

**BROKER SERVICE
EXPLANATION**



BAY UNION
FINANCIAL SERVICES



BROKER SERVICE EXPLANATION

> Introduction

Thank you for your continued support and the confidence that you have placed in us. We wish to continue offering you peace of mind and excellent customer service.

> Important Information

This information is important, and we aim to make it as easy to understand as possible. Please take the time to read through it and call us if you have queries.

> Information about us

We are situated at:

Lion Match Office Park
892 Umgeni Road,
Durban

Our contact details are as follows:

Postal Address:	PO Box 795, Durban, 4000
Physical Address:	892 Umgeni Road
Telephone:	087 997 0200
Email Address:	info@bayunion.co.za

> Our legal status and interest in insurers or underwriting managers

Bay Union Insurance Brokers (Pty) Ltd is a private limited company with no direct financial interest in insurers or underwriting managers. We receive more than 30% of our income from Hollard Insurance (Pty) Ltd.

Our licence to transact business as a financial service provider

Licence number: 12235
Category of licence: Short-term (commercial
and personal lines)

> Professional indemnity and fidelity guarantee

We are in possession of professional indemnity and fidelity guarantee Insurance.

> The service we offer

We assign personnel who will deliver a high level of expertise with regard to underwriting and claims. The policy will be renewed annually or monthly, depending on the payment terms. A review of policy terms will be conducted annually.

We strive to build a lasting relationship with an insurer best suited to you or the nature of your business. As such, it is not our intention to approach the entire market at each annual review, unless specifically requested to do so.

We will provide suggestions for risk improvements to assist with securing assets, reducing exposures and reducing premiums.

We will provide guidance following a claim and will liaise with insurers to reach the best possible settlement where cover is in place, and assist with recoveries from third parties.

> Technology and speed of paperless communication

We will enter into communication with you through whatever means are convenient, including face-to-face, telephone, email and other acceptable electronic communication methods.

We are committed to finding ways to minimise the impact we have on our natural environment and endeavour to use technology to improve our response times. While hard-copy documents take much longer to reach the intended recipient, electronic communications can be forwarded immediately. Associated documentation can be attached securely and saved electronically in a matter of seconds. All policy schedules and invoices will be forwarded by email or fax wherever possible.

PROTECTION OF PERSONAL INFORMATION NOTICE

The Protection of Personal Information (POPI) Act requires us to inform you how we use and disclose personal information we obtain from you.

We are committed to protecting your privacy and will ensure that your personal information is used appropriately, transparently and according to applicable law.

> **The type of information we collect**

We collect and process your personal information mainly to provide you with access to the services and products of the providers with whom we have concluded contractual agreements, and to help us improve our services to you. The type of information we collect will depend on the need for which it is collected, and will be processed for that specific purpose only. Where possible, we will inform you what information you are required to provide to us, and what information is optional.

With your consent, we may also supplement the information that you provide to us with information we receive from other providers, in order to offer you a more consistent and personalised experience in your interactions with us.

When you elect to take up offerings from our contracted providers, they may also require additional information from you and they will be subject to the same privacy regulations as we are.

> **How we use your information**

We will use your personal information only for the purposes for which it was collected and agreed to with you. This may include:

- Providing products or services to you, and to carry out the transaction you requested
- For underwriting purposes
- Assessing and processing claims
- Conducting credit reference searches or verification
- Confirming and verifying your identity
- For credit assessment and credit management
- For purposes of claims history
- For the detection and prevention of fraud, crime, money-laundering or other malpractice
- Conducting market or customer satisfaction research
- For audit and record-keeping purposes
- In connection with legal proceedings
- Providing our services to you, to carry out the services you requested, and to maintain and constantly improve our relationship with you
- Providing you with communications in respect of Bay Union Insurance Brokers (Pty) Ltd, and regulatory matters that may affect you
- In connection with and to comply with legal and regulatory requirements, or when it is otherwise allowed by law

> Disclosure of your information

We may disclose your personal information to our providers whose services or products you elect to use. We have agreements in place to ensure that they comply with our privacy terms and conditions.

We may also share your personal information with, and obtain information about you, from third parties for the purposes listed above.

We may also disclose your information where we have a duty or a right to disclose in terms of applicable legislation, the law or where it may be necessary to protect our rights.

> Safeguarding your information

The POPI Act requires us to adequately protect the personal information we hold, and to avoid unauthorised access and use of your personal information. We will continuously review our security controls and processes, to ensure that your personal information is secure.

If we need to transfer your personal information to another country for processing or storage, we will ensure that any party to whom we pass on your personal information will treat your information with the same level of protection as is required of us.

> Your rights to access and correction of your personal information

You have the right to access the personal information we hold about you. You also have the right to ask us to update, correct or delete your personal information. We will take all reasonable steps to confirm your identity before providing details of your personal information, or making changes to your personal information.

You can contact us at the numbers or addresses listed below and request the information you would like:

Postal Address:	PO Box 795, Durban, 4000
Physical Address:	892 Umgeni Road
Telephone:	087 997 0200
Email Address:	info@bayunion.co.za

> Changes to this notice

Please note that we may amend this notice from time to time. Please check our website (www.bayunion.co.za) periodically to inform yourself of any changes. In case we do not have a website notification, we will inform you of material changes to this Notice.



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For more information and
for one of our consultants to assist you
please call 0861 000 229

In the event of Telkom's lines being down,
please call 083 782 5005 in case of an emergency.

www.bayunion.co.za

Bay Union Insurance Brokers (Pty) Ltd
is an authorised Financial Services Provider