

## DISCLOSURES

### IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002

#### PARTICULARS OF FINANCIAL SERVICES PROVIDER

Eledon Project Management (“Eledon”) is an authorised financial services provider in terms of the Financial Advisory and Intermediary Services Act 37 of 2002 (“FAIS Act”).

Registered name: Eledon Project Management (Pty) Ltd  
Legal status: Private Company  
Trading name: Eledon Project Management  
Registration number: 1989/003117/07  
FSP number: 44863  
Physical address: 45 St. James Crescent  
Bryanston, 2021  
Postal address: PO Box 67962, Bryanston, 2021  
Telephone number: 083 256 5000  
Fax: 086 664 8448  
E-mail address: info@oraclecompliance.com

Key individual: Daniela Anderson  
Compliance Officer: Leonardo d’Onofrio  
FSB Approval: Compliance Officer No. 741

Eledon carries professional indemnity insurance cover, as required by the FAIS Act.

Eledon accepts responsibility for the intermediary services performed by its juristic representative, Net 1 Mobile Solutions (Pty) Ltd.

#### PARTICULARS OF JURISTIC REPRESENTATIVE

Eledon has authorised Net 1 Mobile Solutions (Pty) Ltd (“N1MS”) to act as a juristic representative under supervision of Eledon by virtue of a duly concluded mandate

Registered name: Net 1 Mobile Solutions (Pty) Ltd  
Legal status: Private Company  
Trading name: Zazoo  
Registration number: 2006/009851/07  
Physical address: 54 Peter Place Road  
Peter Place Office Park  
Building C  
Bryanston  
2060  
Postal address: PO Box 46079  
Orange Grove, 2119  
E-mail address: estianm@zazooltd.com  
Telephone number: 011 463 7233  
Fax: 011 463 5158  
Website: www.zazooltd.com

N1MS is authorised to render the following intermediary services:

- 1) Long-term deposits (exceeding 12 months)
- 2) Short-term deposits (12 months or less)

N1MS receives variable commissions and other fees in respect of the intermediary services that it renders.

#### PARTICULARS OF PRODUCT SUPPLIER

N1MS has a contractual relationship with Grindrod Bank Limited, a public company registered as a bank in terms of the Banks Act 94 of 1990, for the supply of certain financial products.

Registered name: Grindrod Bank Limited  
Trading name: Grindrod Bank Limited  
Physical address: 5 Arundel Close, Kingsmead  
Office Park, Durban, 4000  
Postal address: PO Box 3211,  
Durban, 4001  
Telephone number: 031 333 6600  
Fax: 031 571 0505  
Website: www.grindrodbank.co.za  
Compliance department: 031 333 6637  
Complaints department: 031 333 6637

Neither N1MS nor Eledon has any direct or indirect financial interest in the product supplier.

#### COMPLAINTS RESOLUTION PROCESS

Should you have any FAIS-related complaint, lodge your complaint in writing via post or fax to N1MS (see details above).

Should you be dissatisfied with N1MS’s response to your complaint, lodge your complaints in writing via post, fax or e-mail to Eledon (see details above).

Should you be dissatisfied with Eledon’s response to your complaint, you can contact the FAIS Ombudsman or the Ombudsman for Banking Services within 6 months from receiving the response to your complaint from Eledon:

##### FAIS Ombudsman:

Postal address: P.O. Box 74571, Lynnwood Ridge,  
Pretoria, 0040  
Telephone: 012 470 9080  
E-mail address: info@faisombud.co.za  
Website: www.faisombud.co.za

##### Ombudsman for Banking Services:

Postal address: P.O. Box 5728, Johannesburg, 2000  
Telephone: 086 066 2837 / 011 712 1800  
E-mail address: info@obssa.co.za  
Website: www.obssa.co.za