



UBUNCWANE
CO-OPERATIVE

A step above the rest

UBUNCWANE CO-OPERATIVE *in essence*

Ubuncwane was birthed from the dire situation where the financial advisor stood alone when he received a complaint from either the client or the various OMBUD and/or Statutory Institutions or even from the FSCA and/or other Regulatory bodies. The financial advisors are often exposed to unexpected new legislative requirements and in addition to that the Financial advisors are faced with clients that develop selective amnesia when they are presented with historic proof of advice. The financial advisor often does not know how to address these complaints in the correct format to reduce possible high legal expenses.

The intent of this Co-Operative (Co-Op) is not to challenge legislation and not to replace the existing professional bodies or even the existing compliance officer or systems they have in place.

We are not competing in the Compliance game.

The intent is to lend a helping hand to the financial advisor by forming a strong chain of support.

There are many studies that prove the scientific benefit of people supporting each other in the same industry. With this philosophy in mind, Ubuncwane was created to defend injustices against financial advisors in the financial industry. Not challenging the law but the way the law, at times, is interpreted to the demise of the financial advisor.

Our Mission

To prevent the alienation of qualified service providers from the financial industry, due to unfair and unnecessary or opportunistic client complaints by providing the service provider not only with a company owned by like-minded individuals who needed assistance in the past, but also by identifying the professionals who assist them through each process. Experience is your best defense.

Our Vision

The members will enjoy support services that will provide them with a voice against unfair complaints, by following our philosophy of joint decision making. There will be no fear of legislative requirements, only an industry that offers superior financial services. This will be obtained through the diligence and commitment of the members as well as committed pre-qualified service providers.

The Value Proposition

Think of the challenges in the Industry; Your obligation to adhere to the Rule 19 minimum qualifications, the General Code of Conduct, the Regulatory exams, Continuous Professional Development and Annual Product Specific Training Requirements, Risk Management and Compliance Programme, FICA, New POPIA and Clawback Provisions. Once you have gained all the knowledge and built a reasonable book, the Treating Customers Fairly principle (TCF) or a product from an unregulated product provider could end it all.

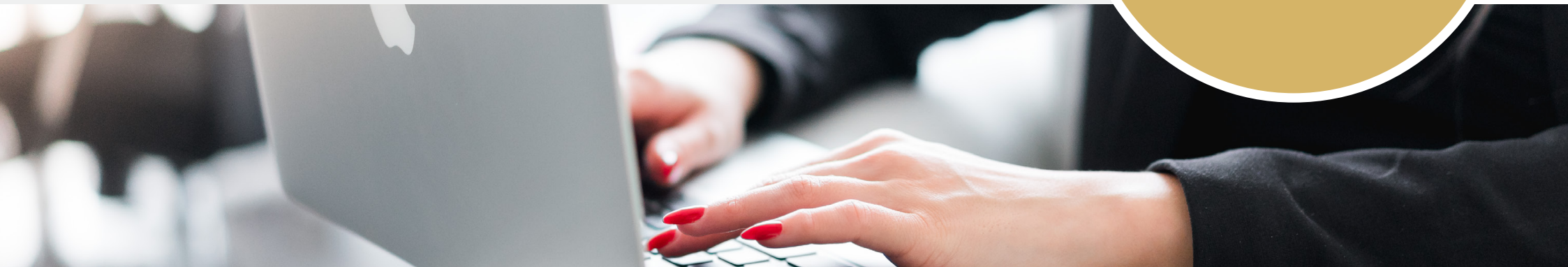
What is the REAL need in the Industry?

Broker assistance and support during and against client complaints.

The problem is not that the broker is not qualified, they all try their utmost to adhere to the changes and requirements. The problem is that each division applies different rules when they receive a complaint.

Warning:

The manner in which an initial complaint is addressed could be the trigger that opens other unintended transgressions – this could lead to a negative domino effect in ruling against a financial advisor.



The Ubuncwane approach

We dissect the complaint and ensure that we contain the nature of the complaint so that it does not integrate to fall into a different legislative category. (i.e. Confine the complaint category and prevent the Regulatory body from expanding the complaint to other spheres of compliance.)

The principles can be defined as follows:

- TCF Outcome 1 – Principle of **Culture & Governance**
- TCF Outcome 2 – Principle of **Product Suitability**
- TCF Outcome 3 – Principle of **Disclosure**
- TCF Outcome 4 – Principle of **Suitable Advice**
- TCF Outcome 5 – Principle of **Performance and Service in line with expectations**
- TCF Outcome 6 – Principle of **Claims, Complaints & Changes**

The TCF outcomes, which should already be entrenched within an FSP, are defined by the FSCA.



OMBUD related queries:

Ubuncwane will in their assessment ensure that the broker adhered to:

TCF Outcome 1 – Customers must feel confident that they are dealing with an institution where TCF is at the core of their culture.

TCF Outcome 2 – Products and services in the retail market which are sold and marketed are designed according to the needs of the customers identified and targeted accordingly.

TCF Outcome 3 – Customers are provided with clear information and kept appropriately informed before, during and after point of sale.

TCF Outcome 4 – Advice is suitable and according to the customer's circumstances.

TCF Outcome 5 – Service is of an acceptable standard and products perform as customers have been led to expect.

TCF Outcome 6 – Customers do not face unreasonable post-sale barriers when they want to change a product, switch providers, submit a claim or make a complaint.

FAIS related complaints:

The Ubuncwane report will address:

- Suitability
- Section 8 of the FAIS Act and Section 3(2) of the Code – Record of Advice
- Financial Analysis
- Section 2
- Section 9, 8(1) and (4) and Section 3(2)
- Section 7(1)

GCoC related queries:

Ubuncwane includes in their report, how the broker adhered to all advice, compliance and qualifications – as per the General Code of Conduct.

By joining forces and combining experience – one will have a stronger voice with the Regulator and OMBUD and in dealing with the client directly, whilst the financial advisor will be able to focus on his practice when faced with a complaint, until proven unfounded.

The most important part of this communion of like-minded professionals, is that it will be owned by you, the member of the Co-Op.





Ubuncwane, strength in unity!

Achievements:

- Our qualified personnel who are also founder members have vast experience in the financial workspace.
- Founder members are affiliated members of CISA (Compliance Institute of South Africa)
- Proven success in historic Ombud liaison and feedback from Tribunal in favor of the financial advisor.
- Experience is an achievement – our members' achievements are our achievements.



The typical client complaints related to:

RISK PLANNING

- Deliberate negligence
- Negligence by omission
- Advice incomplete
- Advice not suitable
- Wrong advice
- Incorrect analysis
- Qualification of financial advisor
- GCoC transgression
- Compliance related
- Product provider related
- Omission of specific cover requested /needed
- Estate tax related
- Other taxation issues
- Affordability
- TCF

HEALTH CARE PLANNING

- Deliberate negligence
- Negligence by omission
- Advice incomplete
- Advice not suitable
- Wrong advice
- Incorrect analysis
- Qualification of financial advisor
- GCoC transgression
- Compliance related
- Product provider related
- Omission of specific cover requested /needed
- Estate tax related
- Other taxation issues
- Affordability
- TCF
- Hospital & comprehensive medical aid choices
- Gap cover & Health Plan Protectors
- Reward programs

RETIREMENT PLANNING

- Deliberate negligence
- Negligence by omission
- Advice incomplete
- Advice not suitable
- Wrong advice
- Incorrect analysis
- Qualification of financial advisor
- GCoC transgression
- Compliance related
- Product provider related
- Omission of specific cover requested /needed
- Estate tax related
- Other taxation issues
- Affordability
- TCF
- Choice of Investments
- Choice of Unit Trusts
- Choice of Endowment Plans
- Choice of asset classes
- Understanding of Preference Shares
- Understanding of Listed Notes
- Understanding of Ordinary share options
- Wrapper cost
- Suitability of product
- Calculation and taxation of Retirement Annuities
- Pension / Provident products offered
- Preserver Options
- Living Annuities and changes annually
- Understanding of Structured Income Plans
- Umbrella fund information and support
- Shortfalls at retirement
- Estate consideration
- Risk analysis compared to client profile
- Investment Company performance



In addition to the CORE services and the primary objective of the Co-Operative:

The UBUNCWANE CO-OP has a successful track record of catering for both the Independent and Multi Tied Agency force in handling client complaints. Ubuncwane limits the amount of service provider offerings, and only deal with service providers who prove to have the highest level of integrity.

The idea is to provide each member with a suite of service providers that tend to the financial advisor's needs. The financial advisor will also have the peace of mind that – should they deal with any of the Ubuncwane service providers – they will have a communal platform to voice their complaint or their complaint.

The typical client complaints related to:

SHORT TERM PLANNING

- Deliberate negligence
- Negligence by omission
- Advice incomplete
- Advice not suitable
- Wrong advice
- Incorrect analysis
- Qualification of financial advisor
- GCoC transgression
- Compliance related
- Product provider related
- Omission of specific cover requested /needed
- Tax related
- Affordability
- TCF
- Cover not specified
- Suitability of product provided
- Admin related
- Claims not paid due to broker error

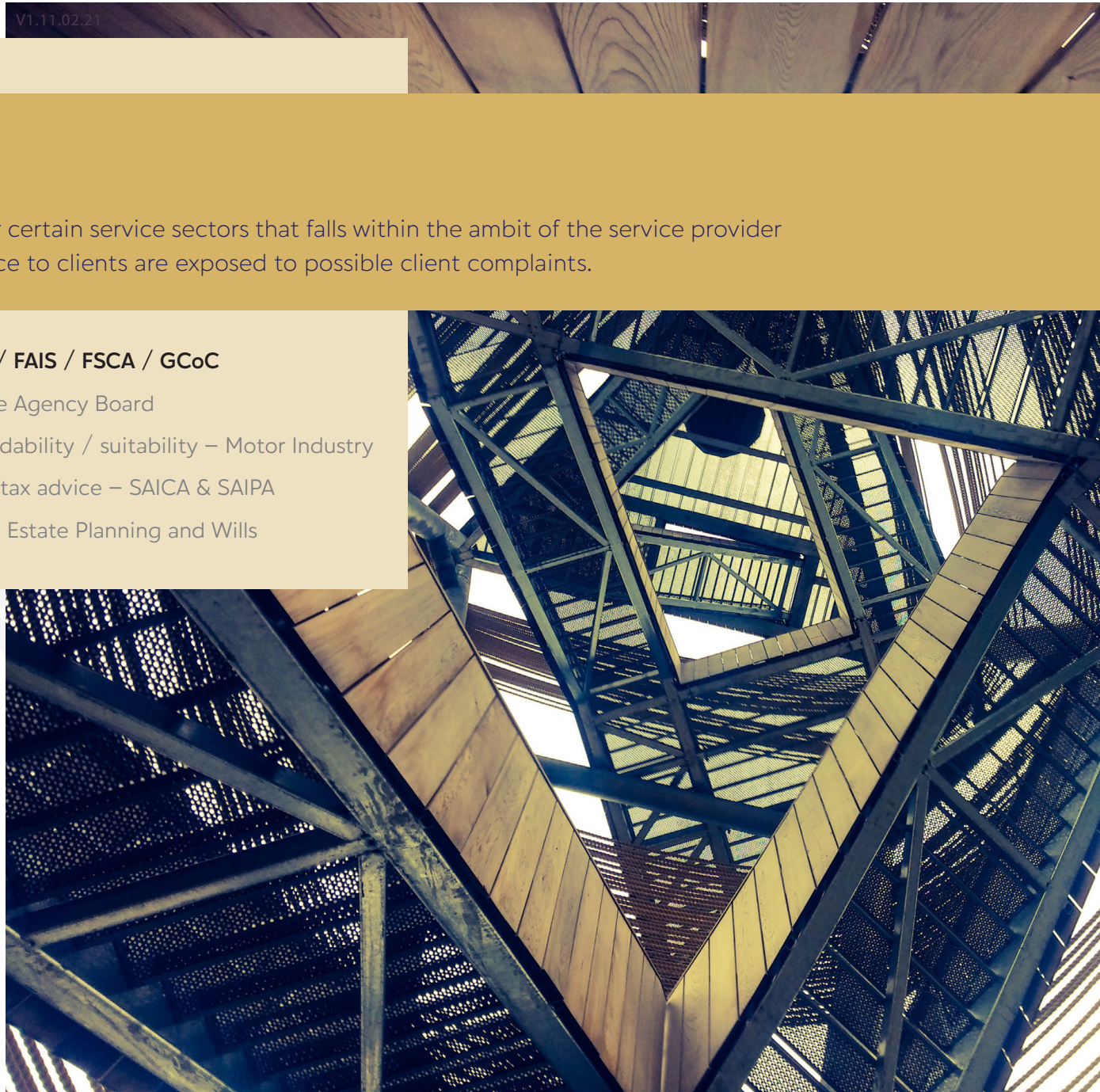
BASIC FIDUCIARY DUTIES

- Deliberate negligence
- Negligence by omission
- Advice incomplete
- Advice not suitable
- Wrong advice
- Incorrect analysis and estate calculation
- Qualification of financial advisor
- GCoC transgression
- Compliance related
- Omission of specific cover requested or needed as determined from analysis
- Estate tax related
- Other taxation issues
- Will not updated
- TCF related issues
- Executor services
- Death cost calculations

Future Aim

The UBUNCWANE CO-OP understands the need for certain service sectors that falls within the ambit of the service provider industry. Basically, ANY person who delivers a service to clients are exposed to possible client complaints.

- Phase 1:** Financial Advisor Industry – OMBUD / FAIS / FSCA / GCoC
- Phase 2: Estate Industry – Affordability – Estate Agency Board
- Phase 3: Car Salesperson – Calculation of affordability / suitability – Motor Industry
- Phase 4: Accountants – financial planning and tax advice – SAICA & SAIPA
- Phase 5: Attorneys or other Fiduciary Agents – Estate Planning and Wills





UBUNCWANE CO-OPERATIVE

CORE SERVICES

Complaint Resolution/Assistance

Regulatory Enquiry Support

OMBUD Support

Product Due Diligence

R250 Registration fee [once-off] | R250 Membership fee per month

IDENTIFIED SUPPORT SECTORS

Members will not only enjoy the protection and back-up of like-minded individuals, they will also have full access to the core services and in addition to that, **a plethora of benefits.**

Members qualify for discounted rates on the services listed to the right. ▶▶▶

Services Offered Service Provider

Click on the service providers to be redirected to their website

Fiduciary

Ubuncwane Fiduciary Services

Deceased Estates | Executor services | Wills & Trusts | Independent IT Services | Liquidations & Sequestrations | Business Structures | Estate analysis support | FNA support | Financial Co Registrations | 12J structure registrations | Business Rescue Services | Offshore Trusts | Offshore Wills | Offshore Structures | Business Assurance contractual documentation | Compliance contractual & document audit assistance

Product

Social Media Marketing

IT support | Facebook | LinkedIn | Twitter | Instagram

Development Services

The Bitworx Group

Corporate Branding | Graphic Design | Multimedia Marketing | Software Development | Web Security | Mobile Application Development | Web Development

Auditor Services

VanWyk
Ouditeure/Auditors

Trust accounting | Personal Accounting | Payroll | VAT

Legal

Bezuidenhoudt/ Van der Merwe
Attorneys

Property Transfer | Criminal Law | Commercial Law | Civil Law | Litigation | Family Law | Company Secretary Services

Mediation

Family Mediation
Business Mediation

Mediation | Arbitration Services

Human Resources

Miadi

Distribution

Marketing | Broker support

Training

CPD points | Skills Development

Travel

Registration | Holidays | Bookings

Financing

Bond Originating | Financing

Offshore

Bank accounts | Investments

BBBEE

Registration | Certificates | Support

Business Rescue

Technical Services