



INTRODUCTION

This document embodies the Conflict of Interest Management Policy for Family Wealth Custodians (FSP 52843).

“Conflict of interest” means any situation in which Family Wealth Custodians or its representatives has an actual or potential interest that may, in rendering a financial service to a client, influence the objective performance of his, her or its obligations to that client; or prevent Family Wealth Custodians or its representatives from rendering an unbiased and fair financial service to that client or from acting in the interests of that client, including, but not limited to:

- a financial interest;
- an ownership interest;
- any relationship with a third party (“third-party” means:
 - a. a product supplier;
 - b. another provider;
 - c. an associate of a product supplier or a provider;
 - d. a distribution channel;
 - e. any person who in terms of an agreement or arrangement with a person referred to in paragraphs (a) to (d) above provides a financial interest to a provider or its representatives.)

THE PRIMARY OBJECTIVES OF THIS POLICY ARE:

- To guide the behaviours expected under Family Wealth Custodians standards;
- To promote transparency and to avoid business-related COI;
- To ensure fairness in the interests of employees and Family Wealth Custodians;
- To document the process for the disclosure, approval and review of activities that may amount to actual, potential or perceived COI;
- To provide a mechanism for the objective evaluation of personal outside interests.

Family Wealth Custodians is committed to ensuring that all business is conducted in accordance with sound business practices. To this end, Family Wealth Custodians conducts business ethically and equitably and in a way that safeguards the interests of all stakeholders to minimise and manage all actual or potential conflicts of interest (COI). Family Wealth Custodians and its representative must therefore avoid (or mitigate where avoidance is not possible) any COI between Family Wealth Custodians and a client or its representative and a client.

FINANCIAL INTEREST

Family Wealth Custodians or its representatives may only receive or offer financial interest from or to a third party as determined by the Commissioner of Financial Services Providers from time to time and as set out in **Annexure A** hereto.



“Financial interest” means any cash, cash equivalent, voucher, gift, service, advantage, benefit, discount, domestic and foreign travel, hospitality, accommodation, sponsorship, other incentive or valuable consideration, other than –

- an ownership interest;
- training that is not exclusively available to a selected group of providers or representatives on products and legal matters relating to those products; general financial and industry information; specialised technological systems of a third party necessary for the rendering of a financial service; but excluding travel and accommodation associated with that training.

Family Wealth Custodians may not offer any financial interest to its representatives for giving preference to the quantity of business secured for the provider to the exclusion of the quality of the service rendered to clients; OR giving preference to a specific product supplier, where a representative may recommend more than one product supplier to a client; OR giving preference to one particular product of a product supplier, where a representative may recommend more than one product supplier to a client.

MECHANISMS FOR IDENTIFYING COI

All representatives, key individuals and directors must complete a disclosure declaration. Steps will be taken against individuals who refuse to sign the disclosure declaration or neglect to disclose any conflict of interest. (See **Annexure B** for an example of declaration).

RESOLVING COI

The first and most important line of defence against COI or commitment must be by the key individuals and representatives themselves.

The board will consider the matter of COI, and immediate steps will be taken to eliminate the COI.

POTENTIAL COI THAT COULD AFFECT FAMILY WEALTH CUSTODIANS

The following are potential COI that could affect Family Wealth Custodians:

- Directorships or other employment;
- Interests in business enterprises or professional practices;
- Share ownership;
- Beneficial interests in trusts;
- Personal Account Trading;
- Professional associations or relationships with other organisations;
- Personal associations with other groups or organisations, or family relationships;
- Front running;



- Rebates;
- Kickbacks; and
- Commission.

MEASURES TO AVOID COI:

All employees of Family Wealth Custodians will receive training on COI to ensure they will be able to identify and disclose any COI when it arises.

DISCLOSURE OF COI:

At the earliest reasonable opportunity, Family Wealth Custodians and its representative must, in writing, disclose to a client any COI in respect of that client, including –

- Measures taken to avoid or mitigate the conflict;
- Any ownership interest or financial interest that the provider or representative may be or become eligible for;
- The nature of the relationship or arrangements with a third party that gives rise to a COI in sufficient detail to enable the client to understand the exact nature of the COI.

At the earliest reasonable opportunity, Family Wealth Custodians and its representative must, in writing, inform a client of the Conflict of Interest Management Policy and how it may be accessed.

Notifying an actual or potential COI should be made to a person responsible for the issue or area, such as the relevant management team, supervisor, head of the department, or key individual.

In accordance with an employee's obligation to act in the best interest of their employer, it is not permissible for employees to engage in conduct that would amount to a COI with Family Wealth Custodians.

Staff that fail to disclose a potential or actual COI in accordance with this policy may be liable to disciplinary procedures as governed by relevant industrial awards or agreements.

PROCESSES, PROCEDURES AND INTERNAL CONTROLS TO FACILITATE COMPLIANCE WITH THE POLICY

Every staff member must have a copy of the Conflicts of interest Management Policy.

If a potential COI arises, the transaction must first be discussed with management before entering into the transaction.

CONSEQUENCES OF NON-COMPLIANCE WITH THE POLICY BY THE PROVIDER'S EMPLOYEES AND REPRESENTATIVES

Non-compliance with this policy and the procedures described in it may be considered misconduct, and employees may be subject to disciplinary action that may lead to dismissal.



LIST OF ALL FAMILY WEALTH CUSTODIANS' ASSOCIATES

Swart Family Trust

NAMES OF ANY THIRD PARTIES IN WHICH THE PROVIDER HOLDS AN OWNERSHIP INTEREST

None.

NAMES OF ANY THIRD PARTIES THAT HOLDS AN OWNERSHIP IN THE PROVIDER

None.



ANNEXURE A - FINANCIAL INTEREST

The Commissioner of Financial Services Providers issued Board Notice 58 of 2010 (BN 58) under section 15 of the Financial Advisory and Intermediary Services Act, 2002 (FAIS). BN 58 amends the General Code of Conduct for Authorised Financial Services Providers and Representatives under FAIS. It determines that a financial services provider or its representatives may only receive or offer financial interest from or to a third party as follows:

- a) Commission authorised under the Long-term Insurance Act or Short-term Insurance Act;
- b) Commission authorised under the Medical Schemes Act;
- c) Fees authorised under the Long-term Insurance Act, the Short-term Insurance Act or the Medical Schemes Act if those fees are reasonably commensurate to a service being rendered;
- d) Fees for the rendering of a financial service in respect of which commission or fees referred to in sub-paragraph (a), (b) or (c) is not paid, if those fees –
 - are expressly agreed to by a client in writing; and
 - may be stopped at the discretion of that client.
- e) fees or remuneration for the rendering of a service to a third party, which fees or remuneration are reasonably commensurate to the service being rendered;
- f) subject to any other law, an immaterial financial interest *; and
- g) a financial interest, not referred to under sub-paragraph (a) to (g), for which a consideration, fair value or remuneration reasonably commensurate to the value of the financial interest is paid by that provider or representative at the time of receipt thereof.

Note

* “immaterial financial interest” means any financial interest with a determinable monetary value, the aggregate of which does not exceed R1 000 in any calendar year from the same third party in that calendar year received by:

- a) a provider who is a sole proprietor; or
- b) a representative for that representative’s direct benefit;
- c) a provider, who aggregates the immaterial financial interest paid to its representatives for its benefit or that of some or all its representatives.