

**Disclosure Notice**  
**Financial Advisory and Intermediary Services (FAIS) General Code of Conduct 2003**

**Your Intermediary**

Business Name : New Adventure Insurance Brokers (Pty) Ltd t/a Yambu  
Registration number : 2000/023619/07  
Physical address : Tuscany Office Park, Block 9, 6 Coombe Place, Rivonia, 2128  
Postal address : PO Box 6987, Johannesburg, 2000  
Telephone : 0860 88 88 37  
Website : [www.yambu.co.za](http://www.yambu.co.za)  
FAIS registration (FSP No) : 34750

In terms of the FSP license, New Adventure Insurance Brokers (Pty) Ltd t/a Yambu is authorised to give Intermediary Services and/or Advice for products under:

**CATEGORY I:**

Long-term Insurance : Category A  
Long-term Insurance : Category B1

Without in any way limiting and subject to the other provisions of the Services Agreement/Mandate, Yambu accepts responsibility for the lawful actions of their representatives (as defined in the Financial Advisory and Intermediary Service Act) in rendering financial services within the course and scope of their employment. Some representatives may be rendering services under supervision and will inform you accordingly.

NAIB (Pty) Ltd t/a Yambu has a binder agreement with the Insurer.

NAIB (Pty) Ltd t/a Yambu has Professional Indemnity Cover and Fidelity Guarantee Cover in place.

Complaints contact details : 0860 88 88 37  
: [complaints@yambu.co.za](mailto:complaints@yambu.co.za)

Compliance Officer : Askari Compliance Services  
Contact person : Warren Neale  
Email : [warren@askaricompliance.com](mailto:warren@askaricompliance.com)

Conflict of Interest Policy : You can access our Conflict of Interest Management Policy at: [www.yambu.co.za](http://www.yambu.co.za)

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**Your Insurer**

Business Name : Constantia Life and Health Assurance Company Limited  
Registration number : 1952/001635/06  
Physical address : Unit 3 Tulbagh, 360 Oak Avenue, Randburg, 2191  
Postal address : PO Box 3518, Cramer view, 2060  
Switchboard telephone : +27-11-686-4200  
General email enquiries : [info@constantiagroup.co.za](mailto:info@constantiagroup.co.za)  
Website : [www.constantiagroup.co.za](http://www.constantiagroup.co.za)

In terms of the FSP license, Constantia Life and Health Assurance Company Limited is authorised to give advice and render financial services for products under:

**CATEGORY I:**

Long-term Insurance: Category A

Long-term Insurance: Category B1

Constantia Life and Health Assurance Company Limited has Professional Indemnity Cover and Fidelity Guarantee Cover in place.

**Your Intermediary and/or Underwriting Manager noted above should always be your first point of contact in the event that you have a query or complaint. Constantia Life and Health Assurance Company Limited is a cell captive insurance company, we partner with other financial service providers to provide our customers with different insurance and risk solutions to suit their specific needs.**

If you are dissatisfied with the feedback received from your Intermediary and/or your underwriting manager, or your complaint remains unresolved, feel free to contact the

**Constantia Complaints Department**

Telephone: +27-21-424-8040  
Email: [complaints@constantiagroup.co.za](mailto:complaints@constantiagroup.co.za)

**Constantia Compliance Details**

Telephone: +27-11-686-4200  
Fax Number: +27-11-789-8828  
Email: [ChristieneB@constantiagroup.co.za](mailto:ChristieneB@constantiagroup.co.za)

Constantia Life and Health Assurance Company Limited has a Conflict of Interest Management Policy in place and it is available to clients on the website: [www.constantiagroup.co.za](http://www.constantiagroup.co.za)

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**Particulars of the Long Term Ombudsman**

(For claims/service related matters)

Postal address: Private Bag X45, Claremont, Cape Town, 7700  
Telephone: +27-21-657-5000  
Fax number: +27-21-674-0951  
Email: [info@ombud.co.za](mailto:info@ombud.co.za)

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**Particulars of the Registrar of Long Term Insurance**

(For market conduct matters)

Postal address: PO Box 35655, Menlo Park, 0102  
Telephone: +27-12-428-8000  
Fax number: +27-12-346-6941  
Email: [info@fsc.co.za](mailto:info@fsc.co.za)

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**Particulars of FAIS Ombudsman**

(For advice/policy related matters)

Postal Address: PO Box 74571, Lynnwood Ridge, 0040  
Telephone: +27-12-470-9080  
Fax number: +27-12-348-3447  
Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

**New Adventure Insurance Brokers (Pty) Ltd t/a YAMBU**

Directors: Q van Rooyen, FJ Abrahams, A Brand and MJ Matthee  
Tel: 0860 88 88 37 | Fax: 086 552 0491 | Email: [info@yambu.co.za](mailto:info@yambu.co.za) | Website: [www.yambu.co.za](http://www.yambu.co.za)  
Tuscany Office Park, Block 9, First Floor, 6 Coombe Place, Rivonia, 2128 | PO Box 6984, Johannesburg, 2000  
Registration Number: 2000/023619/07) t/a Yambu (FSP number 34750), a registered financial services provider & underwritten Constantia Life and Health Assurance Company Limited