

FEM SAIA Code of Conduct

What is SAIA

FEM is a member of the South African Insurance Association (SAIA) which is the representative body of the non-life insurance industry. SAIA issues a Code of Conduct which regulates the relationship between its members and their clients, including service providers.

Purpose of the Code

The purpose of the Code is to:

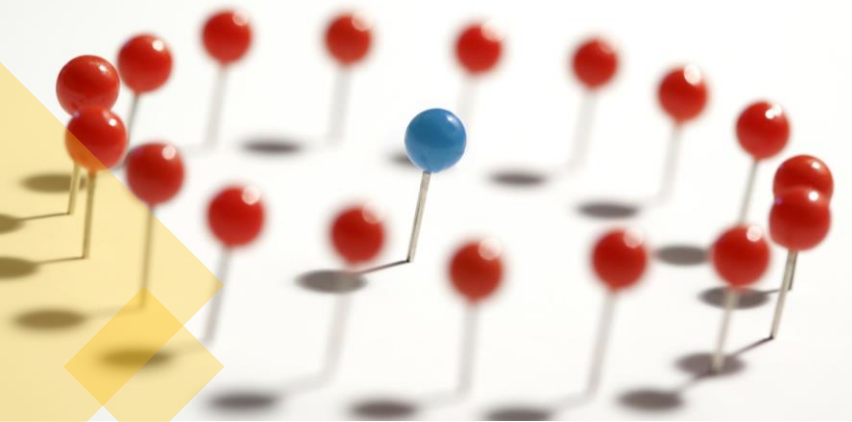
- Promote ethical standard and good business practices.
- Give clear and specific guidelines on the conduct to be followed.
- Promote awareness and understanding of the non-life insurance industry.

Responsibilities of the Service Provider

Service provider must:

- Comply with all applicable laws and regulations.
- Conduct its business in an honest, fair and transparent manner which instils confidence in its current and potential clients.





- Ensure that it conducts itself in an ethical and professional manner which upholds the industry's business standards and practices.
- Ensure that it has the necessary expertise, skills, and infrastructure to conduct its business.
- Preserve the confidentiality of its client's information.
- Communicate clearly and in plain language with clients via a preferred method of communication. If the client has not nominated a preferred contact method then use the most effective method/s of communication.

Inclusive growth and transformation

SAIA is committed to the transformation of the South African economy and believes that accelerated growth is best achieved in an economy conducive of inclusive growth. To achieve this, SAIA has adopted a proactive approach by developing and adopting a transformation strategy. As part of the transformation strategy, service providers are encouraged to support industry commitment to drive transformation of preferential procurement.

FEM remains committed to high ethical standards and compliance with the applicable sections of the Code.

For more information please refer to the SAIA website: <https://www.saia.co.za/index.php?id=231>

