

# FAIS DISCLOSURE FORM



SOUTH AFRICA

## A. Introduction

In terms of the General Code of Conduct of the FAIS Act, Access Bank South Africa Limited (Registration Number 1947/025414/06) is required to disclose information in this document.

You are requested to read through this document carefully and ensure that you understand the contents hereof. Should there be anything in the document that is unclear or cannot be understood, further information can be requested from our office.

It is in your best interest to retain copies of all documents for your own record keeping.

## B. Authorised Financial Services Provider

Access Bank South Africa is an authorized financial services provider (FSP - 5865) in terms of Section 8 of the FAIS Act.

FSP Name	Access Bank South Africa Ltd
Registration Number	1947/025414/06
FSP Number	5865
Physical Address	Block 3 Inanda Greens Business Park 54 Wierda Road West Wierda Valley, Sandton, 2196
Head Office Tel:	011 634 4300
Website	<a href="http://www.southafrica.accessbankplc.com">www.southafrica.accessbankplc.com</a>

## C. Financial Services and Products

Category Description	Advice Automated	Advice non-Automated	Intermediary Scripted	Intermediary Other
Category I				
Money Market Instruments		X		X
Derivatives Instruments		X		X
Long-term Deposits		X		X
Short-term Deposits		X		X

## D. Insurance

Professional Indemnity Cover	Yes
------------------------------	-----

### E. Complaints Department

Name	Complaints Department
Telephone Number	0861 102 205
Email Address	customercaresa@accessbankplc.com
What's App	087 240 5219

### F. FAIS Ombudsman

Telephone	012 762 5000
Email	info@faisombud.co.za
Website	www.faisombud.co.za
Physical Address	Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010

### G. Conflict of Interest Management Policy

We have adopted and implemented a Conflicts of Interest Management Policy which can be accessed on the bank's website.

Access Bank South Africa Contact Details	
<p><b>Sandton Head Office</b>            Building No.3, Inanda Greens            Business Park, 54 Wierda Road            West Wierda Valley, Sandton 2196</p> <p>P.O. Box 784921, Sandton, 2146</p> <p>Branch code: <b>410506</b></p> <p>Tel: <b>+27 (0) 11 634 4300</b></p>	
<p><b>Da Vinci Hotel and Suites (Sandton)</b>            Shop 301 – 302C            3rd Floor of Legacy Corner,            Corner 5th and Maude Street            Sandton            2031</p> <p><b><u>highnetworth@accessbankplc.com</u></b></p>	<p><b>Cape Town Suite</b>            Suite 102, Section 6            1st Floor, Icon Building            Cnr Hans Strydom and Lower Long Streets            Foreshore,            8001</p> <p>P.O. Box 1757, Cape Town, 8000</p> <p>Branch code: <b>410506</b></p> <p>Tel: <b>+27 (0) 21 425 1365</b></p>