

# Prime Asset Cover Disclosure Document

## COMPANY DETAILS

Company Name: Protector Plan CC t/a Prime Asset Cover  
Address : 7 Selkirk Avenue Blairgowrie  
Randburg 2194  
Postal Address: P.O. Box 78518 Sandton 2146  
Telephone No.: (011) 886-3200  
Fax Number : (011) 886-7303

**Website address:** [www.primeasset.co.za](http://www.primeasset.co.za)

Registration number: **CK92/26005/23**

Category of Licence : Short – Term Insurance Personal Lines

Authorised Financial Services Provider Licence No: 8315

VAT Number 4240214348

Managing Member: R. G. Scott

Compliance Officer : Mr. Craig Ormrod

Pretium Services

Contact No.: 0861 226 6759

**Underwritten by:** RTU Managers (Pty) Ltd.

Address : 7 Selkirk Avenue Blairgowrie Randburg 2194

Postal Address : P O Box 144 Randpark Ridge 2156

Authorised Financial Services Provider Licence no.: 39312

(Registered representative of Renasa Insurance Company Limited  
FSP no: 15491)

Prime Asset Cover has a mandate with RTU Managers (Pty) Ltd., to underwrite Income Protection, insured by Renasa Insurance Company Limited. 100% of Prime Asset Cover income is derived from Renasa Insurance Company Limited via RTU Managers (Pty) Ltd.

**Insurance Company : Renasa Insurance Company LTD**

Address Renasa House 170 Oxford Road Melrose 2196

Postal Address: P.O. Box 412072 Craighall 2024

Telephone No.: (011) 380-3080

Fax Number : (011) 380-3088

Shareholding in Insurer – 0%

P.I. Insurance Yes – Etana

F.G. Insurance N/A

IGF Guarantee N/A

**The Short – Term Insurance Ombudsman**

P.O.Box 32334 Braamfontein 2017

Tel: (011) 726-8900

Fax: (011) 726-5501

**The Financial Services Board**

P.O.Box 35655 Menlo Park 0102

Tel: (012) 428-8000

Fax: (012) 347-0221

## IMPORTANT INFORMATION

### WE UNDERTAKE:

1. To keep all information you tell us about yourself confidential,
2. Not to alter any documents you provide us with when submitting to an insurer,
3. Never to ask you to sign a blank document,
4. Never to take away any rights you have in terms of any legislation that governs the way we transact business.
5. To be the one who provides the reason for any claim that is repudiated.
6. To ensure that we write to you should the Insurer wish to cancel your policy and to give you at least 30 days notice of their intention to do so.

## INFORMATION:

1. You must notify us immediately of any changes. Policy cover, premiums and terms are based on what you told the Insurer, and we need to advise them of any changes that could affect their view of you and your policy.
2. You have the right to cancel a policy in writing within 30 days after receipt of the summary contemplated in section 48 from the Insurer. The same applies to certain changes you may make to a policy. The Insurer is obliged to confirm to you whether you have this right and to explain how to exercise it. Please bear in mind you may not exercise your right of cancellation if you have already claimed under the policy or if the event, which the policy insures you against, has already happened.
3. Do not sign any blank or partially completed application form.
4. Keep all documents in a safe place.
5. All premiums receipt accounts are held by the Insurer.
6. The actual premium shown on your quote, renewal, or policy schedule will be paid over to Renasa Insurance Company Limited. If there are any additional fees due to us or Renasa Insurance Company Limited, these will be shown separately.
7. We have no relationship with any other FSP that provides an ownership or financial interest, nor do we have any relationship with any other person that provides an ownership or financial interest.
8. It is generally accepted practice within our industry that “entertainment” and “gifts and incentives” collectively referred to as an immaterial financial interest in the Conflict of Interest regulations, are often provided by the product provider to the financial services provider (broker) and vice versa and potentially from and to other financial service providers. The Rand value of such interest is limited, by legislation, per calendar year, to R1000 in respect of any one individual be they the provider of or beneficiary of such immaterial financial interest. Such limitations are dealt with and managed by our management policy.
9. A full copy of our overall Conflict of Interest management policy can be obtained from Prime Asset Cover P O Box 78518 Sandton 2146.  
Contact Details: 011 886 3200 or e-mail: [primeasset@primeasset.co.za](mailto:primeasset@primeasset.co.za)

### PREMIUM PAYMENTS:

1. The debit order may only be in favour of one person /entity.
2. It may not be transferred.
3. You are entitled to 30 days notice of cancellation of debit order.
4. You are entitled to a period of 15 days grace in which to pay the premium (other than the 1st month premium).

### COMMISSIONS AND FEES:

1. Standard Short-term commission of maximum 20% of premium is payable as brokerage commission.
2. A policy administration fee of R50,00 is payable to Prime Asset Cover.

### CLAIMS:

1. You must advise us immediately, preferably in writing.
2. Your policy will contain conditions that relate to the early reporting of potential claims and it is important that you do not breach this responsibility.
3. The Insurer must give reasons for rejecting the claim.

### COMPLAINTS

1. The client must send as much information on the complaint in writing to the offices of Protector Plan CC t/a Prime Asset Cover
2. Contact person Robin Scott.
3. This includes all
  - I. Contact numbers
  - II. Postal Address
  - III. Policy number
  - IV. Claim number if available
4. All complaints can only be considered with established facts only. No hearsay or unsupported evidence will be accepted.
5. The Managing Member will complete the investigation.
6. The client must be given a clear explanation of the role of the Ombudsman and when he can or cannot act.
7. The client must be given the knowledge that they have the right to seek appropriate redress in law.
8. The client must have access to the procedures for the resolution of their complaint.
9. Once a complaint has been resolved the client must get a full explanation of the outcome of the resolution.
10. In the explanation to the client , the Managing Director must disclose any redress towards the staff that was involved with the complaint.