



## **NMS Insurance Services (SA) Limited**

### **Disclosures required in terms of the Financial Advisory and Intermediary Services Act 37 of 2002**

NMS Insurance Services (SA) Limited (“NMSIS”) is an authorised Financial Services Provider, Company Registration number 2005/026017/06, FAIS Licence number 48754.

NMSIS is authorised to give advice and provide intermediary services on the following products:

- Short-term insurance - Personal lines
- Short-term insurance - Personal lines A1
- Short-term insurance - Commercial lines

NMSIS accepts responsibility for its representatives to act within the scope of their authority, and work under supervision. Only specific NMSIS representatives may provide you with advice. All telephone conversations are recorded and a transcript of the recording can be made available on request. Representatives may receive incentive remuneration based on individual and/or company performance.

NMSIS has professional indemnity insurance cover.

NMSIS has implemented a conflict of interest management policy. A copy of the said policy is available on [DStv.com](http://DStv.com)

Surprise Nkosi, Eas-e Comply (Pty) Ltd, compliance practice number 28, is the compliance officer. Physical address: 80 The Valley Road, Parktown, Johannesburg. Postal address: PO Box 940, Houghton, 2041. Telephone No: 011 369 4000. E-mail: [dcc@multichoice.co.za](mailto:dcc@multichoice.co.za)

NMSIS is the registered Product Supplier.

NMSIS has appointed MultiChoice Proprietary Limited (“MultiChoice”), Company Registration number 1994/009083/07, as its authorised juristic representative to receive payment of premiums on its behalf. Premiums paid to MultiChoice are deemed to be payment to NMSIS. The relationship between MultiChoice and NMSIS is based on an arm’s length relationship whereby MultiChoice recovers the bank charges and collection fees from NMSIS on the premiums collected. MultiChoice owns 100% of the A1 shares of NMSIS.

NMSIS has appointed MultiChoice Support Services Proprietary Limited (“MSS”), Company Registration number 2007/014131/07, as its authorised juristic representative to perform support services on its behalf. The relationship between MSS and NMSIS is based on an arm’s length

relationship whereby NMSIS pays MSS an outsourcing fee for the support services performed and use of its infrastructure on a monthly basis.

### **Complaints procedure**

If you have a complaint, please contact NMSIS and a complaints administrator will address your concerns. Please note that in terms of the FAIS Act, all complaints must be addressed to us in writing, labelled as Decoder Insurance Complaint, and can be submitted in one of the following ways:

- Handed in at any of the DStv Service Centres
- Faxed to (011) 577 4908
- E-mailed to [dcc@multichoice.co.za](mailto:dcc@multichoice.co.za)

Should we not be able to address your concerns to your satisfaction, you may lodge a complaint with any of the Ombudsmen whose details appear below, but in particular with the FAIS Ombudsman. Please visit [DStv.com](http://DStv.com) for more information about the complaints procedure. Our response time for complaints is 10 working days.

#### **FAIS Ombud Details for all FAIS related complaints**

The Customer Contact Division  
The FAIS Ombud  
Kasteel Park Office Park  
Orange Building, 2nd Floor  
c/o Nossob & Jochemus Street  
Erasmus Kloof  
Pretoria  
0048

Telephone No: 012 762 5000 / 012 470 9080

Fax: 012 348 3447 / 012 470 9097 / 086 764 1422

E-mail: [info@faisombud.co.za](mailto:info@faisombud.co.za)

PO Box 74571  
Lynnwood Ridge  
0040

#### **Short-term Insurance Ombud Details for all Short-term Insurance related complaints**

1 Sturdee Avenue  
Cnr Bolton and Baker roads  
First Floor, Block B  
Rosebank

Telephone No: 0860 726 890

Fax: (011) 726 5501

E-mail: [info@osti.co.za](mailto:info@osti.co.za)

PO Box 32334  
Braamfontein  
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