Dear Client

LETTER OF INTRODUCTION AND DISCLOSURE

In Complying with the FAIS legislation, I would like to bring the following information to your attention:

My name is Lesley MacWilliam and my contact details are stated on this letterhead. I am employed as a member of Financial Future Planners CC [Reg No. CK99/41039/23] an Authorised Financial Services Provider [FSP 3435] which accepts responsibility for my activities. The FSP and I are registered by the Financial Sector Conduct Authority [FSCA - previously known as the FSB] to render financial services.

I have been providing financial advice & intermediary services since March 1992, in the following areas of financial planning : Death & Disability Planning, Retirement Planning, Investment Planning, Estate planning, Employee Benefits & Health Care.

I am an Independent Financial Advisor [IFA] and I am a Certified Financial Planner, CFP® professional, accredited with the Financial Planning Institute of Southern Africa [FPI].

I am authorised to provide advice and Intermediary services in category 1 for the following areas:

- Long term insurance: category A, B and C
- Pension fund benefits
- Participatory in one or more collectiove investment schemes
- Health service benefits provided by a medical scheme as defined in section 1 of the Medical Schemes Act, 1988

My brokerage has written authority to market the products of the following product suppliers and I am accredited to market their products: Allan Gray, Brightrock, Capital Legacy, Discovery Health, Discovery Invest, Discovery Life, Bidvest Life, Hollard, Liberty Life, Marriott, Momentum Health, Momentum Wealth, Momentum Life, Stanlib & Old Mutual.

I do not hold more than 10% of the shares issued by any product supplier. I am remunerated for my services by being paid a salary. My brokerage is paid commission by product suppliers and/or the charging of fees [under special circumstances] for intermediary services provided to clients. The brokerage does not receive more than 30% of its income from any one company.

I hold Professional Indemnity Insurance.

I am the appointed Compliance Officer for Financial Future Planners.

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FSB No: 3435 VAT No: 4720188251
MEMBERS: LESLEY MACWILLIAM

FFP FINANCIAL FUTURE PLANNERS

In terms of the Financial Intelligence Centre Act (FICA) identification requirements, it is necessary for you to provide us with the following:

1. A clear copy of your identity document or a copy of the fornt and backof your ID card or a clear copy of your passport
2. Proof of residential address (Municipal services account) not older than 3 months
3. Proof of banking details (a copy of a current bank statement / not internet statements) not older than 3 months
4. SARS Income tax reference number

<u>I FOLLOW THE PRESCRIBED 6 STEP FINANCIAL PLANNING PROCESS:</u>

1. **Establish the business relationship.**
   - Advisor and client define responsibilities, discuss remuneration and determine how decisions will be made.
2. **Gather information and define goals**
   - Advisor and client obtain detailed financial information, compile portfolio statements and other documents
   - Discuss financial goals such and retirement, childrens' education and other goals
   - We will determine your investment risk tolerance, and explore your general values and priorities in the areas of work, family and personal fulfilment.
3. **Analyse and evaluate the client's fiancial situation**
   - Advisor and possible technical experts susch as tax consultants, legal advisors, accountants etc.
   - Determine what the client needs to reach his goals.
   - Consider all areas: Investment, insurance, debt management, business training, tax planning, retirement planning and estate planning
   - Decide which outside advisors are needed to complete the plan. Arrange to refer the client to other advisors or introduce the client to those in your referral network.
   - Prepare a detailed financial plan that includes solutions and recommendations.
4. **Present the plan and recommendations to the client**
   - Advisor and client to go over recommendations with the client.
   - Explain the rationale for each, get client input and adjust recommendations as necessary.
   - Answer questions.
   - Describe the next few steps.
5. **Implement the recommendations**
   - Advisor and client (and or other advisors with specialist skills) determine the most appropriate means of implementing the recommendations.
   - If a phased implementation is required, determine how the plan is to be staggered and discuss the implications of deferring some of the recommendations.
   - Determine when the different phases are to be implemented.

6. **Review the financial plan**

- Advisor and client establish a review program during which you will:
    a) Renew the relationship
    b) Revisit goals and evaluate progress
    c) Obtain referrals
    d) Review the following:
        1) The plan and identify any changes that may affect it
        2) Define new goals and amend the plan to incorporate them
        3) The client's risk profile
        4) The client's general knowledge
        5) Investment performance (returns per fund, returns compared to appropriate benchmarks, peers, relevance of fund composition and asset allocation)

As agreed with you we will compile and present a full financial need's analysis for you, based on the information as provided by yourself. [We wish to be clear that we are your financial facilitators and that the final decision remains with you - we provide solutions.]

Once we have agreed upon a plan of action we will need to complete the necessary documentation, which we will process. Should you be applying for risk cover we will establish what medical examinations [if necessary] will be required. You may wish to arrange for the necessary medical examinations to be done with your family doctor, or fequently we will send someone to see you.

I am remunerated for my services by being paid commission from the product suppliers, should you choose any of their products. Any further fees and/or commissions that are due for the analysis and report, and/or products will be will be subject to discussion and negotiation upfront. Consultation takes place either at my office / per telephone / e-mail or online (preferably on Zoom).

According to good Financial Planning Practice your portfolio will require a review on an annual or bi-annual basis depending on your personal preference – please communicate your preference hereunder. We will contact you annually or bi-annually to set-up a meeting to conduct this review, where we will agree on any changes and updates.

Should any major change in your current circumstances occur, please notify us, so that we can amend your plan as necessary to ensure that the plan correctly reflects your current situation, goals and objectives. Examples of when you should contact us, prior to your review are:

- A change in marital status
- A new child
- A loss or change in job/income
- An inheritance
- Death in the family
- A change in responsibilities
- A change in goals or financial objectives
- A change in smoking habits
- A change of address and or contact details

We will keep you updated should one of the following occur, which may impact your financial portfolio:

- Changes in legislation
- Changes in economic or business cycle
- Changes in global macro-economic factors
- Political changes
- The introduction of new products and services

Should you choose us as your financial planners, your authorization below will confirm this. [In terms of the FAIS Act Section 3(d) – "The service must be rendered in accordance with the contractual relationship and reasonable requests or instructions of the client."]

I wish to advise that all information obtained or acquired about you shall remain confidential, unless you provide written consent, or unless I am required by law to disclose such information.

Should you wish to change to another practice, Financial Future Planners CC would like one (1) month's written notice, to enable us to close your file and to ensure that all pending documentation is finalized. (In terms of the FAIS Act section 20(a) – "a provider must, subject to any contractual obligations, give immediate effect to a request of a client who voluntarily seeks to terminate any agreement with the provider or relating to a financial product or advice.") In the event that you are dissatisfied with any aspect of my service, you should address your complaint in writing to me at the address below or via e-mail to: lesley@ffp.co.za

Feel free to complete and sign the attached form and return it to us – it will guide us as regards your future ecpectations and requirements.

For further information the address for the FAIS Ombudsman:
Telephone: +27 12 470 9080
Sussex Office Park, Ground Floor, Block B
473 Lynnwood Road [Cnr Lynnwood road and Sussex Ave]
LYNNWOOD
0081

Yours Sincerely,

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