



EXECUTIVE SUMMARY

Authorised financial service provider (FSP No 44680) CMS accredited (ORG4268)



A Member of AfroCentric Group

Tenda
HEALTH



Smart Advice with Smart Solutions

Tendahealth, a member of the AfroCentric Group, is committed to providing services in the clients' best interest at all times. Tendahealth is accredited as a brokerage at the Council of Medical Schemes (CMS number: 4268) to market medical scheme products and licensed with the Financial Services Conduct Authority (FSCA) to comply with FAIS and FICA legal Requirements (FSP 44680).

We build and maintain business relationships with clients; discuss and assess their current and future needs; offer benefits and pitfalls of the wide range of products available on the market and predict, manage and reduce risks.

Established in June 2016, Tendahealth's focus is on offering advice and intermediary services for medical schemes and related products, including a wide selection of basic and comprehensive medical scheme options suitable for the corporate and individual market.

Services



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**MEDICAL SCHEME
COVER**



GAP COVER



**SHORT-TERM
INSURANCE**



INVESTMENTS

Licences registered for at FSCA

Tendahealth is registered for **ADVICE** and **INTERMEDIARY** services for the following license categories:

- Long-Term Insurance : Category A
- Short-Term Insurance : Personal Lines
- Long-Term Insurance : Category B1
- Long-Term Insurance : Category B2
- Retail Pension Benefits
- Short-Term Insurance : Commercial Lines
- Pension Funds Benefits (excluding retail)
- Participatory interests in Collective Investment Schemes
- Health Service Benefits
- Long-term Insurance subcategory B2-A
- Long-term Insurance subcategory B1-A
- Short-term Insurance Personal Lines A1
- Structured Deposits



Our Partners

MEDICAL SCHEMES

Bonitas, Medihelp, Discovery, Bestmed, Keyhealth, Momentum, Fedhealth, Profmed, Sizwe, Topmed, Medshield

SHORT TERM INSURANCE COMPANIES

SANTAM, Auto and General, Hollard, King Price, New National, ABSA, Unity, Oakhurst, Vlrseker, 1st for Woman, Mutual and Federal, Zurich, Miway, Xenturion

PERSONAL AND COMMERCIAL LINES

Discovery, Momentum

LIFE AND INVEST

Discovery, Momentum, Hollard, Brightrock, Sanlam

GAPCOVER

Medgap, Stratum, Turnberry, TRA, Sirago, Sanlam

MEDICAL INSURANCE

Medi Call, Day 1, Unity Health, Essentialmed

LOYALTY PROGRAMS

Vitality, Multiply, Reality

SHORT TERM ADMINISTRATORS

FSP solutions



Objectives



- To be the preferred financial Services Provider for all insurance product suppliers
- Ensure Due Diligence
- A single point of entry for multiple solutions
- To provide professional and qualified insurance adviser

Keys to success and attributes

- Call centre with voice logging facilities.
- Ability to sell via call centre only, via email, one-on-one and a combination.
- Excellent relationships with third parties to offer the client a wide variety of options and sound advice with access to dedicated lead distribution.
- Commission payment system according to the relevant regulatory requirements which includes monthly commission payments, commission statements and tax deductions.
- Continuous training of Representatives in all relevant products, sales processes, legislation and Compliance.
- Practice management to ensure that Tendahealth has the correct compliance requirements with regards to advice, supervision recordkeeping and tracking of enquiries and applications and the necessary policies as prescribed by Legislation.



Our commitment to you

- Professional, competent and independent advice.
- Honesty and integrity.
- Dedicated, ongoing support and service.
- We have access to all major medical schemes – elected on their credibility and reputability.
- We commit ourselves to understand the industry and continuously gain knowledge about legislation and products and services of other medical Schemes.
- Freedom of choice and benefit of accurate independent advice after comparison of various schemes and their options for you. Ongoing review and relationship with clients.

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COMPLAINEE: MASTHEAD

Compliance with the FAIS Act is monitored by Masthead (Pty) Ltd, a compliance practice approved by the Financial Sector Conduct Authority. Their postal address is PO Box 765, Howard Place, 7450. Their contact numbers are:

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