



TAX RISK INSURANCE POLICY WORDING



Administered by

Tax Risk Underwriting Managers (Pty) Ltd
152 Bryanston Drive | Bryanston | Sandton | 2191
Tel: 0861 473 738
Registration Number: 2014/086896/07
An authorised financial services provider: 46467

Underwritten by

Bryte Insurance Company Limited, A Fairfax Company
15 Marshall Street | Ferreirasdorp | Johannesburg | 2001
Tel: +27 (0) 11 370 9111
Registration number: 1965/006764/06
A licensed insurer and authorised FSP: 17703

INTRODUCTION

Tax Risk Underwriting Managers welcomes you as our valued client and policyholder. This short-term insurance product was developed and is administered by Tax Risk Underwriting Managers, and is underwritten by Bryte Insurance Company Limited.

This Policy is a legal insurance contract between you and us. This Policy, together with the Proposal Form, Schedule and endorsements pertaining to this Policy shall form the basis of this insurance contract. Should there be any conflict between the provisions of this Policy and that of any other document, the provisions of this Policy shall prevail.

It is important that you:

- complete the Proposal Form correctly, and disclose all relevant information to us;
- read all of the Policy, Schedule and endorsements to make sure that it gives you the protection you need;
- are aware of the limits of the cover provided and the amounts we will pay, including any Excesses which may apply;
- are aware of the definitions in this Policy.

You must comply with all provisions of this Policy, otherwise we may be entitled to refuse to pay a claim or reduce the amount claimed. In some circumstances the terms and conditions of this Policy may be amended by endorsement. If your Policy is endorsed you will receive notification of the endorsement.

In issuing this Policy to you, we have relied upon the information you have provided in the Proposal Form.

POLICY COVER

In exchange for the receipt of the Premium as stated in the Schedule, we agree to indemnify you against Professional Fees incurred during the Period of Insurance up to the limits as specified in the Schedule, subject to the terms and conditions contained in this Policy.

We undertake to act on your behalf, or to appoint a Service Provider to act on your behalf as from the commencement of an official SARS Tax Audit whereby it is evident that additional tax charges may be imposed by SARS against you in respect of such a Tax Audit, but excluding any matter specifically excluded in this Policy.

We will provide the cover according to the product option you have selected on your Proposal Form, and as indicated on your Schedule.

Cover Provided

The services that we or our appointed Service Providers will render in terms of this Policy, within the limits as specified in this Policy and the Schedule, will include the following:

- We will cover you against the Professional Fees of Service Providers Incurred by you in respect of a SARS Tax Audit as defined in this Policy, including any Disputes which may arise between you and SARS relating to a Letter of Findings issued by SARS following the completion of the SARS Tax Audit.
- Cover is extended to include the Professional Fees of Service Providers Incurred by you in respect of preparation and your representation at a SARS hearing and, provided that we have consented, an appeal against a decision following such a hearing.
- Where it is, in our sole opinion essential to promote an appropriate remedy, cover will be extended to include legal representation by a practising attorney in the objection and appeal process relating to the official SARS Tax Audit Letter of Findings issued by SARS to you, including arguing the matter before the Tax Court;
- Where it is, in our sole opinion essential to promote an appropriate remedy that cannot be pursued in the normal objection and appeal process, providing legal representation by a practising attorney on your behalf in a High Court application reviewing any relevant administrative action by SARS;

provided that you sign a mandate and complete any documentation as may be required by the Service Provider to act for and on your behalf in any representation before SARS, and in respect of any High Court and Tax Court appearances, provided that these services fall within the Indemnity Limits.

Subject to the completion of the documentation and the acceptance of the mandate as specified above, you will benefit from professional legal privilege between you and the Service Provider who is a practising attorney, which protects all communications between you and the practicing attorney from being disclosed to any third party without your express permission. The purpose of professional legal privilege is to protect your ability to access the justice system in your defense with full disclosure of all information to the Service Provider who is a practicing attorney, without the fear that any disclosure of those communications may prejudice you in the future.

DEFINITIONS

The words explained below will have the same meaning where they appear within this Policy, Schedule and endorsements.

Anniversary Date

The annual date on which this Policy is renewed, which occurs every 12 (twelve) consecutive months from the Inception Date of this Policy as specified on the Schedule. If you pay the Premium monthly, then the Policy will renew automatically on the Anniversary Date for as long as you continue to pay the Premium.

Any One Claim

All claims consequent to the same original cause or SARS case number shall be regarded as one claim, including an audit into any subsequent period's tax returns where a previous year's return is still subject to an open enquiry.

Claims Notification Period

Claims must be notified to us in writing within a 30 (thirty) Day period commencing on the first Day following the Insured Event, provided that the notification is in respect of an Insured Event which occurred during the Period of Insurance.

Days

Ordinary days, including weekends and public holidays.

Disputes

Where you are aggrieved by an assessment or not satisfied with a decision taken by SARS in its Letter of Findings following the completion of a SARS Tax Audit as defined in this Policy, and if the decision is subject to objection and appeal, and you have a right to dispute the assessment or decision as determined by Chapter 9 of the Tax Administration Act, 2011, and the rules made by the Minister of Finance under section 103 thereof (the Alternative Dispute Resolution rules).

Excess

The first amount of any claim borne by you in respect of Any One Claim. The Excess applicable to this Policy is stated in the Schedule.

Incurred

Costs or expenses actually suffered by yourself relating specifically to Professional Fees invoiced against you by an approved Service Provider, whether or not you have settled such invoice/s.

Inception Date

The date on which cover under this Policy starts, which is the date specified by you on the Proposal Form or the date on which you sign the Proposal Form, whichever is the latter.

Insured Event

The issuance of an official notification by SARS to you or any person acting on your behalf that a Tax Audit is about to commence into your tax affairs.

Limit of Indemnity

The maximum amount payable by us for claims made by you during the Period of Insurance and for Any One Claim. This amount is stated in the Schedule.

Material Non Disclosure

Any fact, circumstance or state of affairs relating to your tax affairs that is at any time within your or any person acting on your behalf's knowledge, or should have reasonably been in your or any person acting on your behalf's knowledge, which you have failed to disclose to us on or prior to the Inception Date or during the Period of Insurance, that viewed objectively should reasonably have been fully disclosed to us, and which would have influenced our decision regarding the Premium, the Excess, the Limit of Indemnity and/or our decision to insure you in respect of this Policy.

Period of Insurance

A period of 12 (twelve) consecutive calendar months commencing from the Inception Date or any subsequent annual Anniversary Date of the Policy, and for which premiums have been received.

Policy

The short-term insurance contract entered into between you and us in terms of which we undertake to provide you with certain benefits in return for your payment of a Premium, subject to certain terms and conditions contained herein, which contract consists of this Policy wording, the Proposal Form, Schedule and any endorsements to the Policy.

Premium

The annual or monthly amount payable by you as stated in the Schedule or any other endorsement issued in terms of this Policy. The amount payable under this Policy is subject to change on 30 Days written notice and is renewable automatically on the annual Anniversary Date of the Policy.

Premium Due Date

Annual Premium payments are due on the Inception Date and subsequent annual Anniversary Date of the Policy. If you elected to pay the annual Premium monthly, these payments are due on the first Day of each month. If you pay the Premium annually, you must pay the Premium to us on the Anniversary Date. If you do not pay the Premium, the Policy will lapse.

Professional Fees

Any fees, expenses and other disbursements approved by us and reasonably incurred in respect of work undertaken on your behalf by the Service Provider in connection with any matter falling within the terms and conditions of this Policy, and not exceeding the Limit of Indemnity.

Proposal Form

The application for insurance form you must complete in order to apply for cover in terms of this Policy. It is a requirement that you must complete the Proposal Form in full and disclose all information which may be relevant to us to accept you for cover under this Policy.

SARS

The South African Revenue Services.

Schedule

The schedule containing your details as the policyholder, the details of the product option you have selected, the Period of Insurance, Premium payable, Excess, Limits of Liability etcetera, which may be updated from time to time, and which forms part of this Policy.

Service Provider

An accountant, tax practitioner, tax specialist, attorney or other appropriately qualified person or firm as nominated and as approved by us, who is appointed by us to represent you in accordance with the terms of this Policy.

Tax Audit

An official audit conducted by SARS, where SARS have notified you in writing that they are about to commence a tax audit of your tax return in accordance with the Tax Administrations Act of No 28 of 2011, excluding any requests for routine information, supporting documentations and verification type audits, but including further request for explanations from SARS beyond such requests for routine information, supporting documentations and verification type audits.

Tax Avoidance Scheme

A tax avoidance mechanism that is individually marketed to you, often by a third party, which requires significant implementation costs, is expected to obtain a tax advantage as a main benefit, involves the employment of various financial type products designed to create a tax benefit, and, if adopted, may require notification to SARS.

Territorial Limits

The Republic of South Africa. Only clients tax resident in the Republic of South Africa who submit tax returns to SARS are covered.

We / Us / Our

Tax Risk Underwriting Managers (Pty) Ltd and Bryte Insurance Company Limited. Tax Risk Underwriting Managers is an underwriting manager in terms of the Short-Term Insurance Act 53 of 1998, acting on behalf of, and as mandated by a binder agreement with Bryte Insurance Company Limited, a registered insurer in terms of the Short-term Insurance Act 53 of 1998 and an authorised financial services provider.

You / Your

The policyholder, who is the natural or juristic person named in the Schedule, to whom this Policy has been issued, who is eligible for cover in terms of the provisions of this Policy, and who is entitled to claim against this Policy.

POLICY EXCLUSIONS

We will not be liable for:

- any activity involving a statutory authority or agency gathering information or data that is not part of an official Tax Audit;
- claims made, brought, or commenced outside the Territorial Limits;
- any Professional Fees Incurred before our written acceptance of a claim;
- any Insured Event which occurred prior to the Inception Date of this Policy, or if you or anyone acting on your behalf know about, or ought to have known about any circumstance which was likely to give rise to a claim before the Inception Date of this Policy;
- any claim notified to us outside of the Period of Insurance or Claims Notification Period;
- Professional Fees in the defence of criminal prosecution, fraud or tax evasion other than mentioned under the Insured Event;
- any fraudulent claim, and we do not pay for fraud, dishonesty, misrepresentation, or wilful acts. We do not pay for claims that are based on or are a result of fraud. This means if any part of your claim is fraudulent the entire claim will not be paid. Fraud means giving misleading or incorrect facts. For example: If you or anyone acting on your behalf deliberately exaggerates the amount or size of a claim; or if documents and information to support a claim, whether created by you or on your behalf, are not true or are fraudulent. We do not pay for any claims for events that you, or any person colluding with you, bring about deliberately so that you can make a claim. Colluding means to act together to achieve a dishonest or fraudulent outcome.
- any claim in respect of an enquiry or a Tax Audit pursuant to customs and excise, and exchange control legislation;
- any claim if your tax returns for the period in question were not prepared by either yourself or a registered tax practitioner as determined by the Tax Administrations Act of No 28 of 2011;
- any claim where you have not kept proper accounting or tax records which you are required to keep;
- any claim arising from an enquiry into your tax return or an amendment to your tax return that was not submitted within the statutory time limits, unless an extension to the statutory time limits was provided to you by SARS in writing;
- any enquiry as a result of an error made due to a deliberate act by you or anyone acting on your behalf, or where you refuse any reasonable request by SARS for rectification of a tax return;

- any claim arising from your refusal or failure to comply with any lawful request made by SARS or any other statutory body. This exclusion will not apply if you refuse or fail to comply with the competent advice of us or our Service Provider as part of a claim under this Policy;
- any event which is a verification audit or routine inspection by SARS, and costs in respect of the preparation, rectification and presentation of your routine SARS tax returns, including supporting documentations, routine enquiries and the preparation and submission of supplementary information as requested by SARS from time to time;
- costs involved in agreeing to the value of land and assets when determining Capital Gains Tax liabilities;
- any claim in respect of fees of a practising advocate-at-law, unless appointed by us, to determine prospects of success;
- any taxes, fines, interest, court costs or any other duties or penalties imposed on you or anyone acting on your behalf by SARS or any other authority;
- any event involving a Tax Avoidance Scheme, tax evasion, fraud, dishonesty or any criminal, malicious or fraudulent conduct or omission, or any willful breach of statute committed by you or anyone acting on your behalf;
- claims, legal liability or consequential loss caused by or arising directly or indirectly out of the total or partial destruction, distortion, erasure, corruption, alteration, misinterpretation or misappropriation of electronic data, or any error in creating, amending, entering, deleting or using electronic data or the total or partial inability or failure to receive, send, access or use of electronic data for any time at all or any consequential loss resulting from this;
- Any claim arising from a Material Non-Disclosure, including but not limited to as envisaged in Section 99 of the Tax Administration Act no. 28 of 2011.

CONDITIONS OF COVER

1. Eligibility for cover

Your annual turnover or income during the tax year immediately preceding the Inception Date of this Policy must be of less or equal to the amount as specified in the Schedule to be eligible for cover under this Policy. If your annual turnover or income is more than the amount specified in the Schedule, then we shall have the right to reduce your claim under this Policy in proportion to the Premium you have paid *vis-a-vis* the Premium you should have paid.

If you commenced business or employment less than 1 (one) year before the Inception Date of this Policy, your annual turnover or income will be deemed to be your turnover or income since the date of commencement of your business or employment. You must inform us if your annual turnover or income has increased prior to each Anniversary Date of this Policy.

2. Consent to Disclosure of Private Information

It is essential for insurance companies to share claims and underwriting information, as well as credit information with other insurers and third parties in order to enable the fair assessment, underwriting of risks and to reduce the number of fraudulent claims.

You hereby waive any right to privacy and consent to the disclosure and processing of any insurance information provided by you or on your behalf for any insurance policy or claim made or lodged by you or on your behalf, and you agree to such information being disclosed to any other insurance company third party, whether on your behalf or on behalf of any person you represent. The information provided may be verified against other sources or databases. This consent clause will survive the termination for whatever reason of this Policy, including the cancellation or lapsing thereof.

3. Your Duty to Disclose

You and anyone acting on your behalf have a duty to tell us everything that you know, or could reasonably be expected to know, that is relevant to our decision to insure you and in the terms of this Policy. If you are not sure if anything is relevant that might constitute a Material Non Disclosure, you should immediately inform us anyway.

During the Period of Insurance, you must immediately notify us in writing of any alteration to the facts or circumstances relating to your business and/or tax affairs which existed when we agreed to insure you under this Policy. If you are not sure if anything is relevant that might constitute a Material Non Disclosure, you should immediately inform us anyway.

If we agree in writing to insure the altered risk, you must pay the additional Premium we may request. If we do not agree to insure the altered risk or if you do not pay the additional Premium, we will not indemnify you for any liability caused or arising directly or indirectly out of or in connection with such alteration.

4. Rejection of Claim and Time Bar

If we decline liability or reject a claim made in terms of this Policy, or void the Policy, or if you dispute the amount of a claim, then representation may be made to us within 90 (ninety) Days of the date of the letter of rejection or letter of avoidance. The representation must be submitted in writing to us at the addresses provided in this Policy. Alternatively, you may contact The Ombudsman for Short-Term Insurance at the addresses provided in this Policy.

If the dispute is not satisfactorily resolved in this manner, you may institute legal action against us for the enforcement of the claim by means of a summons against us. Summons must be served on us within 180 (one hundred and eighty) Days of the original rejection or avoidance letter, failing which all benefits in respect of such claim will be forfeited and no liability can arise in terms of such claim.

5. Completion of the Proposal Form

Cover under this Policy is subject to you completing and submitting the Proposal Form to us, which includes a tax questionnaire, prior to the Inception Date of this Policy, and prior to each subsequent Anniversary Date of this Policy if your tax affairs have changed for any reason whatsoever.

It is your responsibility to inform us about any changes in your tax affairs within 30 (thirty) Days of such change. Our decision to accept you for cover, and the Premium payable under this Policy is based on the information that you provide to us. If you fail to make a complete, truthful and accurate disclosure, or if you fail to inform us of changes in your tax affairs, your claim may be declined or reduced, or this Policy may be rendered void subject to the provisions of the Short-Term Insurance Act 53 of 1998.

6. Other Insurance

Where a loss is covered under another enforceable insurance policy, we will only be liable for the portion of the loss which is not covered by that other insurance policy, and which is covered under normal circumstances in terms of this Policy.

7. Due Observance

The due observance of, and compliance with the terms, provisions, exclusions and conditions of this Policy insofar as it relates to anything to be done or complied with by you or anyone acting on your behalf shall be conditions precedent to our liability to make or continue to make any payment hereunder. Any relaxation by us towards any conditions is made without prejudice and may not be construed as us waiving our rights.

8. Cancellation

You may cancel this Policy in writing at any time by giving us immediate written notice. We may cancel this Policy by giving you 30 (thirty) Days written notice, unless we become aware of any Material Non Disclosure in which case we may terminate this Policy immediately in writing without any notice period. In the event of cancellation, you will be entitled to a full refund of Premium if the Policy is cancelled within the first 14 (fourteen) Days of the Inception Date, or if you have paid an annual premium, a refund of a proportionate part of the Premium corresponding to the unexpired Period of Insurance where the Policy is cancelled after the first 14 (fourteen) Days of the Inception Date. There will be no refund of Premium if you had notified a claim during the Period of Insurance.

9. Your Insolvency

If you become insolvent during the course of any claim or legal proceedings to which we have consented, we shall reserve the right to withdraw consent. You will be deemed to be insolvent upon the appointment of an office holder within the meaning given by the Insolvency Act.

10. Minimising Claims or Proceedings

We may restrict the amount claimed if you have not:

- taken all reasonable steps to prevent SARS from issuing you with a letter of findings, which steps shall include complying with and adhering to all laws, regulations, rules and by-laws which are material to the risk of a Tax Audit;

- taken all reasonable steps to minimise the cost and effect of a Tax Audit or dispute involving SARS;
- observed the requirement of taxpayers to maintain records as required under the Tax Administrations Act of No 28 of 2011, any other Act administered by the Commissioner of the SARS, and the Companies Act where applicable;
- given our Service Provider full co-operation, including a full and truthful account of your tax affairs and all relevant documentary or other evidence;
- complied with or implemented the instructions or measures advised by us or our Service Provider in relation to any claim;

11. Offers of Settlement

During the normal course of a claim in terms of this Policy, we or our appointed Service Provider may negotiate with SARS on your behalf to achieve what we deem to be a reasonable and fair offer of settlement. Where you reject an offer of settlement from SARS in respect of an Insured Event, which we deem to be fair and reasonable, we reserve the right to remove or restrict any further payment of Professional Fees.

12. Insurable Interest

We acknowledge that you have an insurable interest in respect of claims made against the Policy. We, in any event agree to waive the right to dispute your insurable interest at our sole discretion and without prejudice to our rights in terms of this Policy.

13. Rights under this Policy

Only you have rights under this Policy in the capacity of the person being insured. If any other person has a claim against this Policy then you must claim on their behalf. Once we have paid any claim in accordance with the terms and conditions of this Policy, the claim will be regarded as settled.

14. Excess

If an Excess applies to a claim then we will pay you or the Service Provider less this amount. You can find the Excess payable in the Schedule.

15. Erroneous and Misstated Returns

Where your submitted tax return contains significant misstatements or omissions, any claim as a result of an official Tax Audit into that return may be restricted by us to an amount that would have been payable had there been no significant errors, misstatements or omissions.

16. Choice of Law

The law applicable to this Policy shall be South African law and you and us hereby agree to submit to the jurisdiction of the courts of the Republic of South Africa.

17. Fraud

If any claim under this Policy is in any way fraudulent or if any fraudulent means are used by you or anyone acting on their behalf to obtain any benefit under this Policy, or if any of the events insured against in terms of this Policy are occasioned by your intentional acts or with connivance, all benefits under and the Premiums paid in terms of this Policy shall be forfeited, and the Policy shall be void at our option.

18. Financial Intelligence Center Act, 38 Of 2001

If, in the normal course of this Policy and any claims, or any other information given to us, we become aware of any irregularities that we are obliged to disclose to the authorities in terms of the Financial Intelligence Centre Act, the Prevention of Organised Crime Act or any applicable laws, including but not limited to fraudulent activities and/or money laundering, we reserves the right to make such disclosures, and to immediately cancel or void this Policy.

19. Prescription

There shall be no liability for any claim under this Policy after the lapse of 12 (twelve) months from the Insured Event unless such claim is the subject of a pending legal action.

20. Premium Payment Options

This is an annual Policy paid either annually or monthly as specified on the Policy Schedule.

Monthly Payments

- This Policy is conditional upon the payment of all monthly Premiums, and will only commence following the payment of the first Premium. The Premium is payable in advance and must be paid on the Premium Due Date which is the first Day of every month.
- Should there be a claim during the Period of Insurance in respect of which the debit order has been unpaid, you must first settle the outstanding Premium before the claim can be processed. Alternatively this Premium shall be deducted from any payment.
- If we do not receive a Premium by the Premium Due Date or within thirty (30) Days after the due date (save in the first month) this Policy shall automatically terminate from 24:00 (midnight) on the last Day of the month for which Premium was actually received by us. The 30 Days grace only applies from the second month of the inception of this Policy.
- Non-payment of the Premium shall result in this Policy terminating without notice.
- If we do not receive the first Premium (in the first month) this Policy will be void from the Inception Date as if it had never incepted.
- This Policy will automatically renew on receipt of your 13th (Thirteenth) monthly Premium.

Annual Payments

- This Policy is valid for one year.
- This Policy may be renewed on the Policy Anniversary Date if Premium payment is received on or before the Anniversary Date date, which date will be the Premium Due Date for payment of the Premium.
- The Premium is payable in advance and you will only be covered for that period in respect of which the Premium has already been paid to us.
- If the Premium is not paid there shall be no cover.

CLAIMS CONDITIONS

1. Our Consent

Professional Fees will only be covered under this Policy if incurred with our prior consent, and the appropriate mandate has been signed between you and the Service Provider where required. We will give consent in writing or by telephone provided that there are reasonable grounds for your representation and provided that we are satisfied that there are reasonable prospects of you achieving a satisfactory outcome in the official Tax Audit or dispute, and that it is reasonable to incur Professional Fees. Reasonable prospects of you achieving a satisfactory outcome exist if:

- you have a reasonable prospect of either pursuing or defending a claim; and
- the Service Provider would under normal circumstance advise any other paying party of moderate financial means to proceed with the claim; and
- the benefits likely to be obtained by proceeding with the claim justify the likely costs; and
- the Service Provider considers it reasonable in all circumstances that the claim should proceed.

The professional opinion of the Service Provider will be taken into account in determining the prospects of achieving a satisfactory outcome. If we are not satisfied that there are reasonable prospects of achieving a satisfactory outcome in the Tax Audit or dispute, our consent will not be given. If you proceed without consent and are unsuccessful, Professional Fees will not be covered. If you proceed and are successful then we may indemnify you as if consent had been given subject to the terms and conditions of this Policy.

We will withdraw consent at any time if facts become known which mean that a particular claim would not have been accepted under the terms and conditions of this Policy

2. Duty to Notify within the Claims Notification Period

We must be advised in writing, immediately or at least within the Claims Notification Period when you or any person acting on behalf become aware of any cause, want or circumstance which has or is likely to give rise to a claim under this Policy. Failure to notify us during the Period of Insurance and within the Claims Notification Period may lead to the claim not being accepted. Where notification occurs outside of the Claims Notification Period, we will have the right to decline the claim on the basis of late notification.

You must advise us of any claim prior to Incurring any Professional Fees and during the Period of Insurance and within the Claims Notification Period.

3. Initial Consent

In the event of a likely claim:

- you must complete a claim form and return this to us together with any relevant information.
- We may, following notification, authorise initial Professional Fees prior to receiving a completed claim form.
- We will advise, on receipt of the full claim form, whether consent is given and the amount that has been authorised. The amount authorised must not be exceeded without first obtaining our written consent. If this amount is exceeded without consent, any such additional amount may not be covered under this Policy.

4. Our Mandate

After you have submitted a claim, we may at our sole discretion:

- appoint a Service Provider;
- negotiate with SARS, on your behalf to arrive at a reasonable settlement;
- proceed with, if required, answering the letter of findings, submitting an objection, preparing for the appeal, and/or arguing the matter before the Tax Court;
- determine what we deem to be a reasonable settlement, with consideration of the circumstances of your claim, the status of your tax affairs and the professional opinion of the Service Provider.

5. Information and Particulars

We will be entitled to obtain from the Service Provider any information or particulars, whether privileged or not, relating to a claim. On request you must give the Service Provider any instructions necessary to secure the required access.

6. Payment of the Service Provider's Invoices

We will pay the Service Provider's invoices for Professional Fees up to the Any One Claim limit or Limit of Indemnity only if satisfied that the charges are reasonable and have been properly Incurred. Interim invoices will be paid provided you acknowledges that we will be entitled to recover such payments from you if for any reason the cover is deemed void by us, or your claim is declined.

7. Recovery of Costs

Where it is possible to recover costs from the relevant authority following the successful defence of an Insured Event, you and the Service Provider must take all steps necessary to recover costs paid or due to be paid by us and must pass all such recoveries in full to us, subject to the Limit of Indemnity paid in terms of the claim.

You irrevocably agree to appoint us or our nominee as your representative with full legal authority to act on your behalf in order to recover such costs, and hereby agree to sign on demand any legal documents as may be required for such purpose.

8. Maximum Hourly Charge Out Rates

The Service Provider's Professional Fees payable in terms of this Policy shall be limited to the Rand value or the number of hours as noted on the Schedule, whichever is the lesser. We have the right to negotiate with the Service Provider and agree the hourly rate charged by the Service Provider.

The Rand value of the benefits in terms of the Policy shall be calculated at the usual rates charged by the Service Provider, irrespective of the hourly rates negotiated and agreed between us and the Service Provider.

MAKING A CLAIM

If you are in receipt of any notification of an Insured Event, you must, at your own expense:

- notify us immediately, but at least within the Claims Notification Period. Notification must be made in writing by registered post, facsimile or email to the addresses provide in this Policy.
- provide us with all details of the Insured Event, including the official notice of Tax Audit, all historical correspondence, letter of findings and any other correspondence relating to the Insured Event,
- give us details of any other insurance against which you could claim for this Insured Event;
- grant all reasonable assistance which we may be required in relation to the claim and in terms of the Policy, and make available all information requested by us or the Service Provider within 24 (twenty-four) hours of such a request having being made;
- provide us with as much information as possible that would be pertinent to the matter under investigation, whether requested by us or not;
- keep us fully and continually informed of all material developments in relation to the claim and in relation to the Tax Audit;
- follow all reasonable advice from us or the Service Provider.

You must not make any statement, admission, offer, promise or payment or give any indemnity to any person relating to the Insured Event without our or the Service Provider's written consent.

COMPLAINTS

Customer satisfaction is vital to us and has been one the tenets of our business. We appreciate the effort you take in bringing a problem to our attention and are committed to the prompt and fair resolution of any complaint. We would appreciate it if you would refer initial problems to your client service consultant or their superior. If you do not receive a satisfactory resolution please do not hesitate to lodge a formal complaint.

If you have a complaint about the service or advise you have received in relation to this Policy, you may lodge a formal complaint with us. If you want to know about how to lodge a formal complaint, and about your rights and privileges in relation to your formal complaint, you may request a copy of our Complaints Resolution Policy from our offices, or at www.taxrisk.co.za.