

Checklist of Key Information

AUTHORISED FINANCIAL SERVICES PROVIDER

FERNCO FINANCIAL SERVICE (PTY) LTD is an authorized financial services provider (FSP number 51189) in terms of Section 8 of the FAIS Act.

A copy of our license certificate is available on request.

FSP Name	FERNCO FINANCIAL SERVICE (PTY) LTD
Registration number	51189
Contact person	Jaco van den Berg
Email	jaco@ferncofs.com
Telephone number	0114310052

COMPLIANCE OFFICER

Name	Masthead (Pty) Ltd
Telephone number	021 686 3588
Email address	info@masthead.co.za
Website	www.masthead.co.za

For a copy of our Statutory Disclosure Notice, please click [here](#)

CONFLICT OF INTEREST MANAGEMENT POLICY

FERNCO FINANCIAL SERVICE (PTY) LTD has adopted and implemented a Conflict of Interest Management policy that complies with the provisions of the FAIS Act.

You can email jaco@ferncofs.com to obtain a copy of it.

COMPLAINTS PROCEDURE

Should you wish to pursue a complaint against a key individual or representative of FERNCO FINANCIAL SERVICE (PTY) LTD, you should address the complaint in writing to us at jaco@ferncofs.com & info@fernco.co.za

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.

You can email jaco@ferncofs.com to obtain a copy of it.

PRIVACY POLICY

FERNCO FINANCIAL SERVICE (PTY) LTD is committed to maintaining the privacy and security of its customers' personal and private information. Our privacy policy outlines our practices and commitment to the customer and can be read [here](#)

PAIA MANUAL

This information manual provides an outline of the types of records held by FERNCO FINANCIAL SERVICE (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 read [here](#)

WEBSITE DISCLAIMER

Whilst every care is taken to ensure that the information on FERNCO FINANCIAL SERVICE (PTY) LTD website is current and accurate, the disclaimer may be viewed on our website [here](#)