



## Moresure Brokers Compliance Information

Moresure Brokers (Pty) Ltd is committed to treating our clients fairly and ensuring full compliance with South African financial sector regulations.

### Our FSP Licence

Moresure Brokers (Pty) Ltd is an authorised Financial Services Provider (FSP) licensed and regulated by the **Financial Sector Conduct Authority (FSCA)**.

- **FSP Licence Number:** 54559
- **Licence Date:** 24 March 2025
- **Authorised Financial Services:** Category I – Advice and Intermediary Services in respect of the following products:
  - Long-Term Insurance: subcategory A, B1, B2, and C
  - Short-Term Insurance: Personal Lines
  - Short-Term Deposits
  - Friendly Society Benefits

This authorisation allows Moresure Brokers to provide financial advice and intermediary services across a wide range of personal insurance solutions.

### Our Commitment to Clients

At Moresure Brokers, we place our clients at the centre of everything we do:

- **Transparency** – Clear communication of benefits, costs, and exclusions.
- **Fairness** – We follow the FSCA's Treating Customers Fairly (TCF) principles.
- **Professionalism** – All advice and services are delivered by qualified representatives.
- **Compliance** – We adhere strictly to the Financial Advisory and Intermediary Services Act, 2002 (FAIS Act).

### Complaints Process

If you are dissatisfied with our service, you have the right to lodge a complaint:

1. **Step 1:** Contact Moresure Brokers directly via email or phone. We aim to resolve complaints quickly and fairly.

2. **Step 2:** If unresolved, escalate to our Compliance Officer, Ruby Mosime (Email: [compliance@moresurebrokers.co.za](mailto:compliance@moresurebrokers.co.za)).
3. **Step 3:** If you remain unsatisfied, you may contact the **FAIS Ombud:**
  - Tel: 012 762 5000
  - Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)
  - Website: [www.faisombud.co.za](http://www.faisombud.co.za)