

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, Moneyline Financial Services (Pty) Limited (“Moneyline”).

PARTICULARS OF JURISTIC REPRESENTATIVE

Eledon has authorised Moneyline to act as a juristic representative under supervision of Eledon by virtue of a duly concluded mandate.

Registered name: Moneyline Financial Services (Pty) Ltd
 Legal status: Private Company
 Trading name: Moneyline Financial Services
 Registration number: 1998/020799/07
 Physical address: 3rd Floor, President Place, Corner Jan Smuts Avenue & Bolton Road, Rosebank, 2196
 Postal address: P.O. Box 2424, Parklands, 2121
 Telephone number: 086 099 4162
 Fax: 086 606 2132
 Website: www.net1.com

Moneyline is authorised to render the following intermediary services:

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

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

PARTICULARS OF PRODUCT SUPPLIER

The EasyPay Everywhere Card programme is brought to you by Moneyline Financial Services (Pty) Limited, a subsidiary of Net 1 Applied Technology 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 Moneyline 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 or fax to Moneyline (see details above).

Should you be dissatisfied with Moneyline’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