

## Statutory disclosure on introduction

### Business details of GTC

Business name: GTC Pty Ltd  
Registration number: 1996/001488/07  
FSP Licence number: 731  
Postal address: P O Box 55118  
Illovo  
2116  
Physical address: The Wanderers Office Park  
52 Corlett Drive  
Illovo  
Telephone number: +27(0) 10 597 6800  
Website: [www.gtc.co.za](http://www.gtc.co.za)  
E-mail address: [info@gtc.co.za](mailto:info@gtc.co.za)

### Names and contact details:

Name: Gary Mockler  
Position: Group Chief Executive Officer  
Telephone number: +27 (0) 10 597 6831  
E-mail address: [gmockler@gtc.co.za](mailto:gmockler@gtc.co.za)

formerly Grant Thornton Capital

**a** GTC, The Wanderers Office Park,  
52 Corlett Drive, Illovo, 2196  
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**w** [www.gtc.co.za](http://www.gtc.co.za)

GTC (Pty) Ltd.  
**reg. no.** 1996/001488/07  
**directors:** G.K. Mockler, F. Dildar

An Authorised Financial  
Services Provider  
**FSP no.** 731

**GTC is nationally represented in Johannesburg, Cape Town and Durban.**

**GTC Group products and services include:** Employee Benefits Consulting • Employee Benefits Administration • Private Client Wealth Management  
• Healthcare Consulting • Short-Term Risk Solutions • Stockbroking • Derivatives Trading • Unit Trust Management • Asset Management • Fiduciary Services

### Legal and contractual status

GTC is a private company with limited liability. GTC accepts responsibility for its own actions and those of its representatives as performed by them within the scope of their employment contracts. The list of representatives appears on the FSCA website, [www.fsca.co.za](http://www.fsca.co.za).

### Independent Compliance Officer

Name: Dale Nussey  
 Practice number: 3496  
 Physical address: The Wanderers Office Park  
 52 Corlett Drive  
 Illovo

Postal address: 14 Notwani Road  
 Emmarentia  
 2195

Telephone number: +27 (0) 10 597 6828  
 Email: [dale@dalenussey.co.za](mailto:dale@dalenussey.co.za) / [dnussey@gtc.co.za](mailto:dnussey@gtc.co.za)

Date of appointment: 13 April 2005

### Professional indemnity

GTC holds both professional indemnity and fidelity insurance cover.

### Financial services for which GTC is authorised

In terms of the licence issued to GTC by the Registrar, GTC is authorised to provide financial services in respect of the following categories of financial products:

Financial product	Advice	Intermediary services
1 Long-term insurance – Category A	✓	✓
2 Long-term Insurance: Category B 1 & 2	✓	✓
3 Long-term Insurance: Category C	✓	✓
4 Retail Pension Benefits	✓	✓
5 Pension Fund Benefits (excluding retail pension benefits)	✓	✓
6 Securities and Instruments: Shares	✓	✓
7 Securities and Instruments: Money Market Instruments	✓	✓
8 Securities and Instruments: Debentures and Securitised Debt	✓	✓
9 Securities and Instruments: Warrants, Certificates and Other Instruments Acknowledging	✓	✓
10 Securities and Instruments: Bonds	✓	✓
11 Securities and Instruments: Derivative Instruments	✓	✓
12 Participatory Interests in Collective Investment Schemes	✓	✓
13 Deposits defined in the Banks Act – exceeding 12 months	✓	✓
14 Deposits defined in the Banks Act – 12 months or less	✓	✓
15 Health Service Benefits	✓	✓

### Information on product suppliers

GTC is registered as an approved Financial Services Provider with its own Management Company and investment products, details of which can be found on the GTC website, being [www.gtc.co.za](http://www.gtc.co.za).

### Product suppliers

AIMS	GTC Employee Benefits Administration	PPS
27Four	Hollard Life Assurance	Prescient
Alexander Forbes	Investec	Prudential
Allan Gray	Investec Asset Management (IMS)	PSG
Coronation	Lifesense	Richton
Discovery	Marriot	SAfrican
Discovery Life	Momentum	Sanlam
Fedhealth	Nedbank	SEI International
GIA	Nedgroup Investments	TSA
Glacier	Old Mutual	Topmed
JustSA	Liberty Life	JP Morgan
Foord	Oasis	Sygnia
360One	Aluwani	Aylett
Tanquanta	Tiger Inc.1998	Worldwide Capital
PIM Capital Limited	PIM Capital Management	

Please note that GTC has no ownership in any life office in excess of 10%.

With regards to risk commissions earned by the Employee Benefits Division, more than 30% of earnings are received from Discovery Life.

With regards to risk commissions earned by the Private Client Wealth Management, more than 30% of earnings are received from Discovery life.

With regards to medical aid commissions earned by the Healthcare Division, more than 30% of earnings are received from Discovery Health.

### Complaint resolution procedure

#### Wealth management services

This procedure should not be construed to include normal queries and the like, but relates to specific written complaints. In the normal course, even written complaints should be dealt with by the relevant Administrators/Planners and resolved to the best of those persons' abilities. Only thereafter will complaints in terms of the Act be addressed.

## **Complaints**

Complaints must be:

- specific
- related to financial services rendered to clients
- on or after 30 September 2004

The definition of “Complainant” means subject to Section 26(1)(a)(ii), a specific client who submits a complaint to the Ombud.

The definition of “complaint” in terms of Section 1 of the FAIS Act, refers to a complainant who makes it unclear whether the complaint must be submitted simultaneously to the Ombud. However, we will take a pragmatic approach and as far as the GTC complaints procedure is concerned, we will deal with it as follows:

The complaint must be in writing and the Complainant must allege that the FSP (GTC):

- contravened or failed to comply with the provisions of FAIS and as a result, the client has suffered or is likely to suffer financial damage.
- wilfully/negligently rendered a financial service, which has caused or is likely to cause prejudice or damage.
- treated the client unfairly.

## **GTC complaint resolution system**

Procedures are embodied in this written policy document and the FSP must:

- request that the Complainant lodge a complaint in writing
- promptly acknowledge receipt of the complaint in writing, providing the client with communication particulars of contact staff involved in the complaint resolution procedure
- handle client complaints in a timeous and fair manner, managed by the appropriate people
- effectively inform the client of the outcome of the enquiry within a period of six weeks from date of receiving the written complaint
- advise the further steps available to the client in terms of FAIS or any other law, where the client’s complaint is not resolved to the client’s satisfaction
- if the outcome is not in the client’s favour, full written reasons must be furnished and the client must be advised that the complaint may be pursued within 6 months from date thereof, with the Ombud, whose name, address and other contact details must simultaneously be provided to the client
- maintain a record of complaints for 5 years, together with an indication of whether or not complaints were resolved or not. This complaints register must be held electronically and must be easily accessible
- ensure that existing and new clients have full knowledge of the procedures for complaint resolution

- existing clients must be made aware of the internal complaint resolution system:
  - by public press
  - by electronic announcement
  - by separate business communication (on the GTC website)
- ensure that the complaints resolution facilities are easily accessible to all clients
- all financial service providers must ensure:
  - adequate manpower and other resources
  - adequate training of all relevant staff
  - routine complaint resolutions are in place
  - non-routine complaints are escalated to staff with the appropriate skills/expertise
  - internal follow-up procedures must be in place to:
    - avoid occurrences giving rise to the complaints
    - improve services and complaint system procedures

#### **Adjudication of complaints**

Successors in title of a client must deal with such complaints.

- If the complaint cannot be addressed within a reasonable time, the FSP must acknowledge so in writing and communicate details of the contact staff to the Complainant.
- The FSP Management must ensure that the relevant staff member addresses the complaint and that effective supervision and control of process by Management is in place.
- From within 4 weeks of receipt of the complaint without resolution by the FSP, whereby the resolution cannot be abided by the FSP, that FSP must advise the client of his rights to pursue the matter with the Ombud.

The FSP must advise the client that he has 6 months to pursue matters with the Ombud and provide the necessary contact details.

#### **Employee benefits services complaints**

When submitting a client complaint, you must:

- submit the complaint in writing, either in a letter form or electronically, addressed to the Compliance Officer at the address stated above.
- receive an acknowledgement by the Compliance Officer within 5 working days of receipt of your complaint.
- receive a written response within 20 working days from date of the acknowledgement.

If you are dissatisfied with the response received, you may refer your complaint to:

The Pension Funds Adjudicator

4<sup>th</sup> Floor, Riverwalk Office Park, Block A41 Matroosberg Road

Ashlea Gardens, Ext 6

Pretoria

Tel: (011) 942-2700

Fax: (087) 942-2644

Email: [enquiries-jhb@pfa.org.za](mailto:enquiries-jhb@pfa.org.za)

The complaint procedure is set out in the Financial Services Conduct Authority (FSCA) website for complaints by members of pension and provident funds. Employees of GTC are in a position to direct clients to the website, which contains the actual complaints process. GTC will, for those who do not have access to computers and who wish to lay a complaint, print out and pass on the necessary forms.

Complaints in terms of the Long-Term Insurance Act can be addressed to:

The Ombudsman for Long-Term Insurance  
Private Bag X45  
Claremont  
7735

Tel: (021) 657-5000 Fax: (021) 674-0951 Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Complaints in terms of the Financial Advisory and Intermediary Services Act (FAIS):

The Ombudsman for Financial Services Providers  
P O Box 74571  
Lynwood Ridge  
0040

Tel: (012) 470-9080 Fax: (012) 348-3447

### **Council for Medical Schemes**

Any beneficiary or any person who is aggrieved with the conduct of a medical scheme can submit a complaint. It is however very important to note that a prospective Complainant should always first seek to resolve complaints through the complaints mechanisms in place at the respective medical scheme before approaching the Council for assistance. Complaints can be submitted by any reasonable means such as a letter, fax or e-mail.

The Council for Medical Schemes governs the medical schemes industry and therefore a complaint should be related to a medical scheme.

If a complaint is related to any other aspect of the health industry, please follow the links below:

- For complaints against Health Professionals (doctors) – [www.hpcs.co.za](http://www.hpcs.co.za)
- For complaints against Private Hospitals – [www.hasa.co.za](http://www.hasa.co.za)
- For complaints against Nurses – [www.sanc.co.za](http://www.sanc.co.za)
- For complaints against Brokers – [www.faisombud.co.za](http://www.faisombud.co.za)
- For complaints in respect of other health insurance products – [www.osti.co.za](http://www.osti.co.za) (short term insurance ombudsman) or [www.ombud.co.za](http://www.ombud.co.za) (long term insurance ombudsman).

### **Complaints**

Fax: (086) 673 2466

E-mail: [complaints@medicalschemes.com](mailto:complaints@medicalschemes.com)

### **Customer Care Centre**

0861 123 267

0861 123 CMS

### **General enquiries**

Email: [information@medicalschemes.com](mailto:information@medicalschemes.com)

### **Reception**

Tel: 012 431 0500

Fax: (086) 206 8260

**Postal address**

Private Bag X34  
Hatfield  
0028

**Physical address**

Block A, Eco Glades 2 Office Park  
420 Witch-Hazel Avenue,  
Eco Park, Centurion

**Signing of documentation – Wealth management only**

GTC is a discretionary Financial Services Provider, which means that the client mandates GTC to sign instructions on their behalf. Please refer to the mandate together with all the Annexures.

**Waiver of rights**

Please be advised that no representative of the provider or any other person may ask you or offer any inducement to you to waive any right or benefit conferred on you by or in terms of any provision of the General Codes of Conduct issued in terms of FAIS.