



NEWSLETTER



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FROM THE EDITORS DESK:

In this newsletter, we highlight an important initiative that impacts both the finance world and you—the consumer: Money Smart Week South Africa. We are committed to this initiative because it aligns with our dedication to financial awareness and empowering you. Money Smart Week South Africa isn't just an event; it's a movement that aims to educate and equip consumers with the knowledge and tools to make smart financial choices.

We, at the Office of the FAIS Ombud, take pride in being part of this initiative. By spreading awareness about finance, providing helpful resources, and making sure you know about free ways to solve financial issues, we work towards a balanced and informed financial landscape.

We're more than just dispute solvers. We strongly believe in consumer rights and financial awareness. An informed consumer can make good financial decisions and stand up for what's right.

CONTACT US

Should you require assistance in submitting a new complaint, wish to follow-up on an existing complaint or for any other general enquiry please contact us at the numbers provided below and your query shall be directed accordingly.

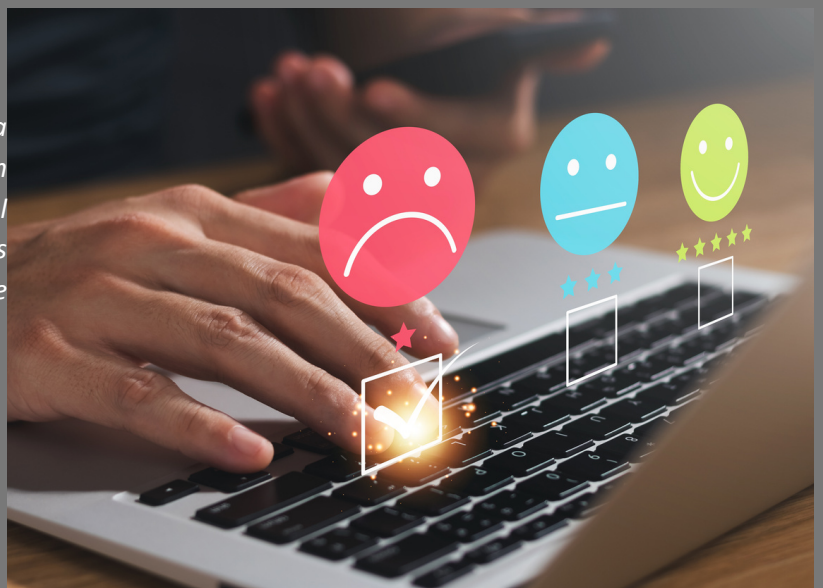
Tel: +27 12 762 5000

Fax: (012) 348 3447

Sharecall: 086 066 3274

Email: info@faisombud.co.za

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NEW APPOINTMENTS

Ms Khomotso Mariri - ICT Graduate



Ms. Khomotso Mariri is a computer scientist who graduated from the University of Limpopo in 2023. Throughout her academic journey, she was exposed to various aspects of technology, which fueled her passion for the field. This ICT graduate trainee program is an opportunity that will equip her with essential skills, making her a valuable asset in this advanced technological era.

Mr. Nene Leleki - ICT Graduate



Mr. Nene Leleki is a self-driven Computer Science Graduate from the University of Fort Hare, holding a Junior Degree in Computer Science and Chemistry. With a passion for technology and the digital world, he pursued further studies and obtained an Honours in Computer Science. This graduate opportunity will provide him with essential skills that will make him an asset to the IT industry.

Ms. Jessica Makwala - Human Resources Graduate



Ms. Jessica Makwala is a bright and energetic graduate with a Bachelor of Commerce degree from the University of Limpopo, specializing in Human Resources Management. She is passionate about creating a positive and supportive workplace for employees. Jessica is eager to continue her education and gain more qualifications to excel in the human resources field.

Ms. Gontse Setseta - Human Resources Graduate



Ms. Gontse Setseta is a passionate graduate from the CTI Education Group with a Bachelor of Commerce Degree. She has a keen interest in operations and HR and aims to pursue an Honours in Human Resource Management. This graduate opportunity will help her gain valuable experience in handling different HR situations and prepare her for further studies.

Faith Shogole - HR Practitioner



Ms. Faith Shogole is a B-Tech Graduate in Human Resource Management from the Vaal University of Technology. She is passionate about Human Resources because she believes that people are the most important asset of any organization. She loves helping to find the best talent and developing them into top performers. She also enjoys creating a positive workplace culture that encourages creativity and productivity.

FAIS OMBUD EMPOWERING CONSUMERS DURING MONEY SMART WEEK SOUTH AFRICA 2023

The FAIS Ombud participated in the Money Smart Week South Africa 2023 campaign, held from August 28 to September 3, 2023. The theme for the year, “Plan your money, plant your future,” emphasized the critical importance of making informed financial decisions to ensure a secure financial future.

During Money Smart Week 2023, the FAIS Ombud organized a series of events aimed at raising consumer awareness regarding the importance of recognizing sound financial advice.



We utilized community radio stations, social media platforms, and a dedicated webpage. Through these channels, consumers could engage in conversations, access informative content, and gain insights into making better financial choices. Resources are still available at bit.ly/48ntTBC.

The FAIS Ombud was also an active participant in a collaboration among South Africa's financial ombud schemes, aimed at promoting consumer empowerment and financial literacy. This collaborative effort highlighted the seamless cooperation between our offices in addressing consumer complaints and disputes, ultimately contributing to a more secure financial landscape through an informative webinar open to the public.

In a second collaboration, our office partnered with Zibuza.net, a community of teachers, students, and parents. This collaboration facilitated access to the teacher community, allowing us to raise awareness about our office and the services we offer to consumers, all free of charge.



www.faisombud.co.za



**PROUDLY SUPPORTING
MONEY SMART WEEK
SOUTH AFRICA**

28 August – 3 September 2023

Join the campaign by visiting
www.mswsa.co.za





SAVINGS MONTH: Insurance Tips that will save you money during these tough economic times

Since the beginning of the year, South Africa has seen a succession of interest rate increases, putting financial strain on individuals and families across the country. In light of this difficulty, many people are actively looking for methods to cut back on spending and make budget adjustments to get through these tough times.



It is critical for consumers to remember that they should always notify their insurance provider if they are having difficulty making premium payments. To help consumers engage in effective conversations with their brokers or financial advisors, we have compiled a list of practical tips to assist them in saving money and reducing their insurance premiums effectively:

Ensure that there is Insurable interest – If you are going to be taking a funeral policy or already have an existing one, ensure that there is insurable interest. The principle of insurable interest is normally satisfied if the parties are closely related and the beneficiary of the cover would suffer financial loss from the insured person's death, such as spouses, children or parents. If insurable interest is not established during the claim stage, some insurance companies may refuse to pay the claim. To prevent being in this situation, make sure that you contact your insurer to clarify the matter.

Avoid taking out too many funeral Policies - The objective of taking out a funeral policy is to provide cover for the financial obligations arising from a funeral and not to profit from it. Consumers must understand that while there may not be a set maximum number of policies you can have, there is, however, a maximum payout limit of R100,000 for each life insured. This limit is specific to the insurance policy held by a particular policyholder. Once this limit is reached, further payments will not be made, as stipulated by the Insurance Act. Hence Sections 8(1)(a) – (c) require a financial advisor to obtain appropriate information from the client regarding his/her financial position. The financial advisor is required to conduct an analysis based on the information provided, provide the client with adequate advice and identify financial products that are appropriate for the client's risk profile and financial needs.

Review your insurance - By regularly reviewing and updating your insurance policies, either annually or whenever there are changes in your circumstances, you can evaluate if your insurance requirements have shifted, leading to potential savings through policy and premium reductions.

Updating your information can be either changing jobs or moving homes, which both affect the underwriting of your insurance.

Consumers should keep in mind that it is critical to check their policies on a regular basis, reassessing their relevance and altering them as needed. While cost-cutting strategies are vital, it is also critical to consult your insurance provider and receive advice suited to your specific circumstances. More importantly, consumers should not hesitate to ask questions about the policy or any terminology they do not understand.

THE IMPORTANCE OF FULL DISCLOSURE IN INSURANCE

»»» Disclosure

Insurance premiums are calculated based on different risk factors, some specific to each person applying for insurance. When an insurance company assesses a potential client's risk profile, they depend on complete disclosure of all important information.



A material fact is something that could affect the insurance company's decision-making process regarding the risk posed by a potential client and the premium they should pay. This could include past claims or losses. If you don't share these crucial facts and the insurance company makes decisions based on incomplete information, they might cancel the policy, treating it as if it never existed. They would return the premiums to you and refuse your claim.

It is extremely important for those applying for insurance to provide all necessary information about any past claims or losses, even if you didn't claim a loss previously. Financial service providers also have a duty to ensure clients understand this and provide all relevant information accurately.

WHY IDENTIFYING THE REGULAR DRIVER IN VEHICLE INSURANCE IS IMPORTANT

Car insurance is a safety net that provides peace of mind to drivers, safeguarding them against unforeseen circumstances.

However, there's a crucial detail that affects your insurance and claims: identifying the regular driver. In this article, we will explore why identifying the regular driver in your car insurance is important. We will shed light on how this vital aspect can influence your coverage and claim processes, ultimately emphasizing the need for accuracy and clarity when applying for this financial product.



-Providing accurate information about the regular driver ensures that your insurance policy is tailored to the specific risk profile of the driver. This can help avoid unexpected premium increases or claim rejections later on.

-Incorrectly identifying the regular driver can lead to complications in the event of a claim. Insurers rely on accurate information to assess risk and set premiums. If the actual regular driver is different from what is stated in the policy, it can lead to prejudice and claim disputes.

-Be transparent with your insurer or broker about who drives the vehicle regularly. Hiding or misrepresenting this information may result in consequences when it's discovered, including claim rejections or policy cancellations.

-When selecting the regular driver, take into account factors like their age, driving history, and how often they use the vehicle. This ensures that the policy accurately reflects the level of risk associated with the driver.

-If you are unsure about who should be listed as the regular driver, consult with your insurance broker or agent. They can provide guidance on how to correctly identify the regular driver to avoid future complications.

-Life circumstances change, and so can the regular driver of your vehicle. Periodically review your insurance policy to ensure that the information remains accurate and up-to-date.

Remember, correctly identifying the regular driver is a crucial aspect of your insurance policy. It ensures that you have the right coverage and can avoid unnecessary disputes in the future.



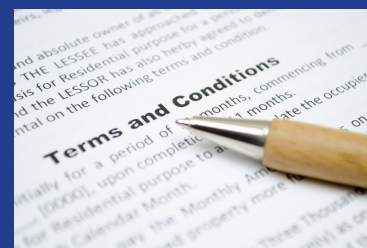
THE ADVICE CORNER

Welcome to our advice corner, where we shed light on what the FAIS Ombud investigates and what falls beyond our jurisdiction. Our goal is to help you understand when and how you can approach us for assistance in resolving your grievance.

Navigating Insurance Complaints with the FAIS Ombud

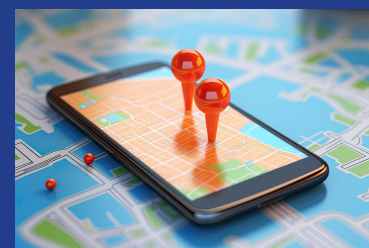
What the FAIS Ombud Investigates:

- Confirming that the policy terms and conditions are clearly communicated.
- Checking if the recommended product was appropriate for your needs and circumstances.
- Ensuring that the information provided during policy purchase is accurate.
- Verifying if minimum security requirements such as tracking devices were disclosed.



What the FAIS Ombud Doesn't Investigate:

- We don't assess the details or circumstances of accidents.
- We don't evaluate the quality of repairs or service providers.
- We don't handle disputes related solely to the reason for the rejection of the claim, where there are no advice-related issues.
- We do not investigate complaints against insurers who are members of the Ombudsman for Short Term Insurance.
- Cases where you became aware or ought to have become aware of the loss more than 3 years before approaching our Office for assistance.
- Cases where the financial relief sought exceeds R800,000.



If your concerns match what we investigate, feel welcome to contact us to lodge a complaint.



**FOLLOW US ON OUR SOCIAL
MEDIA PLATFORMS:**

Physical Address:

*Menlyn Central Office Building,
125 Dallas Avenue, Waterkloof Glen,
Pretoria, 0010*

 Facebook: FaisOmbud

 Twitter: Faisombud

 LinkedIn: Fais Ombud SA

 Instagram: Faisombud

