

| NO. | TASK | KNOWLEDGE CRITERIA | SKILL CRITERIA |
|-----|--|--|---|
| 15. | Processing and payment of claims. | <p>Describe the Medical Schemes Act / regulation / amendments / circulars and scheme rules that should be taken into consideration when resolving a medical scheme query in a broker environment.</p> <p>Provide a general overview of the industry and any issues that are currently impacting on the medical schemes.</p> <p>Explain the dispute resolution process.</p> <p>Describe the process for receiving and processing a claim according to the rules of the scheme.</p> <p>Explain what information should be included in the claim.</p> | <p>Analyse the claims based on claim information provided, including but not limited to the benefits, sufficient MSA availability, eligibility of provider to bill for a specific procedure, sub-limits, duplication, statement date, member beneficiary status, etc.</p> <p>Process the payment to the member within the prescribed benefit option limit and within 30 days.</p> |
| 16. | Deal with elevated or disputed claims from a broker's perspective. | <p>Only applicable to the medical scheme:</p> <p>Explain the practice codes and the role the codes play in processing a claim successfully.</p> <p>Describe the ICD 10 procedure</p> <p>Explain what the provider codes are.</p> <p>Describe what the provider codes are used for.</p> <p>Explain where the provider codes are obtained from.</p> <p>Describe the process to follow when dealing with disputed claims.</p> <p>Explain how a complaint should be lodged against a service provider or scheme on the Council website.</p> <p>Describe the limitations of the plan options - include exclusions, self payment gap, thresholds, etc.</p> | <p>Contact the medical scheme and advise them that a complaint will be lodged with the disputes committee.</p> <p>Act as mediator between the consumer and the medical scheme until it's resolved.</p> <p>Communicate to the member the outcome of the disputes committee.</p> |

| NO. | TASK | KNOWLEDGE CRITERIA | SKILL CRITERIA |
|-----|--|---|---|
| | | <p>Understanding of the medical schemes structure and the complaints procedures.</p> <p>Describe the Medical schemes Act / regulation / amendments / circulars and scheme rules that should be taken into consideration when resolving a medical scheme query in a broker environment.</p> <p>Explain the product specific features and benefits.</p> <p>Explain the product specific rules.</p> <p>Describe the Medical Scheme rules.</p> <p>Explain the importance of member entitlement to benefits of prescribed minimum benefits.</p> <p>Describe the Medical Scheme structures.</p> <p>Describe the Medical Scheme protocols.</p> | <p>Advise the consumer on how to lodge a complaint against the Medical Scheme.</p> <p>Assist the consumer in preparing his/her case to be heard by the disputes committee.</p> <p>Advising the member of his/her rights and responsibilities.</p> |
| 17. | Describe healthcare cover in South Africa. | <p><i>General to all:</i></p> <p>Explain the role and function of the different stakeholders in the medical scheme environment.</p> <p>List the pending legislation affecting the SA healthcare environment.</p> <p>Describe the model medical scheme rules and possible amendments.</p> <p>Describe the changes to the benefit structures and options.</p> <p><i>When call centre agents sell medical aid:</i></p> <p>Differentiate between insurance cover and medical scheme cover (advantages and disadvantages) .</p> <p><i>Applicable to brokers only:</i></p> | <p>Identify the various stakeholders in the medical scheme environment.</p> <p>Identify pending legislation affecting the SA healthcare environment.</p> <p>Compare a medical scheme rules with the model rules as published by the Council for Medical Schemes and analyse any significant differences.</p> <p>Explain the difference between insurance cover and medical scheme cover (advantages and disadvantages) to the member.</p> |

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| NO. | TASK | KNOWLEDGE CRITERIA | SKILL CRITERIA |
|-----|---|--|--|
| | | Differentiate between insurance cover and medical scheme cover (advantages and disadvantages). Explain the different stakeholders (administrators, Regulators, medical schemes, board of trustees, principal officer). Describe the history of SA the healthcare environment. FAIS Act (Fit and proper requirements). | Explain the difference between insurance cover and medical scheme cover (advantages and disadvantages) to the member. Explain the healthcare environment in SA including public and private sector in terms of the advantages and disadvantages of both. Explain the evolution of the medical schemes industry since 1998. |
| 18. | Describe the complimentary legislation affecting the Health Care environment. | <i>All knowledge requirements above.</i> | |
| 19. | Ongoing consumer education after membership - note that this task must be last because ALL the knowledge applies to this task | <i>All knowledge requirements above.</i> | |
| 20. | Ongoing administrative function note that this task must be last because ALL the knowledge applies to this task | <i>All knowledge requirements above.</i> | |

Section 13: RE 13: Second Level Regulatory Examination: Pension Benefit Funds

- (1) All representatives performing financial services in relation to category I dealing with the subcategories Pension Benefit are required to complete a first level regulatory examination, based on the qualifying criteria as it appears in Section 4 and a second level regulatory examination based on the qualifying criteria in Section 13.
- (2) Examination bodies have the discretionary powers to offer a combination examination for representatives working with category I, dealing with the subcategories Pension Benefit Funds, where such representatives may choose to complete one examination that addresses the qualifying criteria as it appears in Sections 4 and 13.
- (3) The qualifying criteria in Section 4 and Section 13 serve as the criteria against which qualifications will be evaluated for inclusion on the list of recognised qualifications.

| NO. | TASK | KNOWLEDGE CRITERIA | SKILL CRITERIA |
|-----|--|---|--|
| 1. | Consultant- analyse the current retirement provisions. | <p>Know and understand the Pension Funds Act.</p> <p>Know and understand the implications of Tax Structures, in the Income Tax Act, and the implication thereof on Retirement Funds.</p> <p>Know and understand the Long Term Insurance Act as it applies to Retirement Funds.</p> <p>Have an understanding of Investments.</p> <p>Know and understand FAIS Legislation.</p> <p>Know types of Products and Service Providers.</p> <p>Know and understand FICA Legislation as it applies to Retirement Funds.</p> <p>Labour Relations Act- promise to employee.</p> <p>Basic understanding of Financial Statements.</p> <p>Know and understand Employee Benefit Industry trends.</p> <p>Know types of Products and Service Providers.</p> <p>Know and understand FAIS Legislation.</p> | <p>Keep records of communication to the client - data which leads to recommendation.</p> <p>Determine the client's needs and limitations.</p> <p>Analyse the legality including rules, service provider /employment contracts (admin, actuary, consultants, investments) and policies.</p> <p>Summarise current position of retirement position.</p> <p>Conceptualise appropriate solutions.</p> <p>Broad comparison of financial statements to Fund activity.</p> <p>Assess reasonability of Fund financials.</p> |
| 2. | Formulate a proposal/s. | <p>Know and understand Employee Benefit Industry trends.</p> <p>Know types of Products and Service Providers.</p> <p>Know and understand FAIS Legislation.</p> | <p>Research industry trends.</p> <p>Obtaining and interpreting quotations.</p> <p>Record keeping of quotation request and quotations received.</p> |

| NO. | TASK | KNOWLEDGE CRITERIA | SKILL CRITERIA |
|-----|---|---|---|
| 3. | Present the proposal/s to the client. | Understand retirement and risk benefit structures. Understand the roles of key players of the Employee Benefits industry, and of a Fund | Align proposal to clients needs. Explain key role players and their functions in a Retirement Fund. Explain implications of your proposal. Explain the duties of Trustees in SA. |
| 4. | Implement your proposal. | Understand all contractual requirements and processes in implementing the proposal: <ul style="list-style-type: none"> • Understand and interpret the rules of a retirement fund; • Understand contractual obligations and operational requirements; • Basic legislative requirements of the Pension fund and Income tax Acts; • Basic Retirement Fund Accounting knowledge. Know and understand communication requirements to members of a Fund. Understand the capabilities of administration system. | Set up contracts with client to implement the fund: <ul style="list-style-type: none"> • Load the Fund rules correctly; • Upload parameters of all relevant contracts; • Upload member data; • Maintain monthly processes on system; • Ongoing of matching of Assets and Liabilities of a Fund. Appoint service provider/s and confirm/ set up all relevant contracts. Manage implementation process of your proposal. |
| 5. | Communicate with members. | Know and understand the Pension Fund Act and related regulations: <ul style="list-style-type: none"> • Knowledge of the Pensions Fund Act in terms of member communication. Know and understand your contractual requirements and relevant legislation. Understand the implications of legislative time frames. | Determine the appropriate method for member communication. Communicate regulatory and relevant fund specific information to members. Manage member communication process: <ul style="list-style-type: none"> • Ensure that member communication plan is included in annual plan. Ensure and plan that annual processes are completed timeously. Maintain client relationships. |
| 6. | Maintain, Monitor and Review of Retirement Fund provisions. | | |

| NO. | TASK | KNOWLEDGE CRITERIA | SKILL CRITERIA |
|-----|--|--|---|
| | | <p>Keep updated with client service provisions and legislative changes and environment.</p> <p>Understand annual processes of a fund (incl. financial statements and reviews, renewals of policies, fidelity policy, and member communication).</p> <p>Understand Fund valuations.</p> <p>Know and understand the deliverables of contracts.</p> | <p>Record keeping of annual processes:</p> <ul style="list-style-type: none"> • Effect annual reviews and renewals; • Update annual plan in accordance with legislative changes. <p>Review contracts and fund documentation to ensure legality, appropriateness and practical implementation.</p> |
| 7. | Process a Partial / Full Termination / Transfer of a Fund. | <p>Know and understand the process and time frames involved in the termination / transfer of a fund.</p> <p>Know and understand legalities of terminating / transferring of a fund. (labour relations and PFA).</p> <p>Understand the process of transferring a Fund from one administrator to another.</p> | <p>Explain implications of termination / transfer of a fund.</p> <p>Facilitate and the termination /transfer of a fund.</p> <p>Record keeping of termination/ transfer documents.</p> <p>Process a termination / transfer effectively.</p> |
| 8. | Deal with Retirement Fund Claims. | <p>Understand of the types of claims and benefits.</p> <p>Know and understand the implications of Income Tax Act and PFA and relevant regulations.</p> <p>Understand the processes of Service Provider/s.</p> <p>Understand legislative impact of Divorces, Maintenance, children customary union; Trusts as it applies to Retirement Funds.</p> <p>Understand the role players in Asset Management.</p> | <p>Provide advice on legislative implications on claims.</p> <p>Process claims and effect orders.</p> <p>Keep records of payments and orders processed and supporting documents.</p> <p>Communicate the payments to relevant parties.</p> |
| 9. | Deal with Retirement Fund Investments. | <p>Know and understand appropriate Asset terminology.</p> | <p>Facilitate an investment strategy.</p> <p>Monitor investment performance against the benchmarks and report on performance to the trustees.</p> |

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| NO. | TASK | KNOWLEDGE CRITERIA | SKILL CRITERIA |
|-----|---------------------------|---|---|
| | | <p>Understand relevant regulations as they apply to Investments.</p> <p>Notice periods for investments and dis-investment.</p> <p>Understand investment instructions relating to the strategy and ad-hoc instructions.</p> <p>Have a basic understanding of investment service provider requirements and client's requirements.</p> <p>Have basic understanding of relevant investment terminology.</p> <p>Understanding of rules as it relates to investments.</p> | <p>Process investment instructions correctly and timeously.</p> |
| 10. | Deal with member queries. | <p>Understand FAIS legislation and disclosures.</p> <p>Understand the FAIS limitations of your license and your FAIS regulatory status.</p> <p>Know and understand the legal framework stated above.</p> <p>Know and understand the company procedures around member queries.</p> | <p>The ability to differentiate between factual information and advice.</p> <p>Refer queries to appropriate role players.</p> <p>Identify when to obtain authorisation to release confidential information.</p> |

Section 14 RE 14: Second Level Regulatory Examination: Long Term Insurance Category A:FAB

- (1) All representatives performing financial services in relation to category I dealing with the subcategory Long Term Insurance Category A:FAB are required to complete a first level regulatory examination, based on the qualifying criteria as it appears in Section 4 and a second level regulatory examination based on the qualifying criteria in Section 14.
- (2) Examination bodies have the discretionary powers to offer a combination examination for representatives working with category I, dealing with the subcategory Long Term Insurance Category A:FAB, where such representatives may choose to complete one examination that addresses the qualifying criteria as it appears in Sections 4 and 14.
- (3) The qualifying criteria in Section 4 and Section 14 serve as the criteria against which qualifications will be evaluated for inclusion on the list of recognised qualifications.

| NO. | TASK | KNOWLEDGE CRITERIA | SKILL CRITERIA |
|-----|--|---|----------------|
| 1. | Explain why a customer (individual/ group) would want to consider funeral insurance cover. | Explain the products features and benefits of a specific product, included but not limited to: <ul style="list-style-type: none"> • the limits of cover; • who can be covered under the policy. Explain the product rules, including but not limited to the applicable waiting periods. Describe the exclusions and rules and regulations of the product. Explain what is covered in the policy. Explain when the policy will pay out. Explain the definition of "exclusion". Name the exclusions in the event of certain pre-defined covers. Understand the waiting periods and when it applies. Understand the limits relating to who is covered, legislative ages. Parameters of the product, family dependants that can be covered, children, spouse, under the predefined policy parameters. | |

| NO. | TASK | KNOWLEDGE CRITERIA | SKILL CRITERIA |
|-----|--|---|--|
| | | <p>Understand the different types of groups and legal/contractual requirements/ limitations.</p> <p>Understand legal/ contractual obligation regarding premiums and when cover falls away.</p> <p>Explain to a group what they can do regarding the funeral cover & policies with their members.</p> <p>Explain what happens if monthly premium is not paid by the client.</p> | |
| 2. | Keep records as it relates to funeral insurance policies. | Describe why a summary of the policy document should be provided to the client. | Keep copies of the funeral insurance policies sold/ issued. Provide the client with a summary of the policy document. |
| 3. | Deal with a claim as it relates to funeral insurance policies. | <p>Explain the importance for accurate client contact details to be included on the funeral insurance policy records.</p> <p>Explain the claims procedures.</p> <p>Explain what records must be kept related to the claims procedure.</p> <p>Explain who to contact after the death of the insured person.</p> <p>Explain what the timeframe is for contacting the required role players after the death of the insured person.</p> | Facilitate the claims process. Keep records of the claim process in accordance with FAIS. |
| 4. | Describe the relationship between the role-players within the funeral insurance policy environment. FSP, the underwriter and the client. | <p>Identify the role-players involved within the funeral insurance environment.</p> <p>Explain the role of the underwriter included but not limited to:</p> <ul style="list-style-type: none"> • their function (responsibility); • what they do regarding risk to the business and the client. | |

| NO. | TASK | KNOWLEDGE CRITERIA | SKILL CRITERIA |
|-----|--|---|----------------|
| | | <p>Explain when a policy will be legitimate (valid).</p> | |
| 5. | Describe the role of the Life Ombudsman. | <p>Explain what the customer should be aware of and stay away from (unregistered / unlicensed operators.)</p> <p>Explain the role of the Life Ombudsman.</p> <p>Explain how the Life Ombudsman deals with a complaint.</p> <p>Explain what the complaint process is, included but not limited to:</p> <ul style="list-style-type: none"> • How a complaint is lodged; • Where a complaint should be lodged. | |

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Annexure 2: Section 4: Qualifications list for Category IV FSPs

| Qualification title | ID NUMBER | Level | Credits | Category IV |
|--|-----------|-------|---------|-------------|
| National Certificate: Financial Services | 48783 | 2 | 120 | G |
| National Certificate: Insurance Administration | 14653 | 2 | 120 | G |
| Certificate in Financial Products | 21166 | 4 | 120 | S |
| Certificate: Banking | 20185 | 4 | 120 | G |
| Certificate: Financial Products | 21166 | 4 | 120 | S |
| FETC: Long Term Insurance | 49649 | 4 | 140 | G |
| FETC: Short Term Insurance | 49929 | 4 | 150 | G |
| Further Education and Training Certificate: Long-term Insurance | 49649 | 4 | 140 | G |
| Further Education and Training Certificate: Short-term Insurance | 49929 | 4 | 150 | G |
| Further Education and Training Certificate: Wealth Management | 57917 | 4 | 150 | G |
| Certificate: Banking | 21164 | 5 | 120 | G |
| Certificate: Banking | 11541 | 5 | 120 | G |
| Certificate: Banking | 72345 | 5 | 120 | G |
| Certificate: Banking Services Advice | 48533 | 5 | 120 | G |
| Certificate: Financial Planning | 57998 | 5 | 120 | S |
| Diploma: Banking | 14373 | 5 | 384 | G |

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| Qualification title | ID NUMBER | Level | Credits | Category IV |
|--|-----------|-------|---------|-------------|
| Diploma: Treasury: International Banking | 20334 | 5 | 240 | G |
| National Certificate: Wealth Management | 57608 | 5 | 120 | G |
| National Certificate: Banking | 1217 | 5 | 120 | G |
| National Certificate: Short Term Insurance | 57918 | 5 | 120 | G |
| National Certificate: Wealth Management | 57608 | 5 | 120 | G |
| National Diploma: Financial Services Long Term Risk Assessment | 49860 | 5 | 245 | G |
| National Higher Certificate: Banking | 1213 | 5 | 240 | G |
| B.Com (Banking) | 16913 | 6 | 536 | G |
| B.Com (General Management) | 16912 | 6 | 536 | G |
| B.Com (Risk Management) | 16936 | 6 | 528 | G |
| Bachelor in Business Administration | 59850 | 6 | 360 | G |
| Bachelor in Management Leadership (BML) | 16944 | 6 | 360 | G |
| Bachelor of Banking | 14375 | 6 | 504 | G |
| Bachelor of Commerce: Agribusiness Management | 16441 | 6 | 421 | G |
| Bachelor of Commerce: Agricultural Economics | 16927 | 6 | 568 | G |
| Bachelor of Commerce: Banking | 7039 | 6 | 430 | G |

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| Qualification title | ID NUMBER | Level | Credits | Category IV |
|---|-----------|-------|---------|-------------|
| Bachelor of Commerce: Banking Management | 58005 | 6 | 363 | G |
| Bachelor of Commerce: Investment Management | 16386 | 6 | 473 | G |
| Bachelor of Commerce: Monetary Economics | 7895 | 6 | 360 | G |
| Higher Diploma: Banking | 59830 | 6 | 240 | G |
| National Certificate: Financial Markets & Instruments | 50481 | 6 | 120 | G |
| National Certificate: Financial Markets & Instruments | 50481 | 6 | 120 | G |
| National Certificate: Financial Planning | 57695 | 6 | 120 | G |
| National Certificate: Financial Planning | 57695 | 6 | 120 | G |
| National Diploma: Banking | 977 | 6 | 360 | G |
| National Diploma: Financial Markets | 23653 | 6 | 240 | G |
| National Diploma: Financial Markets | 23653 | 6 | 240 | G |
| National Diploma: Management (Accountancy) | 57222 | 6 | 240 | G |
| Advanced Postgraduate Diploma: Financial Planning | 48867 | 7 | 120 | G |
| Bachelor of Arts Honours: International Trade and Finance | 14860 | 7 | 160 | G |
| Bachelor of Arts Honours: Trade and Development | 15475 | 7 | 160 | G |
| Bachelor of Commerce Honours: Banking | 7215 | 7 | 200 | G |
| Bachelor of Commerce Honours: Financial Analysis and Portfolio Management | 19960 | 7 | 120 | G |

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| Qualification title | ID NUMBER | Level | Credits | Category IV |
|---|-----------|-------|---------|-------------|
| Bachelor of Commerce Honours: Financial Management | 18974 | 7 | 160 | G |
| Bachelor of Commerce Honours: Financial Management | 19962 | 7 | 120 | G |
| Bachelor of Commerce Honours: Financial Management Sciences | 16400 | 7 | 180 | G |
| Bachelor of Commerce Honours: Financial Planning | 50148 | 7 | 120 | S |
| Bachelor of Commerce Honours: International Trade and Finance | 15415 | 7 | 160 | G |
| Bachelor of Commerce Honours: Investment Management | 16955 | 7 | 120 | G |
| Bachelor of Technology: Banking (ID 57202) | 1019 | 7 | 480 | G |
| Post-Graduate Diploma in Account Practice | 20391 | 7 | 240 | G |
| Postgraduate Diploma: Finance Banking and Investment Management | 2629 | 7 | 128 | G |
| Postgraduate Diploma: Financial Planning | 48866 | 7 | 120 | G |
| Post-Graduate Professional Qualification: Professional Accountant in Business | 20392 | 7 | 480 | G |
| Chartered Financial Analyst (CFA) (Foreign Qualification) | FSB001 | | | S |