

Disclosure and information in terms of the Financial Advisory and Intermediary Services (FAIS) Act.

Section 1: Financial Services Provider (FSP)

FSP Name	Bidvest Bank
Business address	Bidvest Bank Limited 1 Park Lane Wierda Valley 2196
Postal address	PO Box 185 Johannesburg 2000
Telephone number	011 407 3000
Email address	ccc@bidvestbank.co.za
Website	www.bidvestbank.co.za

FSP Legal Status

Bidvest Bank is a public company licensed as a bank in terms of the Banks Act and an authorised FSP in respect of the FAIS Act. As an authorised FSP in terms of the FAIS Act, the FSP accepts responsibility for the actions of its representatives, acting within their mandates, in the rendering of financial services as defined in the FAIS Act.

It's representatives either meet the 'Fit and Proper' requirements as prescribed by the FAIS Act or operate under appropriate supervisory procedures in accordance with the FAIS Act.

Insurance

The Bank holds professional indemnity and fidelity guarantee insurance and cybercrime insurance.

FSP Category			Category 1		
Authorised Financial Products	Financial Services		Authorised Financial Products	Financial Services	
	Advice	Intermediary Service		Advice	Intermediary Service
Short-Term Insurance Personal Lines	✓	✓	Money Market Instruments	✓	✓
Long-Term Insurance Subcategory B1	✓	✓	Debentures and Securitised Debt	✓	✓
Long-term Insurance Subcategory B1-A	✓	✓	Warrants, Certificates and other Instruments	✓	✓
Short-term Insurance Personal Lines A1	✓	✓	Bonds	✓	✓
Long-Term Insurance Subcategory C	✓	✓	Derivative Instruments	✓	✓
Retail Pension Benefits	✓	✓	Participatory interests in a Collective Investment Scheme	✓	✓
Short-Term Insurance Commercial Lines	✓	✓	Long-term Deposits	✓	✓
Pension Funds Benefits	✓	✓	Short-term Deposits	✓	✓
Shares	✓	✓			

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Bidvest Bank Limited

www.bidvestbank.co.za | Tel +27 11 407 3103 | Customer Contact Centre +27 86 011 1177 | Email ccc@bidvestbank.co.za
Address 1 Park Lane | Wierda Valley | Sandton 2196 | Postal PO Box 185 | Johannesburg 2000 | SWIFT Code BIDBZAJJ

Legal Status of Representatives	Only the Bank's representatives are mandated to provide advice and/or intermediary services on some or all the above listed Financial Products.
Compliance Department	The Bank's Compliance Department may be contacted on 011 407 3000 or by email: BBcompliance@bidvestbank.co.za
Compliments/Complaints Department	The Bank's Complaints Resolution Department may be contacted on 0860 11 11 77 or by email: BBcompliments@bidvestbank.co.za OR BBcomplaints@bidvestbank.co.za
FAIS Ombudsman	<p>Should a complaint not be resolved to your satisfaction, you may refer such complaint in writing to the Office of the Ombud for Financial Services Providers.</p> <p>Address: 11th Floor, Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria</p> <p>Email: info@faisombud.co.za</p> <p>Tel: 012 762 5000 / 0860 066 3274</p> <p>Web: www.faisombud.co.za</p>
Other Matters of Importance	<ul style="list-style-type: none"> • You should not sign any blank or partially completed business or contractual forms • You should complete all forms in ink • You should keep all documents handed to you • The Bank is obliged to report any suspicious and unusual transactions • All material facts disclosed by you must be accurate and current

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Bidvest Bank Limited (Reg No 2000/006478/06) is an authorised financial services, FSP no 25466, and registered credit provider, NCRCP17.

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