

# Disclosures

We are required by law to make specific disclosures before the conclusion of a policy.
Kindly see below the required information for your records.

## Important facts

Auto & General Insurance Limited is a licensed non-life insurer and financial services provider, authorised for personal and commercial short term insurance products, as well as category A and B long-term insurance products. Auto & General holds sufficient professional indemnity insurance cover.

If you speak to one of our consultants who do not currently meet the minimum experience and/or qualification requirements as set by the FAIS Act, rest assured, they are still fully capable of assisting you and they work under management supervision.

Our representatives earn a once-off commission for the sale of policies.

It is your responsibility to give us accurate and correct information in response to all our questions. Failure to do so may negatively impact any claims you may have.

Records of all telephonic or online interactions are kept for your protection and ours. These records will be made available to you on request.

## Legal and Contact Information

Auto & General Insurance Company Ltd is a Financial Services Provider (FSP) and your insurer.

Our FSP licence number is **16354**.

Our company registration number is **1973/016880/06** and our VAT registration number is **4890105085**.

You will find our offices at the following address: **1 Telesure Lane, Riverglen, Dainfern, 2191.**

You can also reach us telephonically on **0861 60 01 24**.

If you would like to reach a Compliance Officer, please call **0860 999 954**.

If you would like to visit us online, you can go to our website, **www.autogen.co.za**.

## Processing of personal information

In order to provide you with our services, we are required to process your personal information and will do so in accordance with our business requirements and legal obligations. You acknowledge that your personal information may be verified and/or processed for insurance, financial services and risk management purposes by the TIH Group of Companies, against any other reasonable and legitimate sources or databases. This is to ensure the accuracy and completeness of any personal information provided on an ongoing basis.

You may access your personal information that we hold and may object to the processing of your personal information, or request us to correct any errors, or delete this information if there is no legitimate reason for us to maintain it.

Please view our **Privacy Policy** and **Access to Information** Manual on our website for further information.

## Not satisfied?

Please take note of the following important contact information in case you are not satisfied with the service we provided:

Dispute resolution department: **disputeresolution@autogen.co.za**
National Financial Ombud Scheme South Africa: **www.nfosa.co.za**
FAIS Ombudsman: **www.faisombud.co.za**

**0861 600 120** | **www.budgetinsurance.co.za**

Auto & General Insurance Company Ltd is a licensed non-life insurer and financial services provider. Terms and conditions online.

Never not there™
Auto&General