



# STATUTORY NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS

DISCLOSURE IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES (FAIS) ACT (37 of 2002)

(This notice does not form part of your Insurance Contract or any other document.)

**YOU HAVE THE RIGHT TO THE FOLLOWING INFORMATION AS A SHORT-TERM INSURANCE POLICYHOLDER. PLEASE READ THIS NOTICE CAREFULLY.**

## DISCLOSURE NOTICE

Pineapple is underwritten by Old Mutual Insure Limited. Reg. No: 1970/006619/06, a Licensed FSP & Non-Life Insurer.

### YOU CAN CONTACT THE INSURER AT:

<b>Physical Address:</b> Office 201, 10 Kramer Road Sandton Johannesburg 0001	<b>Postal Address:</b> Office 201, 10 Kramer Road Sandton Johannesburg 0001	<b>Sales, Customer Care &amp; Claims</b> <b>Telephone</b> <b>Email</b> <b>Complaints</b> <b>Website</b>	Contact us via our Pineapple App 011 374 9111 <a href="mailto:fresh@pineapple.co.za">fresh@pineapple.co.za</a> <a href="mailto:complaints@ominsure.co.za">complaints@ominsure.co.za</a> <a href="http://www.pineapple.co.za">www.pineapple.co.za</a>
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### HOW TO LODGE A CLAIM:

Lodge all claims via the Pineapple App. Alternatively, visit our website at [www.pineapple.co.za](http://www.pineapple.co.za) for a live chat or give us a shout on [fresh@pineapple.co.za](mailto:fresh@pineapple.co.za).

<b>THINGS TO REMEMBER:</b> <ul style="list-style-type: none"><li>• If any information above was given orally, it must be confirmed in writing within 30 days.</li><li>• Pineapple sales advisors are full-time employees of Old Mutual Insure. Their salaries are performance-based and are determined by the total premium and number of sales.</li><li>• Old Mutual Insure has a Conflict of Interest Management Policy which can be accessed at <a href="http://www.ominsure.co.za">www.ominsure.co.za</a>.</li><li>• Old Mutual Insure has Professional Indemnity insurance and accepts responsibility for the financial advice of its Representatives, acting in the scope and course of their employment.</li><li>• You are entitled to a copy of the policy document free of charge.</li><li>• Polygraph or any lie detector tests are not obligatory and claims may not be rejected solely on the basis of the failure of such tests.</li></ul>	<b>IMPORTANT</b> <ul style="list-style-type: none"><li>• Keep all documents given to you.</li><li>• Make notes of what is said to you.</li><li>• Don't be pressurised into buying the product.</li><li>• Failure to provide correct or full relevant information may influence the decision of the insurer on any claims arising from your contract of insurance.</li></ul>
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### CLAIMS AND COMPLIANCE-RELATED QUERIES

If you have any claims and compliance-related issues that have not been resolved to your satisfaction, you may address your queries to:

	<b>The Ombudsman for Short-Term Insurance</b>	<b>The Compliance Officer</b>	<b>The FAIS Ombudsman</b>
<b>Postal Address</b>	PO Box 32334 Braamfontein 2017	Old Mutual Insure PO Box 1120 Johannesburg 2000	PO Box 74571 Lynnwood Ridge 0040
<b>Telephone</b>	011 726 8900		012 470 9080
<b>Fax</b>	011 726 5501	011 374 3089	012 348 3447
<b>Share Call</b>	0860 72 68 90		0860 32 47 66/0860FAISOM
<b>Website</b>	<a href="http://www.osti.co.za">www.osti.co.za</a>		<a href="http://www.faisombud.co.za">www.faisombud.co.za</a>
<b>Email</b>	<a href="mailto:info@osti.co.za">info@osti.co.za</a>	<a href="mailto:compliance@ominsure.co.za">compliance@ominsure.co.za</a>	<a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>

# Pineapple

Pineapple is an authorised Financial Services Provider (FSP 48650).

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