

# FAIS Disclosure Form

Disclosures and legal information in terms of The Financial Advisory and Intermediary Services (FAIS) Act

## 1. FINANCIAL SERVICES PROVIDER

### NAME

Bidvest Bank Limited (Reg No. 2000/006478/06) ("the Bank") a licensed Financial Services Provider in terms of the FAIS Act (Licence no. 25466)

### PHYSICAL ADDRESS

11th Floor Rennie House, 19 Ameshoff Street, Braamfontein, Johannesburg, 2001

### POSTAL ADDRESS

PO Box 185, Johannesburg, 2000

### TELEPHONE NUMBER

011 407 3000

### FACSIMILE NUMBER

086 509 1173

### INTERNET SITE

[www.bidvestbank.co.za](http://www.bidvestbank.co.za)

### LEGAL STATUS OF PROVIDER

Bidvest Bank is a public company licensed as a bank in terms of the Banks Act and a licensed Financial Services Provider in respect of deposit-taking. The Bank accepts responsibility for the actions of its representatives in the rendering of advice and intermediary services as defined by FAIS. Our representatives meet the fit and proper requirements prescribed by FAIS.

## 2. INSURANCE

The Bank holds professional indemnity and fidelity guarantee insurance.

## 3. LEGAL STATUS OF REPRESENTATIVES

Only the Bank's authorised FAIS representatives are permitted to provide advice in respect of:

- Long-term insurance: category A, B1 products;
- Short-term insurance: personal lines and commercial lines products; and
- Deposits as defined in the Banks Act.

We may provide factual information to you about our products. You should rely upon your own judgment in all aspects of your interaction with us, or obtain professional advice from an investment advisor. This notice serves as acceptance, by you, that no advice was provided to you.

## 4. COMPLIANCE DEPARTMENT

The Bank's Compliance Department may be contacted at 011 407 3000.

## 5. COMPLAINTS

All complaints should be directed to the Bank's Customer Experience Manager at 011 407 3560.

## 6. FAIS OMBUD

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:

Address: PO Box 74571, Lynnwood Ridge, 0040

Email address: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Facsimile number: 012 348 3447

Toll-free: 0860 324 766

## 7. OTHER MATTERS OF IMPORTANCE

- a. You should not sign any blank or partially completed application form;
- b. You should complete all forms in ink;
- c. You should keep all documents handed to you;
- d. The Bank is obliged to report any suspicious and unusual transactions; and
- e. Written notice of the closure of your deposit account will be sent in advance, to your last known address.

Client signature

Date