KIS KERN INSURANCE SOLUTIONS CONSULT

Disclosure Notice

1. Status of Financial Service Provider in terms of the FAIS Act.

Kern Insurance Solutions Consult (Pty) Ltd. (hereafter KISC)
Company Registration Number: 2005/007574/07
Directors: CF Kern, AWH Kern, SC Caromba, YPN Munetsi
Authorised Financial Service Provider: FSP 25031

2. Nature of our business

KISC provides independent short-term insurance advice, specialising in personal and commercial property, liability, and other asset cover. Our clients benefit from expert guidance from a dedicated broker/financial advisor, personalised claim support, and access to a wide range of insurers across South Africa.

3. Business Addresses & Contact Details

Physical: Unit 47, Block 3, Lombardy Business Park, Cnr Graham & Cole Road, Shere, Pretoria, 0084
Postal: P.O. Box 72735, Lynnwood Ridge, Pretoria, 0040
Contact Details: (Telephone) 012 809 2332
(Email) admin@kis.org.za

4. Business Legal Status

KISC is an independent, private company that offers advisory and intermediary services and is an authorised financial services provider in terms of the Financial Advisory and Intermediaries Services Act (FSP 25031). KISC is an accredited Santam franchise, with 70% shareholding held by Santam Ltd and 30% by KIS Consulting (Pty) Ltd. KISC has access to competitive short-term insurance cover through market-leading insurance companies, all registered with the Financial Sector Conduct Authority of South Africa. The company is positioned to render insurance-related services across personal lines, commercial lines, and specialist and professional insurance needs.

5. Professional Indemnity Insurance

KISC, as a subsidiary of Santam, is covered under Santam's professional indemnity insurance policy. This means that KISC does not maintain a separate policy but benefits from the group cover provided by Santam. Should you require more information regarding this cover, or wish to receive official confirmation directly from Santam, please contact our offices and we will assist you.

6. Insurer Contracts

KISC has agreements with more than 20 registered insurance companies in South Africa through which we are authorised to provide advice and intermediary services. Our staff receive ongoing training and product updates to ensure that the advice and recommendations we provide remain accurate and appropriate. For a full list of insurers with whom we have agreements, please contact our offices. KISC earns more than 30% of its commission and income from Santam. Apart from this, KISC does not hold more than 10% shareholding in any insurer.

7. KISC Remuneration

Commissions are earned in accordance with industry standards and will be disclosed to clients as required under Section 8A of the Financial Advisory and Intermediary Services Act ("FAIS Act") when proposals are prepared for their consideration. KISC receives the regulated commission for policies placed with insurers with whom it holds agreements. In addition, KISC may charge fees for services not remunerated by commission. Any such fees will be disclosed in writing, discussed with the client, and agreed to prior to implementation.

KISC may receive remuneration in the form of commissions, fees, and payments for outsourced and binder functions. In addition to standard commission, KISC has active binder agreements with Santam and Discovery Insure, under which it earns 4% and 3% respectively. All such remuneration arrangements are regulated and disclosed in accordance with the FAIS Act and applicable regulatory requirements.

8. Qualifications of the Managing and Overseeing Key Individual of KISC (Carel Frederick Kern)

Carel Frederick Kern holds a B.Com in Accounting from the University of Pretoria and a Master's degree in Business Leadership from UNISA. He is also qualified with FCS/EPS, AICB, and completed articles with exposure to medium and large audits. Carel is the Managing Director of KISC and has over 20 years of experience in the financial services industry. His background includes financial, operational, and strategic management, with prior specialist experience in the energy sector and a strong knowledge of global energy trading and energy service markets.

9. Representative Details

For a full list of all our authorised and qualified representatives, please contact our offices. KISC takes responsibility for the advice and intermediary services provided by our authorised representatives in connection with their mandate within KISC.

10. Complaints Procedure

Clients who wish to lodge a complaint are requested to contact KISC's head office. In terms of the FAIS Act, all complaints must be submitted in writing and may be sent via email. KISC's internal complaints department will attend to the matter and provide feedback within a reasonable timeframe. If the complaint cannot be resolved to the client's satisfaction, the client may refer the matter to the Office of the FAIS Ombudsman. A copy of KISC's full complaints policy and procedure is available on request. Complaints may be submitted via email to admin@kis.org.za or by calling 012 809 2332, where they will be handled as a matter of urgency.

11. Non-cash Incentives

KISC may receive non-cash incentives from product suppliers from time to time, subject to the prescribed legal limitations. If you require any further details pertaining to our conflict of interest management policy, please send us an email at admin@kis.org.za.

12. National Financial Ombud Scheme Details for all advice-related complaints

Johannesburg: 110 Oxford Road, Houghton Estate, Johannesburg, Gauteng, 2198
Cape Town: 6th Floor Claremont Central Building, 6 Vineyard Road, Claremont, Cape Town, 7708

Website: www.nfosa.co.za
Tel: 0860-800-900 / WhatsApp: +27 (0) 66 473 0157
Email: info@nfosa.co.za

13. Ombud for Financial Advisory & Intermediary Services (Complaints related to financial advice and intermediary service)

Postal Address: P.O. Box 74571, Lynnwood Ridge, Pretoria, 0040
Physical Address: 125 Dallas Avenue, Menlyn Central Office Building, Waterkloof Glen, Pretoria, 0010
Tel: +27 12 762 5000 / +27 12 470 9080
Sharecall number: 0860 066 3274
Email: info@faisombud.co.za
Website: www.faisombud.co.za

14. Particulars of Financial Sector Conduct Authority

PO Box 35655, Menlo Park, 0102
Telephone: (012) 428 8000 / 0800 20 37 22
Fax: (012) 346 6941

15. Particulars of Information Regulator

Physical address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Telephone Number: (010) 023 5200 / 0800 017 160
Email Address: enquiries@inforegulator.org.za
Website: https://inforegulator.org.za

16. KISC's Compliance Officer's Details

Mr Trevor Laubscher - Moonstone Compliance (Pty) Ltd

Tel: (021) 883 8000.
Fax: (021) 883 8005 or (021) 883 2590.
Address: 25 Quantum Street, Technopark, Stellenbosch.
Postal: PO Box 12662, Die Boord, 7613, Stellenbosch.

CLICK HERE FOR KERN INSURANCE SOLUTIONS CONSULT (PTY) LTD. FSP, COMPLIANCE, POPI, PRIVACY & COMPLAINTS INFORMATION

Reg No: 2005/007574/07 | FSP No.: 25031 | © 2025 Kern Insurance Solutions Consult (Pty) LTD.