

Statutory Disclosures in terms of the Financial Advisory & Intermediary Services Act, 2002 (the FAIS Act)
Important – please read carefully
Disclosure and other legal information. As a customer you have the right to the following information

1. Your financial services provider

1.1 Name	MERCANTILE BANK LIMITED
Physical Address	142 West Street, Sandown, 2196
Postal Address	PO Box 782699, Sandton, 2146
Telephone Number	011 302 0300
Facsimile Number	011 302 0700
Website Address	www.mercantile.co.za

1.2 Legal Status

- a. A public company
- b. A registered bank in terms of the Banks Act, 1990

1.3 Undertaking

As an authorised financial services provider, we will always strive to serve and protect your best interests. This includes ensuring that our staff meet the requirements stipulated by law, including the FAIS Act, to assist you with your financial requirements in a professional manner.

1.4 We have professional indemnity as well as fidelity insurance cover.

1.5 Although our Representatives may change from time to time we will always ensure there is a qualified representative to serve your needs.

1.6 Complaints / Compliance

A copy of our complaints handling process is available on request. You are welcome to contact our Complaints Office on 0860 119 9121/23 or complaints@mercantile.co.za.
Our Compliance Officer is Heidi Stoffberg and can be contacted on 011 302 0554/ hstoffberg@mercantile.co.za.

2 Details of FAIS Ombud

Name of Ombudsman	Ms Noluntu Bam
Physical Address	Sussex Office Park Ground Floor, Block B 473 Lynnwood Road Cnr Lynnwood Road & Sussex Ave, Lynnwood, 0081
Postal Address	PO Box 74571, LYNWOOD RIDGE 0040
Telephone number	+27 12 762 5000 / +27 12 470 9080
Facsimile	+27 86 764 1422 / +27 12 348 3447
Email	info@faisombud.co.za

3. Other matters of importance

- a. Do not sign any blank or partially completed application form.
- b. Complete all forms in ink
- c. Keep all documents handed to you
- d. It is important that you are absolutely sure that the product or transaction meets your needs and that you feel you have all the information you need before making a decision.