



**Compli-Serve Group**

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**IMPORTANT CLIENT SERVICE UPDATE**

**February 2016**

**Migration of Compli-Serve Compliance Officer Services FAIS (Financial and Intermediary Services Act) to Market Conduct Compliance Service.**

This note is intended as an explanatory and information circular in respect of the migration of existing Compli-Serve clients to the Market Conduct Compliance Service.

**1. "Why is Compli-Serve migrating their clients to the new service?"**

During the course of 2015, Compli-Serve engaged with both stakeholders and a client workgroup to ensure that our services remain in touch both with client needs and the changing regulatory landscape. The Financial Services Board has made it clear that the current rules-based approach to compliance is due to change and indeed this process has already started migrating to a more principles-based structure, and it is important that Compli-Serve aligns to these regulatory changes.

**2. "How will it affect me?"**

You will not see any structural change to our service levels and commitments. Scheduled compliance reviews will still continue as before, and reports will be produced by your compliance officers as is the case at the moment.

**3. "Will it cost me more?"**

Compli-Serve can confirm that all existing clients will be migrated to the new service at no cost and there will be no additional increases to your fees over and above the annual increases, which were communicated to you at the end of last year.

**4. "What is included in the updated service?"**

The Market Conduct Compliance Service includes a wider scope of regulation than was the case in our previous more FAIS-specific service and will now address additional regulatory compliance and guidance in respect of below:

- Treating Customers Fairly
- Retail Distribution Review
- Conflicts of Interest
- Anti-money Laundering

- Protection of Personal Information
- FAIS

**5. "Will the services be subject to change?"**

As new regulations take shape, in order to ensure that we encompass new developments, then services will be amended accordingly. Clients will be notified in advance and given reasons as to why services will change further.

**6. "Who do I call if I require further information about the new service?"**

Please contact your compliance officer directly or in the event that you are unable to make contact with them for whatever reason, please contact our Head Office on 0861 273 783.

**7. "When will this change be effective?"**

We can confirm that migration will commence from 1 March 2016 with a view that all clients will be migrated onto the new service by year end.

**Compli-Serve  
Client Support**