

AUTHORISED FINANCIAL SERVICES PROVIDER

MINDORO GROUP (PTY) LTD is an authorized financial services provider (FSP number 12970) in terms of Section 8 of the FAIS Act.

A copy of our licence certificate is available on request.

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| FSP Name | MINDORO GROUP (PTY) LTD |
| Registration number | 1990/004025/07 |
| Contact person | John Lister Armstrong |
| Email | communication@mindorogroup.africa |
| Telephone number | 031-7172700 |

COMPLIANCE OFFICER

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| Name | Practical Compliance Solutions (Pty) Ltd |
| Telephone number | 081 5252762 |
| Email address | treed@edelnet.co.za |

COMPLAINTS PROCEDURE

Should you wish to pursue a complaint against a key individual or representative of MINDORO GROUP (PTY) LTD, you should address the complaint in writing to us at

communication@mindorogroup.africa

If you cannot settle your complaint with us, you are entitled to refer it to the Office of the FAIS Ombud, at info@faisombud.co.za or telephone number 0860 324 766. The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice that you feel may have been given to you by a financial advisor.

TCF POLICY

Our Treating Customers Fairly policy is centred around the guidelines provided by the Financial Sector Conduct Authority to ensure we consistently deliver fair outcomes to our clients and take responsibility for the business and staff providing an enhanced service quality to clients, based on a culture of openness and transparency. As a business, we take the requirements of the FSCA seriously, in particular, the requirement to treat customers fairly.

PAIA MANUAL

This information manual provides an outline of the types of records held by MINDORO GROUP (PTY) LTD and explains how one may submit requests for access to these records in terms of the Promotion of Access to Information Act, 2 of 2000 ("the Act"). It can be obtained by email communication@mindorogroup.africa