



## INTRODUCTION

In terms of the General Code of Conduct of the FAIS Act, the purpose of this disclosure is to furnish all clients; current and potential; with prescribed information and services about StokFella (Pty) Ltd and their Representative(s).

## BUSINESS DETAILS

StokFella (Pty) Ltd is an authorised financial services provider (FSP number 48812) in terms of Section 13 of the FAIS Act.

FSP Name	StokFella (Pty) Ltd
Reg Number	2016/033764/07
Physical Address	The Pivot, Block C, 1st Floor 1 MonteCasino Blvd, Fourways, 2021
Legal Status of the FSP	Private Company
Contact Person	Tshepo Moloji
E-mail	info@stokfella.com
Tel	+27 (0) 11 568 3497
Fax	+27 (0) 87 550 3226
Mobile	+27 (0) 74 306 1544
Website	www.stokfella.com

## COMPLIANCE OFFICER

Name	The Compliance Toolbox
Physical Address	Rock Cottage Office Estate, Cnr Christiaan De Wet & John Vorster Roads, Randpark Ridge
Postal Address	PO Box 2577, Honeydew, 2040
Contact Person	Charmaine van Wyk
E-mail	charmaine@ctb.co.za
Tel	+27 (0) 11 794 1189
Fax	+27 (0) 86 659 5894
Mobile	+27 (0) 83 262 1436
Website	www.ctb.co.za

## **DECLARATION IN RESPECT OF STATUTORY INFORMATION**

1. StokFella is rendering intermediary services in Category I Short-term and Long term intermediary Deposit under supervision;
2. StokFella holds Professional Indemnity cover and Fidelity Guarantee;
3. StokFella by order of the registrar has to annually produce audited annual financial statements to registrar;
4. There are no special conditions levied against StokFella by the registrar;
5. All representatives of StokFella are required and must produce section 13 letter of authority prior any engagement with client. Clients can verify appointment telephonically or via email during office hours.

## **REPS QUALIFICATIONS & EXPERIENCE**

All representatives of StokFella are required and currently meet the relevant fit and proper requirements as required by the FAIS act.

## **DISCLOSURE OF ACTUAL OR POTENTIAL CONFLICTS OF INTEREST**

There is currently no foreseen potential conflict of interest between StokFella and its product/service suppliers. Should any conflict of interest arise, either in general or specific to a particular client, StokFella is required to disclose in writing to a client any conflict of interest in respect of that client, including the measures taken to avoid or mitigate the conflict, disclose any ownership interest or financial interest, other than an immaterial financial interest and explain the nature of any relationship or arrangement with a third party that gives rise to a conflict of interest, in sufficient detail to a client to enable the client to understand the exact nature of the relationship or arrangement and the conflict of interest.

StokFella's COI Management Policy is available on request by e-mail to [info@StokFella.com](mailto:info@StokFella.com) with subject line "COI Management Policy Request".

## **COMPLAINTS RESOLUTION**

Please note that prior to lodging a serious complaint with the authorities (listed below) ideally you should consider lodging a complaint in writing via email directly to StokFella.

StokFella has established an internal complaint resolution system which records complaint. Access to the complaint and a copy of the complaint resolution is available to client who laid complaint via email during office hours upon request by client. Should you have any serious complaint, this must be submitted to StokFella in writing via email and must contain all relevant information. Copies of all relevant documentation must be attached thereto. StokFella also welcomes any complaint serious or not brought to them also telephonically which StokFella will gladly assist in resolving to client satisfaction as best as possible.

Should confirmation be provided by StokFella that they are unable to resolve the complaint you are free to pursue the matter further with the relevant Ombud details below.

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#### **Particulars of FAIS Ombud**

PO Box 74571, Lynwood Ridge, 0040

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

Tel: + 27 (0) 12 470 9080

Fax: + 27 (0) 12 348 3447

#### **Particulars of Short Term Insurance Ombud**

PO Box 32334, Braamfontein, 2017

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

Tel: + 27 (0) 86 072 6890, + 27 (0) 11 726 8900

Fax: + 27 (0) 11 762 5501

#### **Particulars of Long Term Insurance Ombud**

Private Bag X45, Claremont, Cape Town, 7735

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

Tel: + 27 (0) 86 066 2837, + 27 (0) 21 657 5000

Fax: + 27 (0) 21 674 0951

#### **Particulars of the Office of the Pension Fund Adjudicator**

PO Box 23005, Claremont, 7735

E-mail: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)

Tel: + 27 (0) 11 884 8454

Fax: + 27 (0) 11 884 1144

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## **RESPONSIBILITY FOR CORRECTNESS AND COMPLETENESS OF INFORMATION**

Please note that in respect of any application, proposal, order, instruction or other contractual information that is required to be completed for, or submitted to via StokFella platform by you or on your behalf that relates to the purchase of products/services or investment in any financial product, including any amendment thereof or variation thereto, **all material facts must be accurately and properly disclosed, and the accuracy and completeness of all answers, statements or other information provided by you or on your behalf are your own responsibility.**

If any person completes or submits any application, proposal, order, instruction or other contractual information that is required to be completed for, or submitted to via StokFella platform by you or on your behalf that relates to the purchase of products/services or investment in any financial product, including any amendment thereof or variation thereto on your behalf, it is taken that you are/should be satisfied to the accuracy and completeness of the details.

Any misrepresentation or non-disclosure of a material fact or the inclusion of incorrect information could result in the cancellation of the transaction or the non-payment of a benefit by StokFella or its product/service supplier.

## **SIGNING OF DOCUMENTS**

You are hereby advised and cautioned that no person acting on behalf of StokFella may in the course of the rendering of a financial service, request you to sign any written or printed form or document. All communication and signature for StokFella services are electronically done through their platform.

## **WAIVER OF RIGHTS**

No person may ask you or offer any inducement for you to waive any right or benefit conferred on you by or in terms of any provision of the General Code of Conduct of the FAIS Act.

## **RENDERING OF ADVICE**

StokFella or any of its representatives do not render financial advice. If you require advice, you are welcome to contact directly StokFella's product/service suppliers those who are authorised to provide financial advice. If you do so, it is at your own discretion.