

BOARD NOTICE 85 OF 2011**FINANCIAL SERVICES BOARD****FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT, 2002****COMPLIANCE REPORT FOR CATEGORY I FSPs WITH A COMPLIANCE OFFICER,
2011**


In terms of section 17(4) of the Financial Advisory and Intermediary Services Act, 2002("the Act"), I, Dube Phineas Tshidi, the Registrar of Financial Services Providers, determine the manner in which the compliance report for Category I FSPs with a compliance officer must be submitted, and the matters which it must have regard to. This determination was made after consultation with the Advisory Committee on Financial Services Providers.

- (a) A written report for the reporting period, by completing the schedule attached hereto, or by completing electronically, online the schedule on the web site of the Financial Services Board (www.fsb.co.za), must be submitted by 15 August 2011.
- (b) Answers should not be provided in columns that are shaded in grey in the schedule.
- (c) In this Notice, unless the context indicates otherwise –
 - (i) any word or expression shall have the meaning that it was assigned in the Act;
 - (ii) "Code of Conduct" means any Code published under section 15 of the Act;
 - (iii) "Determination of Fit and Proper Requirements" means the Determination of Fit and Proper Requirements for Financial Services Providers, 2008;
 - (iv) "developmental area" means any control, process or compliance issue that has been identified during the monitoring of compliance as an area in respect of which the need for improvement of such control, process or compliance issue has been identified by the provider, and plans are in place to effect such improvements within a reasonable time;
 - (v) "FICA" means the Financial Intelligence Centre Act, 2001;
 - (vi) "Forex Investment Business Code of Conduct" means the Code of Conduct for Authorised Financial Service Providers, and their Representatives, involved in Forex Investment Business, 2004;
 - (vii) "FSP", "financial services provider" or "provider" means an authorised financial services provider, and includes, where applicable, any

representative of the provider;

- (viii) "General Code of Conduct" or "General Code" means the Code of Conduct for Authorised Financial Services Providers and their Representatives, 2003;
- (ix) "Regulations" means the Financial Advisory and Intermediary Services Regulations, 2003;
- (x) "reporting date" means 15 August 2011
- (xi) "reporting period" means the latter of-
 - (aa) the date of authorisation as financial services provider in terms of section 8 of the Act;
 - (bb) the first day of the month following the reporting period for the previous compliance report submitted;
 - (cc) the date of appointment of the compliance officer of the FSP,until the reporting date.

This Determination is called the Compliance Report for Category I FSPs with a Compliance Officer, 2011, and comes into operation on the date of publication thereof.



D P TSHIDI,
Registrar of Financial Services Providers

SCHEDULE

Compliance Report for Category I FSPs with a compliance officer for reporting period ended 31 May 2011

Scope

In accordance with section 17(4) of the Act, I/we (the approved compliance officer(s) of the FSP hereby report as follows as regards compliance with the Act by
..... (full name of the FSP and the FSP Number) and any representatives of the FSP, for the reporting period
..... (date reporting period started) to (reporting date)

Question		Column				
		1	2	3	4	5
		Yes	No	Not applicable	Develop-mental area	Note No. Comment/Annexure
	SECTION 1 – GENERAL					
1	Conditions and restrictions by Registrar Sections 7 and 8(4)(a) and (5) (b) of Act					
1.1	Does the FSP have procedures in place to ensure that it can comply with condition 1 of the licensing conditions requiring the FSP to update its business information as provided during the application stage within 15 days of any change occurring?					
1.2	Did the FSP change its legal status (e.g. from CC to (Pty) Ltd) as an entity since obtaining its licence?					
1.3	<i>If the answer to Question 1.2. is YES -</i> Did the FSP obtain a new licence as contemplated in section 8 of the Act?					
1.4	Does the FSP verify in all instances that any other FSP that it gives an instruction to, or receives an instruction from, is authorised to render specific financial services without any licence restriction in relation to a specific financial product?					

1.5	Financial products in respect of which an FSP renders financial services <i>Condition 5 imposed by Registrar in terms of section 8(4) of Act</i>					
1.5.1	Is the FSP regulated in terms of any other law (within or outside South Africa)? (Please note that this does not include membership of professional bodies.)					
1.5.2	<i>If the answer to Question 1.5.1 is YES -</i> Provide details of the Regulator (Name of Regulator and registration and licensing number/s with the Regulator, if applicable) in a separate annexure and indicate the annexure number in column 5.					
1.5.3	Does the FSP render financial services on any financial product that is not specifically defined in the Act or regulated in terms of any other legislation (e.g. a hedge fund, depending on the structure)?					
1.5.4	<i>If the answer to Question 1.5.3 is YES -</i> Provide details of the financial products concerned in a separate annexure and indicate the annexure number in column 5.					
1.6	Financial products in respect of which FSP renders financial services <i>Authorisation in terms of licence of FSP</i>					
1.6.1	Does the FSP have procedures in place to ensure that the rendering of financial services is done within the limitation on Categories and subcategories for which the licence was issued?					
1.6.2	Did any non-compliance occur in respect of the limitation on Categories and subcategories during the reporting period?					
1.6.3	<i>If the answer to Question 1.6.2 is YES -</i> Provide full details of such non-compliance as well as steps taken to reasonably ensure that such non-compliance does not occur again, in a separate annexure. Indicate the annexure number in column 5.					
1.7	Functions performed by FSP					
1.7.1	Did the FSP render financial services as a short-term insurance underwriting manager during the reporting period?					
1.7.2	During the reporting period did the FSP render services as a pension fund administrator in terms of section 13B of the Pension Funds Act, 1956?					

1.7.3	Did the FSP act as an asset consultant (advisor) to a pension fund during the reporting period?					
1.7.4	Did the FSP act as a promoter of unlisted shares and debentures (property syndicator) during the reporting period?					
1.7.5	Is the FSP also a licensed credit provider in terms of the National Credit Act, 2005?					
2	Group structure					
2.1	Does the FSP form part of a group of companies? If YES, provide full details of the group (including an organogram or diagram as well as the FSPs relation to the group of companies) in a separate annexure and indicate the annexure number in column 5.					
2.2	<i>If the answer to question 2.1 is YES –</i> Does the FSP have service level agreements in place with other FSPs within the group?					
3	Key individuals <i>Section 8(1) and (4)(b) of Act and Determination of Fit and Proper Requirements</i>					
3.1	Are all people involved in a managing/overseeing function in relation to the rendering of financial services, appointed as key individuals?					
3.2	In a separate annexure, provide information on the structure with regards to key individuals (what their position is in the organisation, where are they situated). Indicate the annexure number in column 5.					
3.3	Does the FSP have procedures in place to ensure that it complies with section 8(4) (b) of the Act in the case of replacement of key individuals?					
3.4	Fit and Proper Requirements for key individuals <i>Determination of Fit and Proper Requirements</i>					
3.4.1	Did any changes occur in the personal circumstances of any key individual during the reporting period that adversely affected the fitness and propriety of the person, as it relates to Part II of the Determination of Fit and Proper Requirements?					
3.4.2	<i>If the answer to Question 3.4.1 is YES -</i> Provide full details thereof in a separate annexure and indicate the annexure number in column 5.					
4	Representatives <i>Sections 13 and 14 of Act and section 8(8) of Determination of Fit and Proper</i>					

	Requirements					
4.1	Does the FSP have representatives? If YES, the Statistical Information Sheet (Section 5) must be completed.					
4.2	If the answer to Question 4.1 is YES, questions 4.3 to 4.9 must be answered					
4.3	Does the FSP have any juristic representatives?					
4.4	If the answer to Question 4.3 is YES – questions 4.4.1 to 4.4.3 must be answered					
4.4.1	Does the FSP have an agreement with each juristic representative? If YES attach a copy of an agreement as a separate annexure and indicate the annexure number in column 5.					
4.4.2	Are all employees of the juristic representative that are rendering financial services on behalf of the provider appointed as representatives of the provider in terms of section 13 of the Act?					
4.4.3	Does the FSP have procedures in place to ensure that juristic representatives have the necessary operational ability to render financial services to clients?					
4.5	Does the FSP have procedures in place (including documentation) to enable representatives to provide clients with confirmation, as certified by the provider, of their status as representative as provided for in section 13(1)(b)(i) of the Act?					
4.6	Is the key individual/s able to maintain the operational ability to fulfill the responsibilities imposed by the Act on FSPs, including oversight of the financial services provided by the representative of the FSP?					
4.7	Competency of representatives <i>Section 13(2)(a) of Act, Parts II, III and VI of Determination of Fit and Proper Requirements and Board Notice 151 of 2008</i>					
4.7.1	Does the FSP have procedures in place to ensure that representatives comply with the personal character qualities of honesty and integrity and the competency requirements as set out in Parts II and III of the Determination of Fit and Proper Requirements?					
4.7.2	Have any representatives of the FSP passed the First Level Regulatory Exam (RE1)? If YES, the Statistical Information Sheet (Section 5) must be completed.					
4.7.3	Does the FSP have representatives who, on the reporting date, render financial services under supervision as contemplated in paragraph 3 of the Exemption of Services under Supervision in terms of Requirements and Conditions, 2008,?					

4.7.4	If the answer to question 4.7.3 is YES – questions 4.7.4.1 to 4.7.4.5 must be answered						
4.7.4.1	Confirm the number of representatives working under supervision as well as the number of supervisors, as at the reporting date, on the Statistical Information Sheet (Section 5).						
4.7.4.2	Does the FSP have procedures in place to monitor the compliance of supervisors with paragraph 4(7)(a) to (f) of the Exemption of Services under Supervision in terms of Requirements and Conditions, 2008. If YES, attach a copy of the procedures as a separate annexure and indicate the annexure number in column 5.						
4.7.4.3	Does the FSP have procedures in place to ensure that there is a formal, documented supervision plan in place for representatives that are rendering services under supervision?						
4.7.4.4	Does the FSP have procedures in place to ensure that the fact that a representative is rendering financial services under supervision is disclosed to clients?						
4.7.4.5	If any non-compliance in terms of representatives under supervision was found, submit full details of such non-compliance as well as steps taken to reasonably ensure that such non-compliance does not occur again in a separate annexure. Indicate the annexure number in column 5.						
4.8	Representatives' compliance with Code of Conduct Section 13(2)(b) of Act, Board Notice 58 of 2010 and General Code of Conduct						
4.8.1	Does the FSP have procedures in place to determine whether representatives adhered to the requirements stipulated in the Codes of Conduct applicable to the FSP?						
4.8.2	If the answer to Question 4.8.1 is YES – questions 4.8.2.1 to 4.8.2.4 must be answered						
4.8.2.1	In a separate annexure, describe the procedures that the FSP has in place to determine whether the representatives adhered to the said requirements. Indicate the annexure number in column 5.						
4.8.2.2	Did any representatives of the FSP receive any financial interest for giving preference to the quantity of business secured for the provider to the exclusion of the quality of financial services rendered to clients after section 3A of the General Code of conduct became effective?						
4.8.2.3	Did any representatives of the FSP receive any financial interest for giving preference to a specific product supplier, where the representative may have recommended more than one product supplier to a client after section 3A of the General Code of conduct became						

	effective?					
4.8.2.4	Did any representatives of the FSP receive any financial interest for giving preference to a specific financial product of a product supplier, where the representative was able to recommend more than one product of the product supplier to the client after section 3A of the General Code of conduct became effective?					
4.9	Debarment of representatives <i>Section 14 of Act</i>					
4.9.1	Does the FSP have procedures in place to debar a representative if the representative does not comply with the personal character qualities of honesty and integrity and the qualifications as set out in Parts II and V of the Determination of Fit and Proper Requirements?					
4.9.2	Has the FSP taken steps to debar representatives in respect of non-compliance with Column Two of Table E of the Determination of Fit and Proper Requirements?					
4.9.2.1	<i>If the answer to question 4.9.2 is YES –</i> In a separate annexure, provide full details thereof. Indicate the annexure number in column 5.					
5	Insurance cover <i>Sections 5(e) and 13 of General Code of Conduct and Board Notice 123 of 2009</i>					
5.1	Does the FSP have professional indemnity cover? If yes, the Statistical Information Sheet (Section 5) must be completed.					
5.2	Does the FSP have fidelity insurance cover? If yes, the Statistical information Sheet (Section 5) must be completed.					
5.3	Does the FSP have guarantees in place as contemplated in section 13 of the General Code of Conduct? If yes, the Statistical Information Sheet (Section 5) must be completed.					
5.4	Does the FSP disclose to clients in terms of section 5(e) of the General Code of Conduct whether it holds guarantees or professional indemnity or fidelity insurance cover?					
5.5	If the FSP holds guarantees, professional indemnity cover or fidelity insurance cover, attach a copy or copies of the latest insurance schedule as a separate annexure and indicate the annexure number in column 5.					
5.6	Did the FSP have any claims against the FSP's professional indemnity cover, fidelity insurance cover or guarantees during the reporting period that were as a result of					

	financial services rendered?					
6	Compliance function <i>Section 17 of Act, Chapter IV of Regulations and Board Notice 127 of 2010</i>					
6.1	Is the compliance function established as part of the risk management framework of the business of the FSP in compliance with section 17(3) of the Act and regulation 5 of the Regulations?					
6.2	Are you appointed as an external compliance officer of the FSP?					
6.3	If the answer to Question 6.2 was YES – questions 6.3.1 to 6.3.3 must be answered					
6.3.1	Do you provide written reports on the compliance monitoring and recommendations relating to the FSP on a regular basis? If YES, the Statistical Information Sheet (Section 5) must be completed.					
6.3.2	Did you conduct regular visits to the business premises, business units and / or branches of the FSP? If YES, the Statistical Information Sheet (Section 5) must be completed.					
6.3.3	Did you conduct regular visits to the business premises, business units and / or branches of the representatives of the FSP? If YES, the Statistical Information Sheet (Section 5) must be completed.					
6.4	Are you appointed as the internal compliance officer of the FSP?					
6.5	If the answer to Question 6.4 was YES – questions 6.5.1 to 6.5.4 must be answered					
6.5.1	Do you provide written reports on the compliance monitoring and recommendations relating to the FSP on a regular basis? If YES, the Statistical Information Sheet (Section 5) must be completed.					
6.5.2	Did you and, where applicable, any delegated employee, conduct regular visits to off-site business premises, business units and / or branches of the FSP? If YES, the Statistical Information Sheet (Section 5) must be completed.					
6.5.3	Did you and, where applicable, any delegated employee, conduct regular visits to the business premises, business units and / or branches of the representatives of the FSP? If YES, the Statistical Information Sheet (Section 5) must be completed.					
6.5.4	Are you also the appointed internal compliance officer for any other FSP? If YES In a separate annexure, provide details of the FSP. Indicate the annexure number in column 5.					

6.6	Questions 6.7 to 6.9.1 must be answered by both internal and external compliance officers					
6.7	Are you also the compliance officer appointed in terms of section 43(b) of FICA? If the answer is NO, the Statistical Information Sheet (Section 5) must be completed.					
6.8	Do you have any issues that are not covered by this report that you would want to bring to the attention of the Registrar? Attach a written copy of your comments as an annexure and indicate the annexure number in column 5.					
6.9	Did you indicate any aspect in this report as a "Developmental Area" (Column 4) that was also indicated as a developmental area in the compliance report for the previous reporting period?					
6.9.1	<i>If the answer to question 6.9 is YES –</i> In a separate annexure, provide details thereof, the reasons for continued non-compliance, and corrective actions taken. Indicate the annexure number in column 5.					
7	Maintenance of records <i>Section 18 of Act and General Code of Conduct</i> <i>Section 22 of FICA</i>					
7.1	Does the FSP have appropriate procedures and systems in place to record the information contemplated in section 18 of the Act and section 3(2) of the General Code of Conduct?					
7.2	Can all documents be inspected by the Registrar within 7 days from the date of request?					
7.3	Are all records stored in a manner that reasonably ensures that it will be safe from destruction?					
7.4	Does the FSP have a process in place to ensure that records are kept for a period of five years, after termination of the product concerned or, in any other case, after the rendering of the financial service concerned?					
7.5	Does the FSP have electronic back-ups of all electronic records?					
7.5.1	<i>If the answer to Question 7.5 is YES – questions 7.5.1.1 and 7.5.1.2 must be answered</i>					
7.5.1.1	Does the FSP have procedures (e.g. disaster recovery procedures) in place to ensure that back-ups are tested on a sample basis in order to reasonably ensure that records can be retrieved in a proper manner?					

7.5.1.2	In a separate annexure, indicate the last time such back-ups were tested and the result of the test. Indicate the annexure number in column 5.					
8	General Code of Conduct					
8.1	General provisions <i>Section 3 of General Code of Conduct and Board Notice 58 of 2010</i>					
8.1.1	Has the FSP adopted, maintained and implemented a conflict of interest management policy? If the answer is YES a copy of the policy must be attached and indicate the annexure number under column 5.					
8.1.2	Are the employees, representatives and, where appropriate, associates aware of the conflict of interest management policy?					
8.1.3	Has appropriate training and educational material been provided to the employees, representatives and, where appropriate, associates?					
8.1.4	Has the conflict of interest management policy been published in appropriate media and is the policy easily accessible for public inspection at all reasonable times?					
8.1.5	During the reporting period did you (compliance officer) conduct monitoring to ascertain whether the FSP or any employees received or offered any immaterial financial which exceeded an aggregate of R1 000 for the calendar year?					
8.1.5.1	If the answer to question 8.1.5 was YES- According to your knowledge, did the FSP or any representative offer or accept an immaterial financial interest exceeding R1 000, during the 2010 calendar year, to or from a third party?					
8.1.6	If applicable, did the FSP and any representative disclose to clients in writing any conflict of interest in respect of the client?					
8.1.7	Does the FSP have procedures and internal controls in place to ensure that it does not disclose any confidential information acquired from clients without obtaining written consent from the clients, unless it is required in terms of any other legislation?					
8.2	Disclosure requirements <i>Sections 4, 5 and 7 of General Code of Conduct</i>					
8.2.1	Does the FSP have procedures in place to ensure that the disclosure documentation complies with sections 4 and 5 of the General Code of Conduct?					
8.2.2	Does the FSP have procedures in place to ensure that the disclosure documentation complies with section 7 of the General Code of Conduct?					

8.2.3	Does the FSP disclose the following information in terms of section 7(1)(c) of General Code of Conduct to the client in writing:					
8.2.3.1	The name, class or type of financial product concerned;					
8.2.3.2	The nature, extent and frequency of any incentive, remuneration, consideration, commission, fee or brokerage which will or may become payable to the provider, directly or indirectly, by any product supplier or any other person as a result of the financial service concerned;					
8.2.3.3	Any material risk and where applicable investment risk associated with the product concerned;					
8.2.3.4	Extent of monetary obligations assumed by the client, the frequency thereof and consequences of non-compliance concerned.					
8.2.4	Did you (compliance officer) conduct monitoring in respect of the FSP's compliance with sections 4, 5 and 7 of the General Code of Conduct?					
8.2.5	If the answer to Question 8.2.4 is YES – Were there any instances of non-compliance found during the monitoring conducted? If YES – the Statistical Information Sheet (Section 5) must be completed.					
8.3	Direct marketing <i>Section 15 of General Code of Conduct</i>					
8.3.1	Does the FSP act as a direct marketer as defined in the General Code of Conduct?					
8.3.2	If the answer to Question 8.3.1 is YES – questions 8.3.2.1 to 8.3.2.4 must be answered					
8.3.2.1	Does the FSP have recording systems in place to record all telephonic conversations with the clients in the course of direct marketing?					
8.3.2.2	Does the FSP have appropriate procedures and systems in place to store and retrieve recordings?					
8.3.2.3	Does the FSP have procedures in place to ensure that the FSP complies with section 15 (read together with sections 4, 5 and 7) of the General Code of Conduct?					
8.3.2.4	If the answer to Question 8.3.2.3 is NO – In a separate annexure, provide details on how and when (provide a specific time frame) such procedures will be put in place. Indicate the annexure number in column 5.					

8.4	Furnishing of advice and record of advice <i>Sections 8 and 9 of General Code of Conduct</i>					
8.4.1	Is the FSP licensed to furnish advice?					
8.4.2	Did the FSP furnish advice as a regular feature of its business during the reporting period?					
8.4.3	<i>If the answer to question 8.4.2 is YES – questions 8.4.3.1 to 8.4.3.5 must be answered</i>					
8.4.3.1	Does the FSP have procedures in place to ensure that an analysis of the client's financial situation and objectives is performed before advice is furnished?					
8.4.3.2	<i>If the answer to Question 8.4.3.1 is NO –</i> In a separate annexure, provide details on how these procedures will be put in place. Indicate the annexure number in column 5.					
8.4.3.3	Does the FSP have procedures in place, to ensure compliance with section 8(1)(d) of the General Code of Conduct relating to replacement products?					
8.4.3.4	Does the FSP keep a record of advice and provide it to clients in accordance with section 9 of the General Code of Conduct? Provide details of all instances of non-compliance found as well as steps that will be taken to reasonably ensure that such non-compliance does not occur again in a separate annexure. Indicate the annexure number in column 5.					
8.4.3.5	Did the FSP do any new financial transactions during the reporting period where the client did not provide all information requested by the provider, or where the provider was unable to conduct an analysis because of the circumstances surrounding the case, or where there wasn't reasonable sufficient time to do so [section 8(4)(a) of the General Code of Conduct]? If the answer is YES, the Statistical Information Sheet (Section 5) must be completed.					
8.5	Custody of financial products and funds <i>Section 10 of General Code of Conduct</i>					
8.5.1	Does the FSP receive or hold financial products or funds of or on behalf of clients when rendering financial services?					
8.5.2	<i>If the answer to question 8.5.1 is YES - questions 8.5.2.1 to 8.5.2.6 must be answered</i>					
8.5.2.1	Has the FSP notified the Registrar of the details of the approved auditor or accounting officer in terms of section 19 of the Act read with the exemptions published in the					

	Exemption of certain Authorised Financial Services Providers from Requirements pertaining to Audited Financial Statements, 2004 and Exemption of certain Authorised Financial Services Providers from Requirements pertaining to Audited Financial Statements (2), 2004?					
8.5.2.2	Has the FSP changed auditors during the reporting period?					
8.5.2.3	<i>If the answer to Question 8.5.2.2 is YES –</i> Did the FSP submit a profile change request to the Registrar in respect of the change of auditors?					
8.5.2.4	Does the FSP issue written confirmation of receipts to clients when funds and/or premiums are received from clients without the mediation of a bank?					
8.5.2.5	In a separate annexure, provide a list of the products (subcategories of licence) in respect of which you receive funds and/or premiums from clients. Indicate the annexure number in column 5.					
8.5.2.6	Does the FSP have procedures in place to ensure that the client's funds and/or premiums can be readily/clearly distinguished from private assets or funds of the FSP?					
8.5.3	Does the FSP collect short-term insurance premiums from clients on behalf of product suppliers?					
8.5.4	<i>If the answer to question 8.5.3 is YES – questions 8.5.4.1 and 8.5.4.2 must be answered</i>					
8.5.4.1	Does the FSP collect premiums in accordance to section 45 of the Short-term Insurance Act, 1998?					
8.5.4.2	Does the FSP have IGF Guarantee in terms of section 45 of the Short-term Insurance Act, 1998?					
8.5.4.3	<i>If the answer to Question 8.5.4.2 is YES-</i> Provide a copy of the IGF schedule as a separate annexure and indicate the annexure number in column 5.					
8.5.5	Does the FSP have procedures in place to ensure that the client's financial products can be readily/clearly distinguished from private assets of the FSP?					
8.6	Risk management <i>Sections 11 and 12 of General Code of Conduct</i>					

8.6.1	Does the FSP have and effectively employ risk management resources, procedures, systems and controls as described in sections 11 and 12 of the General Code of Conduct?					
8.6.2	Does the FSP have a documented Risk Management Plan?					
8.6.3	In a separate annexure, provide details as to how the Risk Management Plan is monitored. Indicate the annexure number in column 5.					
8.7	Advertising <i>Section 14 of General Code of Conduct</i>					
8.7.1	Does the FSP advertise its financial services?					
8.7.2	If the answer to Question 8.7.1 is YES – questions 8.7.2.1 to 8.7.2.3 must be answered					
8.7.2.1	Does the FSP have procedures in place to ensure that all advertisements and advertising communications and material comply with section 14 of the General Code of Conduct?					
8.7.2.2	If the FSP advertised any of its financial services by telephone during the reporting period, did the FSP maintain an electronic, voice logged record of all communications?					
8.7.2.3	Was reference to the fact that a licence is held contained in all advertisements that were placed during the reporting period?					
8.8	Complaints <i>Section 16 to 19 of General Code of Conduct</i>					
8.8.1	Does the FSP have a complaints policy and resolution system in place that complies with sections 16 to 19 of the General Code of Conduct?					
8.8.2	Provide the following details of any complaints referred to the FAIS Ombud during the reporting period: number of complaints referred to the FAIS Ombud, type of complaint (what the complaint was about) as well as outcome of the complaint. Indicate the annexure number in column 5.					
8.9	Termination of agreement or business <i>Section 20 of General Code of Conduct</i>					
8.9.1	Does the FSP have procedures in place to ensure that it complies with section 20 of the General Code of Conduct?					
8.9.2	Does the FSP have a business continuity plan and procedures in place to ensure that					

	their clients will be serviced if the business is terminated for any reason?					
8.9.3	<i>If the answer to Question 8.9.2 is NO –</i> In a separate annexure, provide an explanation as to what steps will be taken to put a plan in place (include time frame as well). Indicate the annexure number in column 5.					
8.10	Waiver of rights <i>Section 21 of General Code of Conduct</i>					
8.10.1	Does the FSP have procedures in place to ensure that the FSP does not request or induce a client to waive any right or benefit conferred on the client under the General Code of Conduct? Provide full details of any non-compliance found as well as steps taken to reasonably ensure that such non-compliance does not occur again as a separate annexure. Indicate the annexure number in column 5.					
8.10.2	Does the FSP have procedures in place to ensure that it complies with section 21 of the General Code of Conduct?					
9	Money laundering control procedures					
9.1	Is the FSP an accountable institution in terms of Schedule 1 of FICA?					
9.2	<i>If the answer to Question 9.1 is YES, questions 9.3 to 9.15 must be answered</i>					
9.3	Has the FSP registered with the Financial Intelligence Centre in terms of section 43B of FICA?					
9.4	Does the FSP have in place all the necessary policies, procedures and systems to ensure full compliance with FICA and other applicable anti-money laundering or terrorist financing legislation as required in terms of paragraph 8(1)(e) of the Determination for Fit and Proper Requirements?					
9.5	Was this reporting period the FSP's first year of business?					
9.5.1	<i>If the answer to question 9.5 is YES –</i> Provide a copy of the internal rules used by the FSP as a separate annexure. Indicate the annexure number in column 5.					
9.6	If this reporting period wasn't the FSP's first year of business, did the FSP amend/revise the internal rules during the reporting period?					
9.6.1	<i>If the answer to question 9.6 is YES –</i> Provide a copy of the amended internal rules as a separate annexure. Indicate the annexure number in column 5.					

9.7	Does the FSP make use of a standard internal rules document supplied by a third party?					
9.7.1	<i>If the answer to question 9.7 is YES – Was the document customised to apply to the specific FSP?</i>					
9.8	Does the FSP establish and verify the identity of clients as required in terms of FICA in all instances?					
9.8.1	<i>If the answer to question 9.8 is NO – Provide details of non-compliance in a separate annexure. Indicate the annexure number in column 5.</i>					
9.9	Did the FSP provide employees with ongoing or refresher training as recommended by the Financial Intelligence Centre during the reporting period?					
9.9.1	<i>If the answer to question 9.9 is YES – Did the training include an assessment to determine the employees' level of understanding?</i>					
9.10	Does the FSP have procedures in place to report property associated with terrorist and related activities in terms of section 28A of FICA?					
9.11	Does the FSP have procedures in place to ensure that staff is able to identify suspicious transactions and report them accordingly?					
9.12	Does the FSP have procedures in place to risk rate the clients in order to establish which clients pose a higher risk associated with the combating of money laundering and financing terrorism to the entity?					
9.13	Does the FSP perform the identification and verification of clients function on behalf of another accountable institution, as envisaged in Exemption 4?					
9.14	Does the FSP rely on a third party (any other institution) for the identification and verification of clients in terms of exemption 4 under FICA?					
9.15	Does the FSP have procedures in place to ensure submission of cash threshold reports in terms of section 28 of FICA?					
9.16	<i>If the answer to Question 9.1 is NO – questions 9.16.1 to 9.16.4 must be answered</i>					
9.16.1	Is the FSP a reporting institution in terms of Schedule 3 of FICA?					
9.16.1.1	<i>If the answer to question 9.16.1 was YES- Has the FSP registered with the Financial Intelligence Centre in terms of section</i>					

	43B of FICA?					
9.16.2	Does the FSP have procedures in place to ensure that the staff is able to identify suspicious transactions and report them accordingly?					
9.16.3	Does the FSP have procedures in place to ensure that the FSP remains up to date with the requirements of the Financial Intelligence Centre in respect of identifying and reporting suspicious and unusual transactions?					
9.16.4	Does the FSP have procedures in place to ensure it can submit cash threshold reports in terms of section 28 of FICA?					
10	Operational ability and financial soundness <i>Parts VIII and IX of Determination of Fit and Proper Requirements</i>					
10.1	Did the FSP comply with the solvency requirements as required in terms of section 9 of the Fit and Proper Requirements at all times during the reporting period?					
10.2	Does the FSP prepare monthly accounting records in terms of section 19 of the Act?					
10.3	Does the FSP have internal controls and procedures in place to ensure that the operational ability requirements as described in section 8(3) of the Determination of Fit and Proper Requirements are complied with?					
10.3.1	<i>If the answer to question 10.3 is NO -</i> In a separate annexure, indicate the steps that will be taken to ensure that the relevant controls and procedures are put in place. Indicate the annexure number in column 5.					
11	Monitoring					
11.1	Please indicate the type of monitoring that you performed:					
11.1.1	Financial products in which the FSP renders financial services.					
11.1.2	Representatives under supervision.					
11.1.3	Juristic representatives					
11.1.4	Disclosure documents to check compliance with sections 4 and 5 of the General Code of Conduct.					
11.1.5	Disclosure documents to check compliance with section 7 of the General Code of Conduct.					

11.1.6	Furnishing of advice and record of advice.					
11.1.7	Receipt of funds and/or collection of premiums.					
11.1.8	Waiver of rights.					
11.1.9	Money laundering control procedures.					
11.1.10	Exchange control regulations (in the case of a forex FSP).					
11.1.11	Policies and procedures.					
11.1.12	Conflict of interest management policy					
11.1.13	Direct marketer's telesales script and/or telesales voice recordings to check compliance with section 15 of the General Code of Conduct.					
11.1.14	Other. Please provide details on other monitoring done in a separate annexure and indicate the annexure number in column 5.					
11.2	In a separate annexure, provide an explanation as to how you did the monitoring (methodology). Please also include the extent of monitoring. Indicate the annexure number in column 5.					
	SECTION 2 – CATEGORY I FOREX FSPs <i>The Forex code covers forex investments which are investments in a financial product referred to in paragraph (e) of the definition of "financial product" in section 1(1) of the Act.</i>					
12	Particular duties relating to Category I forex FSPs					
12.1	Is the FSP licensed as a Category I forex services provider?					
12.2	If the answer to question 12.1 is YES - Questions 12.3 to 12.22 must be answered.					
12.3	In a separate annexure, provide details of the clearing firm that the FSP deals with as well as the name and contact details of the Regulator. Indicate the annexure number in column 5.					
12.4	Did the FSP provide clients with the name and contact details of the clearing firm?					
12.5	Did the FSP provide clients with the name and contact details of the Regulator under whose jurisdiction the activity of the clearing firm falls?					

12.6	Does the FSP act as a forex advisor in respect of managed accounts and/or self directed accounts?					
12.7	<i>If the answer to Question 12.6 is YES – questions 12.7.1 to 12.7.3 must be answered</i>					
12.7.1	In a separate annexure, provide a copy of a written application form utilised for clients' purposes that was approved by the Registrar. Indicate the annexure number in column 5.					
12.7.2	In the case of self-directed accounts provide full details in a separate annexure on how the FSP ensures that clients are sophisticated and have the necessary trading skills to start trading themselves. Indicate the annexure number in column 5.					
12.7.3	Does the FSP provide regular training sessions to educate and assist their trading skills?					
12.8	Did the FSP make any material changes to this application form without the prior approval of the Registrar?					
12.9	Does the FSP take reasonable steps to ensure that the forex investment to be advised on is suitable for the client?					
12.10	<i>If the answer to Question 12.9 is YES –</i> In a separate annexure, provide full details of the procedures that the FSP has in place to ensure that the client's objectives, risk appetite, financial situation and foreign investment experience are obtained in order to act in their interests at all times. Indicate the annexure number in column 5.					
12.11	In a separate annexure, provide full details of the procedures that the FSP has put in place to ensure that risks associated with forex investment (including currency fluctuations), are disclosed to clients? Indicate the annexure number in column 5. If standard disclosure documents are used, please include a copy thereof as part of the annexure.					
12.12	Does the FSP have procedures in place to ensure that the forex investment intermediary, to whom clients are referred to, is an authorised FSP?					
12.13	Does the FSP have a written agreement in place to govern the relationship with forex intermediaries to whom clients are referred?					
12.14	Does the FSP ensure that clients comply with exchange control and tax legislation when giving advice on forex investment business? If any instances of non-compliance were found, please provide full details thereof as well as steps taken to reasonably ensure that such non-compliance does not occur again as a separate annexure and indicate					

	annexure number in column 5.					
12.15	Does the FSP advise clients to invest by means of margin trading?					
12.16	<i>If the answer to Question 12.15 is YES –</i> In a separate annexure, provide full details of the procedure that the FSP has put in place to ensure that the minimum leverage required does not exceed widely used industry norms. Indicate the annexure number in column 5.					
12.17	In a separate annexure, provide full details of the procedures that the FSP has put in place to ensure all fees, charges, costs and commission payable to the different stakeholders involved in the investment process are fully and adequately disclosed. Indicate the annexure number in column 5.					
12.18	Does the FSP directly obtain reports and statements from the clearing firm or foreign forex services provider and make them available to clients in a hard copy format or by electronic means?					
12.19	If the reports and statements referred to in question 12.18 are generated by the clearing firm or foreign forex service provider, can the contents of the statements be altered by the FSP before being made available to clients or viewed online?					
12.20	In a separate annexure, provide a full explanation setting out how client's funds held offshore will be treated if the FSP is wound up, liquidated or ceases to conduct business for any reason. Indicate the annexure in column 5.					
12.21	Does the FSP ensure that a foreign forex service provider which holds investments on behalf of clients maintains insurance cover to guard against risk of loss due to fraud, dishonesty and negligence?					
12.22	Is the FSP a forex spot trader as defined in the Forex investment Business Code of Conduct? Provide full details of the clearing firm as well as the Regulator in a separate annexure and indicate the annexure number in column 5.					
	SECTION 3 – HEALTH SERVICE BENEFITS					
13	Accreditation under section 65(3) of Medical Schemes Act, 1998 <i>Section 8(7)(e) of Act</i>					
13.1	Is the FSP licensed to render financial services relating to health service benefits?					

13.2	<i>If the answer to question 13.1 is YES – questions 13.2.1 to 13.2.4 must be answered</i>					
13.2.1	Was the accreditation of the FSP in terms of section 65(3) of the Medical Schemes Act, 1998, during the reporting period suspended or withdrawn, or did it lapse? Please provide details of any such suspensions, withdrawals or lapses as an annexure to the report and indicate the annexure number in column 5.					
13.2.1.1	<i>If the answer to Question 13.2.1 is YES –</i> Was a profile change request submitted to the Registrar in order for the health services subcategory to be removed from the FSPs licence?					
13.2.2	The details of the accreditation with the Council for Medical Schemes (ORG numbers for entities and BR numbers for key individuals) must be completed on the Statistical Information Sheet (Section 5).					
13.2.3	Does the FSP have any corporate clients? If the answer is YES, the Statistical Information Sheet (Section 5) must be completed.					
13.2.4	In a separate annexure, provide a list of product suppliers that the FSP utilises in respect of health services benefits. Indicate the annexure number in column 5.					

[illegible]

SECTION 5 – STATISTICAL INFORMATION SHEET

5.1 REPRESENTATIVES AT REPORTING DATE		
TYPE OF INFORMATION REQUIRED	RELEVANT QUESTION NUMBER	NUMBER OF REPRESENTATIVES/KEY INDIVIDUALS
Number of representatives	4.1	
Number of representatives who have passed the First Level Regulatory Exam (RE 1)	4.7.2	
Number of representatives rendering services under supervision as contemplated in Paragraph 3 of the Exemption of Services under Supervision in terms of Requirements and Conditions, 2008	4.7.4.1	
Number of key individuals and representatives that acted as supervisors in respect of services under supervision	4.7.4.1	

5.2 TYPE OF INSURANCE COVER	RELEVANT QUESTION NUMBER	CURRENCY	EXTENT OF COVER (NUMERICAL AMOUNT)
Professional Indemnity Cover as contemplated in sections 5(e) and 13 of the General Code of Conduct	5.1		
Fidelity Insurance Cover as contemplated in sections 5(e) and 13 of the General Code of Conduct	5.2		
Guarantees in terms as contemplated in section 13 of the General Code of Conduct	5.3		

5.3 COMPLIANCE FUNCTION

TYPE OF INFORMATION REQUIRED	RELEVANT QUESTION NUMBER	DETAILS
Number of reports issued to the FSP on the rendering of financial services.	6.3.1 or 6.5.1	
Number of visits to the off-site business premises, business units and / or branches of the FSP during the reporting period in order to perform monitoring procedures	6.3.2 or 6.5.2	
Number of visits to the business premises, business units and / or branches of the FSP's representatives during the reporting period in order to perform monitoring procedures	6.3.3 or 6.5.3	
Name of compliance officer appointed in terms of section 43(b) of FICA.	6.7	
Identity Number of compliance officer appointed in terms of section 43(b) of FICA	6.7	

5.4 GENERAL CODE OF CONDUCT

TYPE OF INFORMATION REQUIRED	RELEVANT QUESTION NUMBER	PERCENTAGE
Confirm what percentage of the transactions that were sampled was non-compliant with sections 4, 5 and 7 of the General Code of Conduct.	8.2.5	
Provide the percentage (%) of new financial transactions concluded as contemplated in section 8(4)(a) of the General Code of Conduct.	8.4.3.5	

5.5 HEALTH SERVICE BENEFITS		
TYPE OF INFORMATION REQUIRED	RELEVANT QUESTION NUMBER	DETAILS
Key individual accreditation number with the Council for Medical Schemes [BR number]	13.2.2	
FSP accreditation number with the Council for Medical Schemes (ORG number)	13.2.2	
Percentage of client base that is corporate clients	13.2.3	

COMPLETED AND SIGNED BY COMPLIANCE OFFICER(S):

Name(s) of compliance officer(s) of FSP

ID number(s) of compliance officer(s)

Name(s) of the compliance practice(s) (if applicable)

Reference number(s) of compliance officer(s)/practice(s)

Signature(s) of compliance officer(s)

Date

Telephone number

Fax number

E-mail address

COMPLETED AND SIGNED BY A KEY INDIVIDUAL OF THE FSP IN THE CASE OF A JURISTIC ENTITY, OR THE SOLE PROPRIETOR IN THE CASE OF A NATURAL PERSON TO ACKNOWLEDGE THAT THEY ARE AWARE THAT THE COMPLIANCE REPORT WILL BE FORWARDED TO THE REGISTRAR

Name of FSP

FSP number

Name of key individual/sole proprietor

ID number of the key individual/sole proprietor

Date appointed as key individual

Signature

Date

DECLARATION COMPLETED AND SIGNED BY COMPLIANCE OFFICER(S) SUBMITTING COMPLIANCE REPORT**Name(s) of compliance officer(s):** _____

Compliance report in terms of section 17(4) of the Act by compliance officer(s) for the reporting period _____ (insert date) until _____ (insert reporting date).

I/we _____ hereby report as follows as regards compliance by _____ (insert full names of FSP and FSP number) and any representatives of the FSP with the Act, for the reporting period.

Having completed the attached annual compliance report for the abovementioned FSP, I/we hereby confirm that, to the best of my/our knowledge and ability all the information contained in the attached annual compliance report is true and correct.

I/we are aware that the information contained in the attached annual compliance report may be subject to verification by the Registrar of Financial Services Providers, and should I/we knowingly submit false, incorrect or misleading information to the Registrar, this may impact on my/our compliance with the fit and proper requirements with regard to personal character qualities of honesty and integrity as determined by section 8(1) of the Act.

Signed on _____ (day) _____ (month) _____ (year).

Signature(s): _____