

## Disclosure notice

The disclosure notice gives information about your insurer and your intermediary. It also gives important contact details. Please read it together with the schedule and the policy wording.

### Your intermediary (broker of financial adviser)

---

Your intermediary has a contract with Hollard Namibia. In terms of the contract, the intermediary is responsible for the sale of the insurance products that the insurer provides.

Refer to your policy documentation for the details of your Intermediary who is a registered Financial Services Provider.

### Your Administrator (Cinagi)

---

**Head office:**

199 Bryanston Drive  
North View, Ground floor, Bryanston Place Office Park  
Bryanston  
Sandton  
South Africa

**Legal status:**

Cinagi (Pty) Ltd (Registration No. 2019/046543/07) is a private company incorporated in South Africa. Cinagi provides administration services to the product in terms of a service agreement. Cinagi is an authorised Financial Services Provider in South Africa (FSP No. 50104) and is regulated by the South African Financial Sector Conduct Authority (FSCA). Cinagi does not provide financial advice in Namibia.

### Your insurer (Hollard Namibia)

---

**Head office:**

Jan Jonker Heights Commercial Suite  
c/o Jan Jonker and Thorer Streets, Windhoek  
+264 61 422 300

**Legal status:**

Hollard Insurance Company of Namibia Limited (Registration number 2003/048) underwrites and administers this policy. It is authorised to issue personal and commercial short-term insurance policies.

Hollard Namibia is a registered General Insurance Provider (Licence No. 03/ST/14). The licence has no restrictions or exemptions.

Hollard Namibia is a wholly owned subsidiary of Hollard International. You can find Hollard Namibia's conflict of interest policy at [insert link](#). Hollard Namibia has professional indemnity cover.

## Important contact information

---

### Claims:

Claim can be submitted online or at one of our regional walk in centers. <https://hollardnamgap.com/claim-form/>

### Compliments or complaints:

Compliments or complaints can be submitted online at <https://www.hollard.com.na/contact-us/>

### The regulator:

Namibia Financial Institutions Supervisory Authority (NAMFISA)  
27 Fidel Castro St,  
Alexander Forbes House  
P.O.Box 21250  
Windhoek  
Tel: +264 (61) 290 5000  
Toll free: 0800 290 5000

If any complaint to the intermediary or insurer is not resolved to your satisfaction, you may submit your complaint to NAMFISA at <https://www.namfisa.com.na/contact-us/>

## Your obligations

---

- It is important that you give us all information that could influence our decision if, or how, we insure you. We base our contract of insurance, including the limit of indemnity, the premium and the terms and conditions of the policy on the information that you give us.
- You must immediately inform us if any of this important information changes. Also, tell us immediately if your banking details change, because your policy will end if we are unable to collect your premiums.
- You must be completely honest in all your dealings with Hollard Namibia. It is your responsibility to ensure that all information that you or your broker or financial adviser provides to Hollard Namibia is accurate and complete. If any of the information that you give us, is false or incomplete, or if you withhold any information, we have the right to reject your claim and cancel your policy.
- Your premium is due on or before the due date as indicated on the policy schedule. The consequences of non-payment are described in the policy wording.

## Your rights

---

- You are entitled to a full copy of the policy wording free of charge.
- Your intermediary, and the insurer, must inform you of any change to their legal status or contact information.
- If your premium is paid by debit order, the debit order must be in favour of the party mandated to collect your premium. The mandate may not be transferred to another party without your approval.
- The insurer must give you 30 days' notice in writing to cancel your policy.
- The insurer must give reasons in writing for the rejection of any claim that you have submitted.