



RETIREMENT WELLNESS SA
WEALTH MANAGEMENT

CONFLICT OF INTEREST POLICY

Retirement Wellness SA (Pty) Ltd
iZulu Office Park
Rey's Place
Ballito, 4399

t: 087 354 9051
e: retirewell@retiresa.co.za
www.retiresa.co.za
Authorised FSP 31609

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1. INTRODUCTION

In terms of the Financial Advisory and Intermediary Services Act, 2002, **Retirement Wellness SA (Ptd) Ltd** (“the FSP”) is required to maintain and operate effective organizational and administrative arrangements with a view to taking all reasonable steps to identify, monitor and manage Conflict of Interest (“COI”). Section 3A(2)(a) of the FAIS General Code of Conduct (“GCOC”) stipulates that every financial services provider, other than a representative, must adopt, maintain and implement a conflict of interest management policy that complies with the provisions of the Act.

2. PURPOSE

The purpose of this policy is to comply with these obligations and provide for mechanisms in place to identify, mitigate and manage the conflicts of interest to which Retirement Wellness SA (Pty) Ltd is a party. In addition, to ensure alignment between the values of the organization and the conduct of its people by safeguarding clients’ interests and ensuring the fair treatment of clients.

Retirement Wellness SA (Pty) Ltd is committed to ensuring that all business is conducted in accordance with good business practice. To this end, Retirement Wellness SA (Pty) Ltd conducts business in an ethical and equitable manner and in a way that safeguards the interests of all stakeholders to minimise and manage all real and potential conflicts of interests. Like any financial services provider, Retirement Wellness SA (Pty) Ltd is potentially exposed to conflicts of interest in relation to various activities. However, the protection of our clients’ interests is our primary concern and so our policy sets out how:

- we will identify circumstances which may give rise to actual or potential conflicts of interest entailing a material risk of damage to our clients’ interests;
- we have established appropriate structures and systems to manage those conflicts; and
- we will maintain systems in an effort to prevent damage to our clients’ interests through identified conflicts of interest.

To achieve the objectives set out above, this policy sets out the rules, principles and standards of the FSPs COI management procedures, by documenting them in a clear and understandable format.

2.1 Scope Of Application

This policy is applicable to the FSP, all providers of the FSP, key individuals, representatives, associates and administrative personnel. Retirement Wellness SA (Pty) Ltd is committed to ensuring compliance with this policy and the processes will be monitored on an ongoing basis.

Any non-compliance with the policy will be viewed in a severe light. Non-compliance will be subject to disciplinary procedures in terms of FAIS and employment conditions and can ultimately result in debarment or dismissal as applicable.

Avoidance, limitation or circumvention of this policy via an associate will be deemed non-compliance.

This Conflict of Interest Policy applies to all persons employed by, contracted to, or acting on behalf of Retirement Wellness SA (Pty) Ltd in the rendering of financial services or related activities, as defined under the Financial Advisory and Intermediary Services (FAIS) Act.

The policy applies specifically to the following individuals and operational roles within the business:

- Dhevan Naicker – Key Individual and FAIS-licensed Representative
- Shiva Naicker – Events Planner
- Desrié Zank – Compliance Specialist
- Neelofeh Sulaman – Client Success Specialist
- Karim Mahrazi – Digital and Media Specialist
- Hendriette Appelgryn – Client Experience Manager

This policy also applies to all permanent employees, independent contractors, and any third-party service providers who may perform functions or deliver services where a conflict of interest could reasonably arise.

Retirement Wellness SA (Pty) Ltd is a specialist financial services provider focused on supporting government employees through complex pension and retirement decisions. The business is a member of Masthead (Pty) Ltd, its appointed compliance partner, and operates under formal agreements with multiple product providers to ensure access to a range of suitable financial solutions.

While a wide range of products and providers are considered, recommendations are based on product alignment and suitability for our client profile. The majority of business is placed where solutions best meet the specific needs of our clients – particularly government employees transitioning from defined benefit pension funds.

A full explanation of product alignment and suitability is provided in our internal houseview and communicated transparently to clients as part of our advice process.

These relationships are governed by internal policies and reviewed regularly to ensure that no conflict of interest compromises the integrity or objectivity of advice rendered.

All financial services and client interactions are delivered in line with the company's documented policies and procedures, and in full compliance with applicable FAIS legislation and the General Code of Conduct.

3. UNDERSTANDING CONFLICT OF INTEREST

3.1 When is it a Conflict of Interest?

A COI means any situation in which Retirement Wellness SA (Pty) Ltd or one of our representatives has an actual or potential interest that may, in rendering a financial service to our clients -

- influence the objective performance of obligations to that client; or
- prevents us from rendering an unbiased and fair financial service, or
- prevents us from acting in the interests of that client.

An “actual or potential interest” includes but is not limited to:

- A **financial interest**, which includes any cash, cash equivalent, voucher, gift, service, advantage, benefit, discount, domestic or foreign travel, hospitality, accommodation, sponsorship, valuable consideration, other incentive or valuable consideration which exceeds R1000 per calendar year.¹
- An **ownership interest** which means any equity or proprietary interest and any dividend, profit share or similar benefit derived from that equity or ownership interest.

¹ Financial Interest excludes an ownership interest and Training, that is not exclusively available to a selected group of providers or representatives where that training is related to products and legal matters relating to (1) those products, (2) General financial and industry information, (3) Specialised technological systems of a third party necessary for the rendering of a financial service, but excluding travel and accommodation associated with that training and (4) qualifying enterprise development contribution to a qualifying beneficiary entity.

- Any **relationship with a third party**, meaning any relationship with a product supplier, other FSP's, an associate of a product supplier or an associate of the FSP. A third party also includes any other person who, in terms of an agreement or arrangement, provides a financial interest to Retirement Wellness SA (Pty) Ltd or its representatives.
- An **immaterial financial interest**, which is any financial interest with a determinable monetary value, the aggregate of which does not exceed R 1 000 in any calendar year from the same third-party in that calendar year received by –
 - a provider who is a sole proprietor; or
 - a representative for that representative's direct benefit;
 - a provider, who for its benefit or that of some or all of its representatives, aggregates the immaterial financial interest paid to its representatives;

3.2 What type of interest may we give and receive?²

Retirement Wellness SA (Pty) Ltd and our representatives may only offer to and receive specific financial interests from a third party³, which includes the following:

1. Commission as authorised under the Long-term Insurance Act (52 of 1998), the Short-term Insurance Act (53 of 1998) and the Medical Schemes Act (131 of 1998).
2. Fees as authorised under the Long-term Insurance Act (52 of 1998), the Short-term Insurance Act (53 of 1998) and the Medical Schemes Act (131 of 1998).
3. "Other fees" specifically agreed to by the client and which can be stopped by the client at their discretion but only if agreed in writing with the client, including details of the amount, frequency, payment method and recipient of those fees, as well as the details of services to be provided in exchange for the fees.
4. Fees or remuneration for services that were rendered to a third party.
5. An immaterial financial interest.
6. Any other financial interest not mentioned above for which a consideration, fair value or remuneration that is reasonably commensurate is paid by that provider or representative, at the time of receiving that financial interest.

² It is important to note that where the same legal entity is a product supplier and FSP, this section does not apply to the representatives of that entity. That entity is subject to the requirements set out in sections 4.4 of this report (FAIS GCOC S3A(1)(b) and 3A(1)(bA) in respect of its representatives.

³ FAIS GCOC S3A. FAIS GCOC S1 "third party" means a product supplier, another provider, associate of a product supplier or a provider, a distribution channel and any person who in terms of an agreement or arrangement with a person referred to previously provides a financial interest to a provider or its representatives.

3.3 On what basis may we Give and Receive Financial Interests?

The financial interest referred to in points 2, 3, and 4 above may only be offered or received by Retirement Wellness SA (Pty) Ltd or its representatives, if:

- The financial interests are proportionate (reasonably commensurate) to the service being rendered, considering the nature of the service, the resources, skills and competencies that are reasonably required to perform it.
- The payment of those financial interests does not result in Retirement Wellness SA (Pty) Ltd or representatives being remunerated more than once for performing the same service.
- Any actual or potential conflicts between the interests of clients and the interests of the person receiving those financial interests are effectively mitigated; and
- The payment of those financial interests does not impede the delivery of fair outcomes to clients.

3.4 Financial Interests for Representatives of the FSP

Retirement Wellness SA (Pty) Ltd may not offer any financial interest to a representative of that FSP –

- For giving preference to a specific product of a product supplier, where a representative may recommend more than one product of that product supplier to a client.
- For giving preference to a specific product supplier, where a representative may recommend more than one product supplier to a client
- That is determined with reference to the quantity of business, without also giving due regard to the delivery of fair outcomes for clients.

In relation to delivery of fair outcomes for clients, Retirement Wellness SA (Pty) Ltd must demonstrate that a determination of a representative's entitlement to a financial interest, considers measurable indicators, relating to the:

- Achievement of minimum service level standards in respect of clients
- Delivery of fair outcomes for clients; and
- Quality of the representative's compliance with the FAIS Act.

The measurable indicators are agreed in writing between Retirement Wellness SA (Pty) Ltd and its representative and sufficient weight (significance) are attached to these indicators to materially mitigate the risk of the representative(s) giving preference to the quantity of business secured for Retirement Wellness SA (Pty) Ltd over the fair treatment of clients.

Retirement Wellness SA (Pty) Ltd does not offer a sign-on bonus⁴ to any person, other than a new entrant⁵, as an incentive to become a provider authorised or appointed to give advice.

The way in which Retirement Wellness SA (Pty) Ltd remunerates its representatives and complies with these requirements, is set out in section 6 of this policy.

4. PROCESSES AND INTERNAL CONTROLS TO MANAGE CONFLICT OF INTEREST

4.1 Identification of Conflict of Interest

To adequately manage COI, Retirement Wellness SA (Pty) Ltd must identify all relevant conflicts timeously. In determining whether there is or may be a COI to which the policy applies, Retirement Wellness SA (Pty) Ltd considers whether there is a material risk of unfair treatment or bias for the client, taking into account whether Retirement Wellness SA (Pty) Ltd or its representative, associate or employee:

- is likely to make a financial gain, or avoid a financial loss, at the expense of the client;
- has an interest in the outcome of a service provided to the client or of a transaction carried out on behalf of the client, which is distinct from the client's interest in that outcome;
- has a financial or other incentive to favour the interest of another client, group of clients or any other third party over the interests of the client;
- receives or will receive from a person other than the client, an inducement in relation to a service provided to the client in the form of monies, goods or services, other than the legislated commission or reasonable fee for that service.

Our policy defines possible conflict of interest or examples of conflict of interest as, inter alia,-

- conflicts of interest between **Retirement Wellness SA (Pty) Ltd** and the client; e.g. If Retirement Wellness SA (Pty) Ltd gives an expensive gift to a prospective client to encourage them to partner.
- conflicts of interest between our clients if we are acting for different clients and the different interests conflict materially; e.g If Retirement Wellness SA (Pty) Ltd has a financial or other incentive to favour the interest of another client or group of clients over the interests of the client

⁴ This requirement is only applicable to CAT I providers that are authorised to give advice. Refer to the definitions section of this policy.

⁵ A person who has never been authorised as a financial services provider or appointed as a representative by any financial services provider.

- conflicts of interest where associates, product suppliers, distribution channels or any other third party is involved in the rendering of a financial service to a client; e.g. A product provider hands out expensive gifts to clients/potential clients of the FSP.
- holding confidential information on clients which, if we would disclose or use, would affect the advice or services provided to clients. We may only receive commissions authorised in terms of applicable legislation.

All employees, including internal compliance officers and management, are responsible for identifying specific instances of conflict and are required to notify Dhevan Naicker of any conflicts they become aware of. Dhevan Naicker will assess the implications of the conflict and how the conflict should be managed, acting impartially to avoid a material risk of harming clients' interests.

4.2 Measures for avoidance and mitigation of Conflict of Interest

To ensure that Retirement Wellness SA (Pty) Ltd can identify, avoid and mitigate COI situations, Retirement Wellness SA (Pty) Ltd creates awareness and knowledge of applicable stipulations, through training and educational material. Where a COI situation cannot be avoided, these instances are recorded on the FSP's conflict of interest register.

Retirement Wellness SA (Pty) Ltd ensures the understanding and adoption of the FSP's conflict of interest policy and management measures by all employees, representatives and associates through training on the COI policy.

Dhevan Naicker will assess each conflict, including whether the conflict is actual or perceived, what the value of the conflict or exposure is and the potential reputational risk. Compliance and management then agree on the controls that need to be put in place to manage the conflict. Once a conflict of interest has been identified it needs to be appropriately and adequately managed and disclosed, in line with the below steps.

4.3 Measures for mandatory disclosure of Conflict of Interest

Where there is no other way of managing a conflict, or where the measures in place do not sufficiently protect clients' interests, the conflict must be disclosed to allow clients to make an informed decision on whether to continue using our service in the situation concerned.

In all cases, where appropriate and where determinable, the monetary value of non-cash inducements will be disclosed to clients. Dhevan Naicker will ensure transparency and manage conflict of interests. The client must be informed on the Conflict of Interest Policy and where they may access the policy.

4.4 Ongoing monitoring of Conflict of Interest Management

Dhevan Naicker or staff member in charge of supervision and monitoring of this policy will regularly monitor and assess all related matters. Retirement Wellness SA (Pty) Ltd will conduct *ad hoc* checks on business transactions to ensure the policy has been complied with.

The Compliance Officer will include monitoring of the Conflict of Interest policy as part of his/her general monitoring duties and will report thereon in the annual compliance report.

This policy shall be reviewed annually and updated if applicable. The compliance function is outsourced to an external Compliance company with no shareholding in this FSP. The Compliance practice functions objectively and sufficiently independently of Retirement Wellness SA (Pty) Ltd and monitors the process, procedures and policies that Retirement Wellness SA (Pty) Ltd has adopted to avoid conflicts of interest.

4.5 Training and Staff

Comprehensive training on the Conflict of Interest is provided to all employees and representatives as part of specific and/or general training on the FAIS Act and GCOC.

Training will be incorporated as part of all new appointees' induction. Ongoing and refresher training on the FSP's Conflict of Interest management processes and policy is provided on an annual basis.

5. REGISTERS

With regard to existing third-party relationships, being the product suppliers listed in our Contact Stage Disclosure letter, we confirm that there are no circumstances which could lead to a potential conflict of interest. Should any conflicts arise with regard to any of these, prior to entering into any business transaction with you, we undertake to disclose these in the registers below.

All gifts, financial interest, immaterial financial interest and any other COI situations as outlined in this policy, must be recorded in the FSP's COI register, attached as Annexure A.

6. REMUNERATION POLICY

Total remuneration is made up of fees, commission, and asset based fees.

RWSA is not licensed to provide advice on medical aids. Where clients require assistance on medical aids they are referred to Optinvest. Should a client take up the solution provided by Optinvest, a referral fee is paid by Optinvest to RWSA.

Dhevan Naicker is the only representative. He takes a monthly salary made up of commission, travel allowance and cell phone allowance.

Monthly salaries are drawn from the business to pay staff. Shiva Naicker's remuneration also includes a travel allowance, medical aid benefit and cell phone allowance.

We receive more than 30% fees from Old Mutual Wealth. However, these fees are negotiated with our clients. Old Mutual Wealth facilitates the payment of these fees.

Retirement Wellness SA (Pty) Ltd carries out regular inspections on all commissions, remuneration, fees and financial interests proposed or received in order to avoid non-compliance. This includes but is not limited to:

- Analysis of Management Information to identify trends.
- TCF client feedback on Hello Peter's program results assessments/review
- Compliant trend analysis through the compliance reports.

7. CONSEQUENCES OF NON-COMPLIANCE

- The FAIS Act provides for penalties in the event that a person is found guilty of contravening the Act, or of non-compliance with the provisions of the Act. The penalty for non-compliance of specific provisions of the Act, is an amount of up to R1 million or a period of imprisonment for up to 10 years.
- The Registrar of FAIS is empowered to refer instances of non-compliance to an Enforcement Committee of the FSCA that may impose administrative penalties on offenders.
- The FAIS Act also gives the Registrar the powers to revoke the license of a FSP.

FSPs that fail to declare and disclose conflict of interest could subject the business to administrative penalties and legal action if it is found Retirement Wellness SA (Pty) Ltd acted fraudulently.

8. ANNEXURES

Annexure A – Conflict of Interest Register

Type	Date Received	From	To	Reason	Value	Approved?	Approver	Sign
Choose an item.						Yes/No		
Choose an item.						Yes/No		
Choose an item.						Yes/No		
Choose an item.						Yes/No		
Choose an item.						Yes/No		
Choose an item.						Yes/No		
Choose an item.						Yes/No		

We take pride in that our advice is objective and free of external influence, but wish to disclose to you, our valued client, that we have received the following financial interests and wish to disclose the value and the reason for receiving the financial interest

Annexure B – Additional Definitions**Associate**

- a) In relation to a natural person, means–
 - (i) a person who is recognised in law or the tenets of religion as the spouse, life partner or civil union partner of that person;
 - (ii) a child of that person, including a stepchild, adopted child and a child born out of wedlock;
 - (iii) a parent or stepparent of that person;
 - (iv) a person in respect of which that person is recognised in law or appointed by a Court as the person legally responsible for managing the affairs of or meeting the daily care needs of the first mentioned person;
 - (v) a person who is the spouse, life partner or civil union partner of a person referred to in subparagraphs (ii) to (iv);
 - (vi) a person who is in a commercial partnership with that person;
- b) in relation to a juristic person–
 - (i) which is a company, means any subsidiary or holding company of that company, any other subsidiary of that holding company and any other company of which that holding company is a subsidiary;
 - (ii) which is a close corporation registered under the Close Corporations Act, 1984 (Act No. 69 of 1984), means any member thereof as defined in section 1 of that Act;
 - (iii) which is not a company or a close corporation as referred to in subparagraphs (i) or (ii), means another juristic person which would have been a subsidiary or holding company of the first-mentioned juristic person–
 - (aa) had such first-mentioned juristic person been a company; or
 - (bb) in the case where that other juristic person, too, is not a company, had both the first-mentioned juristic person and that other juristic person been a company;
 - (iv) means any person in accordance with whose directions or instructions the board of directors of or, in the case where such juristic person is not a company, the governing body of such juristic person is accustomed to act;
- c) in relation to any person–
 - (i) means any juristic person of which the board of directors or, in the case where such juristic person is not a company, of which the governing body is accustomed to act in accordance with the directions or instructions of the person first-mentioned in this paragraph;
 - (ii) includes any trust controlled or administered by that person.

Fair Value

Has the meaning assigned to it in the financial reporting standards adopted or issued under the Companies Act, 61 of 1973.

FSC

Means the Financial Sector Code published in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act, (Act 53 of 2003), as amended from time to time

Distribution channel means

- a) Any arrangement between a product supplier or any of its associates and one or more providers or any of its associates in terms of which arrangement any support or service is provided to the provider or providers in rendering a financial service to a client.
- b) Any arrangement between two or more providers or any of their associates, which arrangement facilitates, supports or enhances a relationship between the provider or providers and a product supplier.
- c) Any arrangement between two or more product suppliers or any of their associates, which arrangement facilitates, supports or enhances a relationship between a provider or providers and a product supplier.

New Entrant

Is a person who has never been authorised as a financial services provider or appointed as a representative by any FSP.

No-claim bonus means

Any benefit that is directly or indirectly provided or made available to a client by a product supplier in the event that the client does not claim or does not make a certain claim under a financial product within a specified period of time.

Measured Entity

Has the meaning assigned to it in the FSC insofar it relates to a qualifying enterprise development contribution.

Qualifying Beneficiary Entity

Has the meaning contemplated in the FSC insofar as it relates to a qualifying enterprise development contribution

Qualifying Enterprise Development Contribution

Has the meaning assigned to it in the FSC

Sign-On Bonus means

- a) any financial interest offered or received directly or indirectly, upfront or deferred, and with or without conditions, as an incentive to become a provider; and
- b) a financial interest referred to in paragraph (a) includes but is not limited to–
 - (i) compensation for the–
 - (aa) potential or actual loss of any benefit including any form of income, or part thereof; or
 - (bb) cost associated with the establishment of a provider's business or operations, including the sourcing of business, relating to the rendering of financial services; or
 - (ii) a loan, advance, credit facility or any other similar arrangement.

Annexure C – Policy adoption and version control

Date	Version	Summary of changes	Signed
30/09/2021	Original document	Update in line with amended GCOC	Signed version on file DHEVAN NAICKER
09/03/2022	V01/2022	Conflict of interest policy Updated additions with Remuneration policy	Signed version on file DHEVAN NAICKER SHIVA NAICKER
10/04/2024	02/2024	Review of Conflict of interest policy	Signed version on file DHEVAN NAICKER SHIVA NAICKER
24/06/2025	03/2025	Review of Conflict of interest policy Change of Entity details and further updates to enhance the COI policy	DHEVAN NAICKER  SHIVA NAICKER 

Policy owner: Dhevan Naicker

Shiva Naicker will also be consulted as a member of the (Pty) Ltd.