



Established 1993

OPTION SHORT TERM INSURANCE BROKERS (PTY) LTD

INSURANCE BROKERS & GROUP SCHEME ADMINISTRATORS

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Registration No. 1993/06939/07 ▲ FSP Licence No. 8265 ▲ Vat No. 4210141406

Code of Conduct

Introduction

This Code of Conduct relates to the licensed Financial services provider trading as Option Short-Term Insurance Brokers (Pty) Ltd, FSP 8265

Our reputation is the foundation of our success, if that foundation is poor so we will not have the strength to build on it, if it is strong we can grow with confidence.

Each of us has a personal responsibility to make sure our business dealings – with clients, colleagues, financial and insurance markets, suppliers, government and regulatory bodies and others are of the highest order so that our reputation is maintained and strengthened.

All of us should endeavor to deal fairly with clients, colleagues, financial and insurance markets, suppliers, government, regulatory bodies and competitors. We should not take unfair advantage of anyone through misrepresentation of facts, abuse of privileged information, manipulation or any other unfair-dealing practice.

The provisions of the code we would like to be an integral part of our working lives at Option Short-Term Insurance Brokers oblige all employees and representatives of the company to;

- a) Act honestly and fairly and with due skill, care and diligence, in the interests of clients and the integrity of the financial services industry;
- b) Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of professional activities;
- c) Seek from client's appropriate available information regarding their financial situations, financial product experience and objectives in connection with the financial service required;
- d) Act with circumspection and treat clients fairly in a situation of conflicting interests;
- e) Never to use coercive tactics when dealing with a client, nor ask them to waive any rights granted by any legislation; and
- f) Comply with all applicable statutory or common law requirements applicable to the conduct of business.

1. Distribution

This code of conduct is to be distributed to all Option Short-Term Insurance Brokers (Pty) Ltd staff.

Code Version History

Version	Date	Description	Approved By
1.0	Jan 2019	Code of conduct documented	Management