

# Disclosure notice in terms of the Financial Advisory and Intermediary Services Act 37 of 2002

As an existing or prospective client you have the right to information relating to our professional services, as required in terms of the Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS).

**Please note:** This is an important document and should be read carefully

## 1. Status of Financial Services Provider in terms of the FAIS Act

Domisa Financial Services (PTY) Ltd, company Registration number 2016/331128/07, is a regulated Financial Services Provider (FSP 47661), authorised by the SARB to act as a Foreign Exchange Intermediary (No. 37162). Mark Thorsen (ID 7207255157087) and Hanno van Aarde (ID 7005055032082) are key individuals of the FSP and, as such, participates in the decision-making and management of the organisation.

## 2. Authorised financial product categories

FSP has a Category I licence with approval for both Advice and Intermediary services for Derivative Instruments.

## 3. Responsible Key Individuals and Representatives

Mark Thorsen (ID 7207255157087) and Hanno van Aarde (ID 7005055032082) are key individuals of the FSP and, as such, participate in the decision-making and management of the organisation. Domisa Financial Services (PTY) Ltd currently has 5 Representatives:

Representative Name	Sub-Categories	Advice	Intermediary	Status	Sub-Category Key	
			Other			
Hanno van Aarde	1.13; 1.14; 1.17; 1.18; 1.2; 1.24; 1.26; 1.6	X	X	Fully Qualified	1.13	Derivative instruments
James McKeown	1.13	X	X	Fully Qualified	1.14	Participatory interests in a collective investment scheme
	1.14; 1.17; 1.18; 1.2; 1.24; 1.26; 1.6	X	X	Services under Supervision	1.17	Long-term Deposits
Mark Thorsen	1.13	X	X	Fully Qualified	1.18	Short-term Deposits
	1.14; 1.17; 1.18; 1.2; 1.24; 1.26; 1.6	X	X	Services under Supervision	1.2	Short-Term Insurance Personal Lines
Dalmaine Bridgens	1.13; 1.14; 1.17; 1.18; 1.2; 1.24; 1.26; 1.6	X	X	Services under Supervision	1.24	Structured Deposits
Nasoegah Petersen	1.13; 1.14; 1.17; 1.18; 1.2; 1.24; 1.26; 1.6	X	X	Services under Supervision	1.26	Participatory interest in a hedge fund
					1.6	Short-Term Insurance Commercial Lines

## 4. Independent status of FSP and Professional Indemnity Insurance

FSP has intermediary agreements with South African Authorised Dealers and our representatives are authorised to intermediate transactions with them on behalf of clients. In the past 12 months this business earned more than 30% of its revenue from Capitec Bank Ltd reg. 1980/003695/06. FSP has no interest in any product supplier and no product supplier has any interest in the FSP. The FSP has Professional Indemnity issued by Phoenix Risk Solutions.

## 5. FSP Office Contact Details

Attention: Domisa Financial Services  
 Physical Address: 1 Albert Road, Tamboerskloof  
 ,Cape Town 8001  
 Office Phone: +27 (21) 205 1980  
 E-mail: [info@domisa.co.za](mailto:info@domisa.co.za)

## 6. FSP Compliance Officer's Contact Details

Attention: Moonstone Compliance (PTY) Ltd  
 Physical Address: 25 Quantum St, Technopark,  
 Stellenbosch 7613  
 Office Phone: +27 (21) 883 8000  
 E-mail: [support@moonstonecompliance.co.za](mailto:support@moonstonecompliance.co.za)

## 7. Authorised Services and Fees

The FSP accepts responsibility for the actions of its appointed representatives acting within their mandates of intermediating foreign exchange transactions between our clients and an Authorised Dealer. The FSP is never in possession of client money and all transactions intermediated are directly between an Authorised Dealer and our client's account held in their own name with that Authorised Dealer. Foreign exchange transactions are intermediated by the FSP and its representatives in strict adherence with the published pricing tiers. Representatives have no discretion to deviate from these tiers. The FSP discloses the exact time of execution, global interbank (benchmark) rate, client rate, markup from benchmark in both cents and % as well as deal economics. Live pricing available at [www.domisa.co.za](http://www.domisa.co.za) and breakdown of tiers upon request.

## 8. Conflicts of Interest

Clients receive pricing in accordance with agreement and published tiers, avoiding financial conflicts between the FSP and its clients. The FSP maintains an active Conflict of Interest policy available on request.

## 9. Confidentiality

All client information retained by the FSP is on a confidential basis and will not be made available to 3rd parties unless so requested or authorised by the client or if the FSP is required to under any law.

## 10. Financial Intelligence Centre Act (FICA)

In terms of the financial Intelligence Centre Act the FSP is required to validate client details, for which both documentary and electronic means are utilised. The FSP is obliged to report suspicious and unusual activity that may facilitate money laundering or terrorist financing to the authorities.

## 11. Contact particulars of the Ombud

Attention: FAIS Ombud  
 Physical Address: PO Box 74571, Lynnwood Ridge,  
 Pretoria 0040  
 Office Phone: +27 (12) 762 5000  
 Web: [www.faisombud.co.za](http://www.faisombud.co.za)

## 12. Complaints

In the event that you are dissatisfied with any aspect of our service, you may contact the office at the address shown above. Should you wish to pursue a complaint against an authorised representative of Domisa Financial Services (PTY) Ltd please address to Mark Thorsen and Hanno van Aarde, the key individuals of the FSP. If you are unable to suitably resolve your complaint you may address it with the FAIS Ombud at the contact details above.

Our Complaints Policy is available upon request as well as online at [www.domisa.co.za](http://www.domisa.co.za)