



Grindrod Bank Limited Reg No. 1994/007994/06 An Authorised Financial Services Provider
3rd Floor South, 20 Kingsmead Boulevard, Durban 4001
PO Box 3211, Durban 4000, South Africa
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Financial Advisory and Intermediary Services Act ('FAIS') Act 37 of 2002

The General and Discretionary Code of Conduct has specific duties that relate to members of the industry and includes the need for financial service providers to furnish certain information to clients. In compliance hereof, the following information is disclosed:

Financial Services Provider details:

Name: Grindrod Bank Limited ('the Bank')
FSP Number: 6317
License Information: Category I and II

As an authorised financial services provider, the Bank is licensed to carry on business in respect of advisory and intermediary services in the following products:

Category I

Long Term Insurance Category B & C
Pension Fund Benefits (excluding retail)
Securities and Instruments: shares; money market instruments; debentures and securitised debt; warrants, certificates and other instruments acknowledging, conferring or creating rights to subscribe to, acquire, dispose of, or convert securities; bonds; derivative instruments
Participatory interests in Collective Investment Schemes
Foreign currency denominated investment instruments
Deposits defined in the Banks Act

Category II (Discretionary)

Long Term Insurance Category B & C
Pension Fund Benefits (excluding retail)
Securities and Instruments: shares; money market instruments; debentures and securitised debt; warrants, certificates and other instruments acknowledging, conferring or creating rights to subscribe to, acquire, dispose of, or convert securities; bonds; derivative instruments
Participatory interests in Collective Investment Schemes
Foreign currency denominated investment instruments
A foreign currency denominated investment instrument including a foreign currency deposit

Insurance

The Bank holds Professional Indemnity, Bankers Blanket and Computer Crime insurance.

Complaint Resolution System and Procedures

The Bank has an established written internal complaint resolution system with detailed procedures. Access to the written procedures and a copy of the complaint resolutions system is available from this office to clients during business hours.

An Authorised Credit Provider (NCRCP25)



Waiver of Rights

You are hereby advised that no representative of the provider or any other person may ask you or offer any inducement to you to waive any right or benefit conferred on you by or in terms of any provision of the General Code of Conduct.

Recorded Telephone Lines

Please be advised that your telephone conversations may be recorded.

Signing of incomplete documents

No person acting on behalf of the Bank may in the course of rendering a financial service request you to sign any written or printed form or document unless all details required to be inserted thereon by you or on your behalf have already been inserted.

Code of Conducts

Copies of the Codes of Conduct (General, Discretionary and Specific Code dealing with Short-term Deposits) are available on request.

The representatives of the Bank do not have any personal interest in the financial service rendered or in any product supplier. Any circumstance which gives rise to an actual or potential conflict of interest in relation to the financial service will be disclosed to the client and representatives will take all reasonable steps to ensure clients are fairly treated. In addition, representatives do not receive non-cash incentives and/or other indirect consideration which may be viewed as a potential conflict of interest.

Exemptions

Exemption of authorised FSP's and their representatives conducting short-term deposit business from certain fit and proper requirements and the general code of conduct when rendering financial services relating to money market funds (Board Notice 135 of 2003)

Exemption of FSP's from paragraph 5(2) of the Fit and Proper Requirements (BN 96 of 2003)

Exemption of FSP's as regards to representatives (BN 95 of 2003)

Exemption of licensees as regards display of certified copies of licences (BN 40 of 2004)

Exemption of licensees as regards references to licences in business documentation (BN 71 Of 2004)

Other contact details:

Compliance Department

Contact: Chantal Porter
Address: P.O. Box 3211, Durban, 4000
Telephone: (031) 333 6626
Facsimile: (031) 571 0505
Email: chantalp@grindrodbank.co.za

The FAIS Ombudsman

Address: Baobab House, Eastwood Office Park, Lynwood Road, Pretoria
Telephone: (012) 470 9080
Facsimile: 086 611 7589
E-mail: info@faisombud.co.za
Website: www.faisombud.co.za



CLIENT CONFIRMATION TO GO IN COPY LETTER

We are required to receive signed acknowledgments from our clients confirming that we have made the above disclosures and would be grateful if you could complete, date and sign the attached copy letter and return it to us, marked for the attention of (fill in name) at your earliest convenience.

Individuals

I the undersigned, _____, hereby confirm that I have received the disclosure information.

Legal entities

I the undersigned, _____ on behalf of _____, hereby confirm that I have received the disclosure information.

SIGNATURE:

DATE: