

TO WHOM IT MAY CONCERN

FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT, 2002 ("FAIS Act"): LETTER OF INTRODUCTION AND DISCLOSURE TO CUSTOMERS

General:

Transnet SOC Ltd trading as Transnet Freight Rail ("TFR") is a licensed Financial Services Provider in terms of the FAIS Act. Our license number is 18828. A copy of our license is available upon request.

The following are of importance:

Financial Services Board ("FSB"): The FSB regulates the South African financial services industry. It requires us to disclose certain information to you.

Contractual Status: All FAIS representatives are employed by TFR which accepts responsibility for the intermediary services rendered by TFR within their agreed mandates.

Financial Services and Products: All FAIS representatives are authorised to render intermediary services in respect of the following financial product type: Category 1 Short Term Insurance (Commercial Lines).

Contracts with Insurers: TFR holds a number of contracts with authorised insurers and underwriting agents (refer to the schedule below).

Basis of Intermediary Service: In order for us to provide you with an intermediary service, it is important that you as a customer give us sufficient particulars of your risk exposures. Failure to make a full disclosure of all relevant facts could result in our intermediary service being compromised and may result in you making a financial commitment to a product inappropriate to your needs and objectives.

What will you have to pay us for our services? You will pay a premium to insurers for them to provide the agreed cover. This premium is included in the contracted haulage fee for the intermediary services to be rendered.

Commission: All FAIS representatives are salaried employees of TFR with no commission payable for intermediary services rendered.

Transnet SOC Ltd Registration Number 1990/000900/30	21 Wellington Road Parktown Johannesburg Johannesburg 1293	Private Bag x47 Johannesburg South Africa, 2000 T +27 11 544 9500 F +27 11 544 9597	Transnet SOC Ltd Registration Number 1990/000900/30	21 Wellington Road Parktown Johannesburg Johannesburg 1293	Private Bag x47 Johannesburg Johannesburg South Africa, 2000 T +27 11 544 9500 F +27 11 544 9597
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Directors: LC Mabaso (Chairperson) SI Gama* (Group Chief Executive) Y Forbes GJ Mahlalela PEB Mathekga ZA www.transnetfreightrail-tfr.net
 Nagdee VM Nkonyane
 SD Shane BG Stagman PG Williams GJ Pita* (Group Chief Financial Officer)
 *Executive

Group Company Secretary: ANC Ceba



Confidentiality: Where applicable, all information will be kept by TFR on a confidential basis and will not be made available to third parties unless so authorised by you beforehand, or if we are required to divulge such information under any law.

Compliance with the FAIS Act: Compliance with the FAIS Act is monitored by our FAIS Compliance Officer, Mr. Rick Duvenage who is contactable on email address rick.duvenage@transnet.net or by telephone on 011 544 9535.

Complaints: In the event that you are dissatisfied with any aspect of my service, please follow the process below:

Should you wish to pursue a complaint, you should address your complaint in writing to the Customer Experience Management Department, for the attention Ms Ellen Buitendag at Private bag X47, Johannesburg, 2000 or via electronic mail, TFR911@transnet.net or by telephone 0860 690 730.

If you cannot settle your complaint with us, you are entitled to refer it to the FAIS Ombud. The FAIS Ombud has been created to provide you with a redress mechanism for any inappropriate intermediary services that may have been rendered to you.

Contact particulars of the FAIS Ombud:
 P O Box 74571, Lynnwood Ridge, 0040
 Telephone: (012) 470 9080
 Fax: (012) 348 3447
 Email: info@faisombud.co.za
 Web site: www.faisombud.co.za.

Non-Cash Incentives: TFR receives no non-cash incentives from any product suppliers with which it interacts on your behalf. Non-cash incentives may include reward programmes that facilitate gifts, holidays, seminars and entertainment.

Conflicts of Interest Situations: In accordance with TFR's FAIS Conflicts of Interest Management Policy, we place a high priority on our customer's interests. As conflicts of interest affecting customers could undermine the integrity and professionalism of our business, any instances of conflicts of interest must be identified as early as possible. If conflicts of interest situations cannot be avoided, they must be managed equitably and in the customer's interest. Detecting potential or recognised conflicts of interest that could compromise the interest of our customers and managing and limiting the impact of conflicts of interest therefore constitute forms an integral part of our duties and obligations.

Potential conflicts of interests are inherent in any business and therefore it is not the aim of TFR to avoid all conflicts of interest but rather to take steps to identify and manage conflicts of interest to ensure that our customer are not unduly prejudiced.

Professional Indemnity Insurance: We hold professional indemnity insurance.

Transnet SOC Ltd	21 Wellington Road	Private Bag x47
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www.transnetfreightrail-tfr.net

**TFR does business with the following insurers and insurance brokers:**

- Guardrisk Insurance Company Ltd; and
- Eikos Risk Applications (a Lloyd's Correspondent Broker).

Contact particulars for Eikos Risk Applications:

Postal address:

PO Box 465, Cramerview, 2060

Telephone: (011) 361 0000

Fax: (011) 706 8461

Web site: www.eikosriskapplications.com

Physical address:

Block D, Nicol Main Office Park,

2 Bruton Road,

Bryanston,

2191.

Neither I, the FAIS representatives nor TFR hold any shareholding in any product supplier/s.

If you require any further information relating to this document, kindly contact our offices.

Yours faithfully,

Signed electronically

Mrs. Shirley Ramogayane

TFR FAIS Key Individual

Date: 2016/07/27