



Dear Investor

**Statutory Client disclosures as required by Financial Advisory & Intermediary Services Act 2002**

In terms of the Financial Advisory & Intermediary Services Act 2002 (hereafter referred to as "FAIS") we are required to make you aware of certain information in respect of our business. Hence this Letter of Introduction which incorporates statutory disclosures required in terms of FAIS. As such it is an important document which you should read carefully, and if there is anything that you do not understand please request further information from us. We enclose a copy of this document for your own records, and a duplicate to please be returned to us.

**License Status**

Northstar Asset Management (Pty) Ltd (hereafter referred to as "Northstar") is licensed as a Discretionary Financial Services Provider in terms of FAIS, licence number 601.

A copy of our license is available upon request.

**Authorised Financial Services and Products**

Northstar is authorised to render financial services and undertake an investment mandate in respect of the following financial products:

- Shares and Money Market Instruments;
- Participatory interests in Collective Investment Schemes.

It is important for clients to understand that Northstar restricts the services it offers to the discretionary management of clients' investment portfolios in cash, money market type investments, shares listed on the Johannesburg Securities Exchange and collective investment vehicles.

**Northstar Asset Management does not provide financial advice.** Our assumption is that investors approach us to provide these services once they have decided, or been advised by their financial advisors, to seek managed exposure to these asset classes and we do not second guess this decision.

For this reason we do not undertake needs analyses nor offer financial advice as to whether, given your circumstances, it is appropriate for you to be seeking equity exposure.

We also do not offer financial advice in other areas such as: estate planning, tax planning, lease structuring, financial management, or the like, and encourage clients to seek such advice from their financial advisors.

**We urge our clients, and potential clients, to fulfil their responsibility to seek advice from their Financial Advisors as to the appropriateness of Northstar's services to meet their specific financial needs.**

**Authorised Representatives**

The Financial Services Board of SA has duly authorised Adrian John Clayton as Northstar's key individual and representative to render advice and intermediary services as defined in terms of FAIS.

**Exemptions with regard to any matter covered by the FAIS Act**

Northstar has requested no specific exemption with regard to any matter covered by the FAIS Act, nor has any been granted to Northstar by the Registrar.

**Contracts with Product Suppliers**

Should individual clients request Northstar to make use of investment products, other than those Securities listed on the JSE, there may be specific and / or ongoing fees associated with these products payable to Northstar; all of which will be disclosed in full to the client, for their agreement, prior to any such investments being made.

No product suppliers have imposed any conditions or restrictions with regard to the type of financial products or services that may be provided or rendered by Northstar.

**Conflicts of Interest**

Conflicts of interest may manifest themselves in any business; Northstar's policy is to pre-emptively identify and avoid or manage potential conflicts of interest that may arise, in such a manner as to ensure that our clients are never compromised.

For this reason Northstar does not accept undisclosed rebates, commissions, remuneration, fees or incentives from any counter party or product supplier.

All discounts, rebates and the like that Northstar is able to negotiate with suppliers or counterparties, is passed on, in its entirety, to our clients.

Hence, conflicts between the interests of our clients and ourselves, are avoided and our clients' interests will always prevail.

We are pleased to report that we have not identified any conflict of interest between Northstar, our clients, counterparties or service providers.

Northstar is not a related party to, has no shareholding in, nor any vested interest in, any product supplier.

A Conflict of Interests Disclosure is available on our website, and a further, comprehensive Conflict of Interest Policy is available at our offices, available on request.

**Our fees**

Our fees are laid out in our mandate agreement which must be signed before we conclude any business for you. As detailed above, any additional fees that may be applicable will be disclosed and agreed prior to the respective business being undertaken on behalf of the client. This will include information regarding the nature, extent and frequency of any benefit which may accrue to Northstar from a service provider.

**Complaints**

We are obliged to inform you that, should you wish to pursue a complaint against a representative of Northstar, you should address your complaint in writing to Mr Adrian Clayton, the registered key person, and post your complaint to the Company's postal address: Postnet Suite 784, Private Bag X16, Constantia, 7848.

If you cannot settle your complaint with us, you are entitled to refer it to the office of the FAIS Ombud. The Ombud has been created to provide you with a redress mechanism for any inappropriate financial services that you feel may have been rendered to you by a financial services provider.

In this regard, please note once again that Northstar will not offer you any financial advice regarding your decision to invest in the types of investments which it manages.

Contact particulars of the Ombud: PO Box 74571  
Lynnwood Ridge  
0040  
Tel 012 762 5000  
Fax 012 348 3447  
[info@faisombud.co.za](mailto:info@faisombud.co.za)  
[www.faisombud.co.za](http://www.faisombud.co.za)

**Compliance with Financial Advisory and Intermediary Services Act “FAIS”**

Compliance with the FAIS Act is monitored by Enrique Goosen of Independent Compliance Services (Pty) Ltd, who is contactable on [+27 21 9756597](tel:+27219756597) or email [Enrique@complianceservices.co.za](mailto:Enrique@complianceservices.co.za)

**Financial Intelligence Centre Act (FICA)**

Please note that in terms of the Financial Intelligence Centre Act (FICA), Northstar is obliged to report suspicious and unusual transactions that may facilitate money laundering to the authorities.

Northstar may not, in terms of our FICA requirements, conduct any business on your behalf until all FICA documentation has been completed and requirements met.

The onus rests on us to obtain the required documentation from you; we will communicate to you what we may require in order to meet our mutual compliance obligations.

**Professional Indemnity, Fidelity Insurance or Guarantees**

Northstar holds professional indemnity insurance underwritten by Camargue Underwriting Managers (Pty) Ltd.

We look forward to a continued long and happy association with you.

Yours sincerely



**Adrian Clayton**  
Northstar Asset Management (Pty) Ltd.

**CLIENT ACKNOWLEDGEMENT**

I/We the undersigned hereby acknowledge receipt of this Letter of Introduction and have read and understood the contents.

Signed \_\_\_\_\_

Signed \_\_\_\_\_

Print Name \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

