surrounding the complaint.
- If the complaint is resolved in favour of the client, the discretionary FSP will ensure that a full and appropriate level of redress is offered to the client without any delay.
- If the outcome is not favourable to the client, the discretionary FSP must provide full written reasons to the client within 6 weeks of receipt of a complaint.
- If the client is not satisfied with the resolution of the complaint by the discretionary FSP then the client may, if it wishes to pursue the matter, refer the complaint to the Office of the Ombud for Financial Services Providers within 6 months.
- Contact particulars of Ombud for Financial Services Providers:
FAIS OMBUD
P O Box 74751
Lynnwood Ridge
0040
Tel: 0860324766 / (012) 470-9080
Fax: (012) 348 3447
www.faisombud.co.za

For a copy of the detailed internal complaint resolution system and procedures, contact the compliance officer (details as per 10 above).