



## DISCLOSURES

### IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002

#### PARTICULARS OF FINANCIAL SERVICES PROVIDER

Eledon Project Management (“Eledon”) is an authorised financial services provider in terms of the Financial Advisory and Intermediary Services Act 37 of 2002 (“FAIS Act”).

Registered name: Eledon Project Management (Pty) Ltd  
Legal status: Private Company  
Trading name: Eledon Project Management  
Registration number: 1989/003117/07  
FSP number: 44863  
Physical address: 45 St. James Crescent, Bryanston, 2021  
Postal address: P.O. Box 67962, Bryanston, 2021  
Telephone number: 083 256 5000  
Fax: 086 664 8448  
E-mail address: info@oraclecompliance.com  
Key individual: Daniela Anderson  
Compliance Officer: Leonardo d’Onofrio  
FSB Approval: Compliance Officer No. 741

Eledon carries professional indemnity insurance cover, as required by the FAIS Act.

Eledon accepts responsibility for the intermediary services performed by its juristic representative, Cash Paymaster Services (Pty) Ltd.

#### PARTICULARS OF JURISTIC REPRESENTATIVE

Eledon has authorised Cash Paymaster Services (“CPS”) to act as a juristic representative under supervision of Eledon by virtue of a duly concluded mandate.

Registered name: Cash Paymaster Services (Pty) Ltd  
Legal status: Private Company  
Trading name: Cash Paymaster Services  
Registration number: 1971/007195/07  
Physical address: 3<sup>rd</sup> Floor, President Place, Corner Jan Smuts Avenue & Bolton Road, Rosebank, 2196  
Postal address: P.O. Box 2424, Parklands, 2121  
Telephone number: 0800 600 160  
Fax: 086 235 7799  
E-mail address: socialgrantqueries@net1.com  
Website: www.net1.com

CPS is authorised to render the following intermediary services:

- 1) Long-term deposits (exceeding 12 months)
- 2) Short-term deposits (12 months or less)

CPS receives variable commissions and other fees in respect of the intermediary services that it renders.

#### PARTICULARS OF PRODUCT SUPPLIER

The SASSA card programme is operated by Cash Paymaster Services (Pty) Limited Reg. No. 1971/007195/07 a wholly owned subsidiary of Net 1 Applied Technologies South Africa (Pty) Limited, with banking services provided by Grindrod Bank Limited, an authorised FSP.

Registered name: Grindrod Bank Limited  
Trading name: Grindrod Bank Limited  
Physical address: 5 Arundel Close, Kingsmead Office Park, Durban, 4000  
Postal address: P.O. Box 3211, Durban, 4001  
Telephone number: 031 333 6600  
Fax: 031 571 0505  
Website: www.grindrodbank.co.za  
Compliance department: 031 333 6637  
Complaints department: 031 333 6637

Neither CPS nor Eledon has any direct or indirect financial interest in the product supplier.

#### COMPLAINTS RESOLUTION PROCESS

Should you have any FAIS-related complaint, lodge your complaint in writing via post, fax or e-mail to CPS (see details above).

Should you be dissatisfied with CPS’s response to your complaint, lodge your complaints in writing via post, fax or e-mail to Eledon (see details above).

Should you be dissatisfied with Eledon’s response to your complaint, you can contact the FAIS Ombudsman or the Ombudsman for Banking Services within 6 months from receiving the response to your complaint from Eledon:

##### FAIS Ombudsman:

Postal address: P.O. Box 74571, Lynnwood Ridge, Pretoria, 0040  
Telephone: 012 470 9080  
E-mail address: info@faisombud.co.za  
Website: www.faisombud.co.za

##### Ombudsman for Banking Services:

Postal address: P.O. Box 5728, Johannesburg, 2000  
Telephone: 086 066 2837 / 011 712 1800  
E-mail address: info@obssa.co.za  
Website: www.obssa.co.za