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## Section A: Introduction and Disclosures

Welcome to the Kanan Wealth client experience. Every member of our team is passionate about developing relationships with our clients so that we can provide you with the best possible financial advice. The regulatory environment in which we work is designed to protect you so there is a lot of paperwork – this document, for example, will form the basis of our legal relationship with you. We've tried to make it as simple as possible without compromising on any of the information we are obliged to include.

In complying with the Financial Advisory and Intermediary Services Act ('FAIS'), here is some information about us, your Private Wealth Specialists, Stuart Kantor and Jonathan Henning.

### **Stuart Kantor, CFP®**

**Mobile phone:** +27 21 461 2429

**Email:** skantor@kananwealth.com

I am passionate about financial planning and have been practising as a financial planner since February 2004. Apart from ample industry experience, I bring a uniquely personal touch to client interactions and I'm particularly adept at behavioural issues and the psychology of investing.

I have the following relevant qualifications: Bachelor of Business Science (UCT), 2000; SAFEX Junior Dealer Qualification, 2001; Post Graduate Diploma in Financial Planning (UFS), 2006. I am also a Certified Financial Planner with the FPI.

### **Jonathan Henning, CFP®**

**Mobile phone:** +27 21 461 2429

**Email:** jhenning@kananwealth.com

With my wide range of experience including finance, real estate and entrepreneurship, I'm uniquely positioned to assist you in managing your wealth and finances. I like to consider a client's situation from many angles, listen intently and deeply understand their needs, in order to provide thoughtful and pertinent financial guidance.

I am employed by and mandated to act on behalf of Kanan Wealth (Pty) Ltd, an authorised financial services provider, which accepts responsibility for my activities and is licensed to render financial services.

I have the following relevant qualifications: BCom in Financial Management (Unisa), 2012; BCom Hons in Financial Analysis and Portfolio Management (UCT), 2016; Post Graduate Diploma in Financial Planning (UFS), 2019. I am also a Certified Financial Planner with the FPI.

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## Financial Services and Products

The advisory experience is a critical factor in your financial well-being, we take great effort to engage in a deep conversation via a process we call The Financial Wellness Review (FWR). In order to provide you with this care, we are required by FAIS to become an authorised financial services provider.

In line with FAIS, I am authorised to provide advice and intermediary services in the following categories:

### Advice - Financial Wellness Review

Here we really get to know you and your finances. We try to avoid delving too deeply into financial product solutions and focus more on the following areas:

- You and Your Family
- A Risk and Personality Assessment
- A Deeper Look at Your Mix of Assets
- Investment Tax Considerations
- Your Optimal Insurance Product Profile

The journey to financial wellness. From there we provide planning for the following financial topics:

- Investments
- Insurances
- Retirement
- Estate/s
- Aspects of Business

### Solution - Investment and Insurance Products

In assisting with your financial wellness we offer two core solutions, namely Investment and Insurance solutions. These include the following:

- Retail investment solutions
- Life insurance solutions
- Group benefit solutions for Businesses

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## Legal Disclaimers

1. To see a copy of my licence, which contains details of the financial services. I am authorised to provide, as well as any exemptions, please search this link to find out more: [www.kananwealth.co.za/about-us/licenses/](http://www.kananwealth.co.za/about-us/licenses/)
2. I am an independent advisor and Kanan Wealth is not an associated company of any life assurer or product provider.
3. Neither I, nor Kanan Wealth, directly hold more than 10% of any insurer's issued shares.

As a representative of **Kanan Wealth (Pty) Ltd**, I have written authority and I am accredited to market the products of the following product suppliers:

**Insurers:** Discovery Life, Liberty, PPS

**Linked Investment Providers:** Allan Gray, Ninety One, Glacier

**Personal Shared Portfolio & Structured Products:** Investec

4. We endeavour to maintain a transparent business with integrity. With that in mind, please note that it is common in our industry to occasionally receive non-cash incentives from product suppliers or indirect consideration from other persons. Let me know if you would like more specific details.

## Peripheral Service Providers

Over the years we have come to work closely with a team of like-minded service professionals. As a result we have established fee-sharing agreements with the following practitioners to whom we refer business:

- **Medical Aid and Gap Cover** – Medway (0%)
- **Short Term Insurance** – AIB Glacier (30%)
- **Wills and Trusts** – Greenberg and Associates, DB Law (0%)
- **Tax Queries** – Stein Accounting, Sagaz Consulting (0%)
- **Property** – Yoricq Vivaliano (Remax Agent), Meltz Law (Convayencing) (20%)
- **Foreign Exchange** – Currency Partners (20%)
- **Local Personal Share Portfolio** – Nedbank Private Wealth, Definitive Capital (50%)
- **Offshore Personal Share Portfolio** – Credo Wealth, Definitive Capital (50%)

## Remuneration and Fees

Refer to Section B: Service Level Agreement

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## Professional Indemnity

We hold professional indemnity insurance with The Camargue Professional Indemnity Insurance for Brokers as the insurer.

More than 30% of our remuneration is earned from providing Allan Gray products and services.

## Compliance and Complaints

Compliance with the FAIS Act is monitored by Masthead (Pty) Ltd, a compliance practice approved by the Financial Services Board. Their details are:

**Postal address:** PO Box 765, Howard Place, 7450

**Telephone:** +27 21 686 3588

**Fax:** +27 21 686 3589

All Kanan Wealth advisors are members of the Masthead Financial Advisors Association, which provides services such as compliance, practice management and technology support. This support helps us provide you with a more professional service.

In accordance with legislation, we keep an updated disclosure register, which informs you of all financial and ownership interests that we may become entitled to and lists the business relationships that we have with product suppliers. This ensures transparency in our dealings and is available for inspection.

If you are dissatisfied with any aspect of our service, write to **relations@kananwealth.com** or complete our feedback questionnaire on the following link:

[www.kananwealth.co.za/contact-us/#complaints](http://www.kananwealth.co.za/contact-us/#complaints)

You can also find a copy of our Complaints Resolution Policy at:

[www.kananwealth.co.za/complaintspolicy](http://www.kananwealth.co.za/complaintspolicy)

## Privacy Policy

Further information regarding the manner in which we respect the privacy of users' personal information is contained in our Privacy Policy which can be found here: <https://www.kananwealth.co.za/privacy-policy/>

By signing this document, you are actively and expressly confirming that you are consenting to our processing of your personal information as per our Privacy Policy.

## Confidentiality

We will keep all information we get from or about you confidential unless you give us written consent or we are required by any law to disclose such information. Please note, in order to provide you with our best service, additional members of Kanan Wealth, other than your advisor, may have access to your information.

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## Section B: Service Level Agreement

### Services

**Consultation:** R1000 / session (ex VAT)

We understand that one's financial world can be complex and difficult to unpack, as a result we do not charge per hour but rather per session. Please note these consultations are strictly limited to understanding your circumstances and providing financial advice only. Should you require product advice and proposals you will need to accept our Financial Well Review or Product Proposal services. The consultation cost will be waived should you decide to go ahead with our Financial Well Review or Product Proposal services.

**Financial Wellness Review:** R2500 (ex VAT)

Backed by years of experience, strong academic qualifications and continued professional development I will engage in a deep financial conversation where we will analyse your finances and provide a comprehensive report. This will include the following tools:

#### **New Clients:**

- Asset Register
- Retirement and Assurance Needs
- Budget Tool
- Full Risk Assessment
- Investment Tax Planning
- Insurance Profile and Servicing Questionnaire
- Notes

#### **Existing Clients:**

This service is provided at no additional cost, assuming you are paying annual fees.

**Financial Product Proposals:** R5000 (ex VAT)

Your experienced Kanan Wealth adviser will provide you with the optimal investment and/or insurance solution based on your needs or stipulated criteria. We work closely with expert investment and insurance consultants in order to provide well considered solutions.

#### **Implementation:**

We seek to provide the very best service experience and will ensure an efficient and helpful process in implementing your chosen solution.

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## Fees

### Initial:

- The total initial fee on investments is limited to 1% (ex VAT) upon implementation with us.
- Insurance commissions are limited to standard rates of 3% (ex VAT).

### Ongoing:

- **Investments:** We charge 1% (ex VAT) annually on your total assets under management by Kanan Wealth.
- **Insurance:** We earn standard industry commission paid each year on policy anniversary.

This Financial Wellness Review fee is waived in full if you implement product solutions with us and meet our minimum qualifying criteria.

We may revise our fees annually as long as we give you more than one month's written notice. The revised fees will take account of increases in the consumer price index and the cost of providing the services.

## 2. Authorisation to Access Information

You agree that we may access any of your financial information from third parties to enable us to assess your financial affairs and render a financial planning service.

## 3. Representatives

We work as a team so at different times different members of our team will deal with you. If you have a problem with any member of our team, we'll work with you to sort this out or make sure another team member will work with you.

## 4. Our Obligations

### We will:

- 4.1. Act honestly and fairly, and with due skill, care and diligence, in your best interest;
- 4.2. Have effective resources and procedures, and appropriate technological systems to enable us to provide the financial services you need;
- 4.3. Ask you for relevant information regarding your financial situation, product experience and objectives;
- 4.4. Treat you fairly in a situation of conflicting interests;

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- 4.5. Make adequate disclosures of relevant material information, including costs and fees associated with our services and products, and actual or potential conflicts of interest;
  - 4.6. Keep adequate and appropriate records;
  - 4.7. Avoid fraudulent and misleading advertising, canvassing and marketing;
  - 4.8. Comply with all relevant regulatory and statutory requirements, codes of conduct and common law requirements, including FAIS and FICA.

**We have no authority to:**

- 4.9. Enter into contracts on your behalf;
- 4.10. Incur any liability on your behalf;
- 4.11. Settle or waive any claim against/or by you;
- 4.12. Effect portfolio restructuring or switches without your prior written consent.

**5. Your Obligations:**

**5.1 You will:**

- 5.1.1. Give us all the information we need in a reasonable period of time;
  - 5.1.2. Fill in and sign all forms and documents that we require;
  - 5.1.3. Inform us of any changes in your circumstances that might affect your financial plan;
  - 5.1.4. Tell us if you want to end our working relationship;
  - 5.1.5. Accurately and completely disclose to us all material facts as this is your responsibility.
- 5.2. If you do not give us all the information we need or do not give us enough time to conduct a proper financial analysis, we will not be able to do a full analysis and there may be limitations on the appropriateness of the advice we give you. In these circumstances, you must carefully consider whether you think the advice is appropriate for your objectives, financial situation and needs.
- 5.3. If you choose not to follow our advice or to only accept limited information and advice, you must carefully consider whether the product you choose is appropriate to your needs, objectives and circumstances.

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## 6. Termination

Our appointment as your financial services provider will remain in force until terminated by either of us giving the other 30 days' written notice of termination. No reasons need be given.

### Definitions

**Family Link:** Refers to family members or businesses with whom you have a close relationship.