

STATUTORY DISCLOSURE

Statutory Disclosure in terms of the Financial Advisory and Intermediary Services Act No. 37 of 2002 (“FAIS”)
As a client of Online Share Trading you have the right to the following information:

A. Details of the Financial Services Provider

Name: SBG Securities Pty Ltd (Online Share Trading is a division of SBG Securities Pty Ltd)

Physical Address: 30 Baker Street, 1st Floor East Wing, Rosebank 2196

Telephone Number: 0860 121 161

Fax Number: 011 631 0649

FAIS Compliance Officer: Jan Bezuidenhout

FAIS Compliance Officer Contact Details: 011 636 1781 or

[\(GroupFAISComplianceofficer@standardbank.co.za\)](mailto:GroupFAISComplianceofficer@standardbank.co.za)

JSE Compliance Officer: Bianca Hamman

JSE Compliance Officer Contact Details: 011 415 6060

bianca.hamman@standardbank.co.za

Legal Status

- A private company established in 1972.
- Company Registration Number 1972/008305/07.
- An authorised financial services provider, license number 26691.
- A wholly owned subsidiary of Standard Bank Group Limited.
- An authorised user of the JSE Limited.

Professional Indemnity Insurance: We hold professional indemnity insurance as part of the Standard Bank Group Ltd.

Conflicts of Interest: SBG Securities subscribes to the Group FAIS Conflicts of Interest Management Policy, which can be found on www.standardbank.co.za.

Our staff are salaried and also motivated through a variety of performance based incentives.

We accept full responsibility for the actions of our representatives when they render financial services to you in respect of the sub-categories of financial products set out below. Some representatives may be working under supervision and an exemption. The affected representatives will provide you with their specific disclosures, in this regard, during their interaction with you.

Complaints Management:

If you have any complaints, you can contact our Complaints Resolution Centre

- On 0860 101 101
- Or Email: ComplaintResolutionCentre@standardbank.co.za
- Or fax 011 636 8860

- A copy of our complaints handling process is available on request or can be viewed on www.standardbank.co.za

In terms of FAIS, should you have any complaint that is the result of perceived non-compliance by SBG Securities with FAIS, you may lodge it with SBG Securities. The relevant person in SBG Securities will then notify you that your complaint has been received and that it will be addressed. SBG Securities has six weeks to provide you with a proposed resolution of the complaint. If you remain unsatisfied with the outcome you have six months to escalate the matter to the FAIS ombud (see contact details below).

Product Suppliers: From time to time, SBG Securities market and sell financial products of external product suppliers. The Standard Bank of South Africa Limited is currently a product supplier to SBG Securities. Details of The Standard Bank of South Africa are contained in Annexure 1 of this disclosure.

Undertaking: As an authorised financial services provider, we will always strive to serve and protect your best interests. This includes ensuring that our staff meets the requirements stipulated by law, including the FAIS Act, to assist you with your financial requirements in a professional manner. Although our representatives may change from time to time, we will always ensure there is a qualified representative available to serve your needs. We will not induce you to waive any right or benefit conferred on you in terms of FAIS.

B. Details of FAIS Ombudsman

Physical Address: Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road Cnr Lynnwood Road & Sussex Ave, Lynnwood, 0081.
Postal Address: PO Box 74571, Lynnwood Ridge, 0040
Telephone Number: 012 762 5000 / 012 470 9080
Fax Number: 012 348 3447 / 086764 1422
Email: info@faisombud.co.za
Website: www.faisombud.co.za

C. Other matters of Importance

- Do not sign any blank or partially completed documentation of any nature.
- Complete all documentation in ink.
- Retain all documents handed to you.
- You are under no obligation to accept any advice or disclosures made to you by any representative.
- Please ensure that you are satisfied with the financial advice given to you by a representative and that such financial advice is suitable to your financial needs before you enter into a mandate with us.
- Please be aware that there is a risk of loss on capital amount(s) invested by you due to market fluctuations. Note that past investment performance does not reflect future performance and no performance is expressly or impliedly guaranteed.
- There may be various tax implications to consider when investing in financial products and you must be aware of these implications before investing. We do not accept any liability for the tax treatment by any court or by any authorities in any jurisdiction in relation to any transaction based on information or advice provided by SBG Sec. It is strongly recommended that individual tax advice be sought before entering into any transaction.
- Our representatives get ongoing training to meet the highest professional standards.

D. Financial services SBG Securities is authorised to provide in terms of FAIS

CATEGORY I – Advice and Intermediary

Category Description	Advice	Intermediary
Securities and Instruments :Shares	X	X
Securities and Instruments : Money market instruments	X	X
Securities and Instruments : Debentures and securitised debt	X	X
Securities and Instruments : Warrants, certificates and other instruments	X	X
Securities and Instruments : Bonds	X	X
Securities and Instruments : Derivative instruments	X	X
Participatory interests in Collective Investment Schemes	X	X
Deposits Defined in the Banks Act - exceeding 12 months	X	X
Deposits defined in the Banks act - 12 months or less	X	X

Annexure 1

Details of the Product Supplier

Name: The Standard Bank of South Africa Limited

FSB Licence: 11287

Physical address: No 30 Baker Street, Rosebank, Johannesburg, 2196

Postal address: PO Box 61344, Marshalltown, 2107

Telephone number: 011 721 - 6901

FAIS Compliance Officer: Jan Bezuidenhout

FAIS Compliance Officer Contact Details: 011 636 1781 or GroupFAISComplianceofficer@standardbank.co.za

Complaints Management:

If you have any complaints relating to the Product Suppliers financial services you can contact The Complaints Resolution Centre on:

- Telephone: 0860 101 101
- Or Email: ComplaintResolutionCentre@standardbank.co.za
- Or fax 011 636 8860