



 **Zurreal4advice**

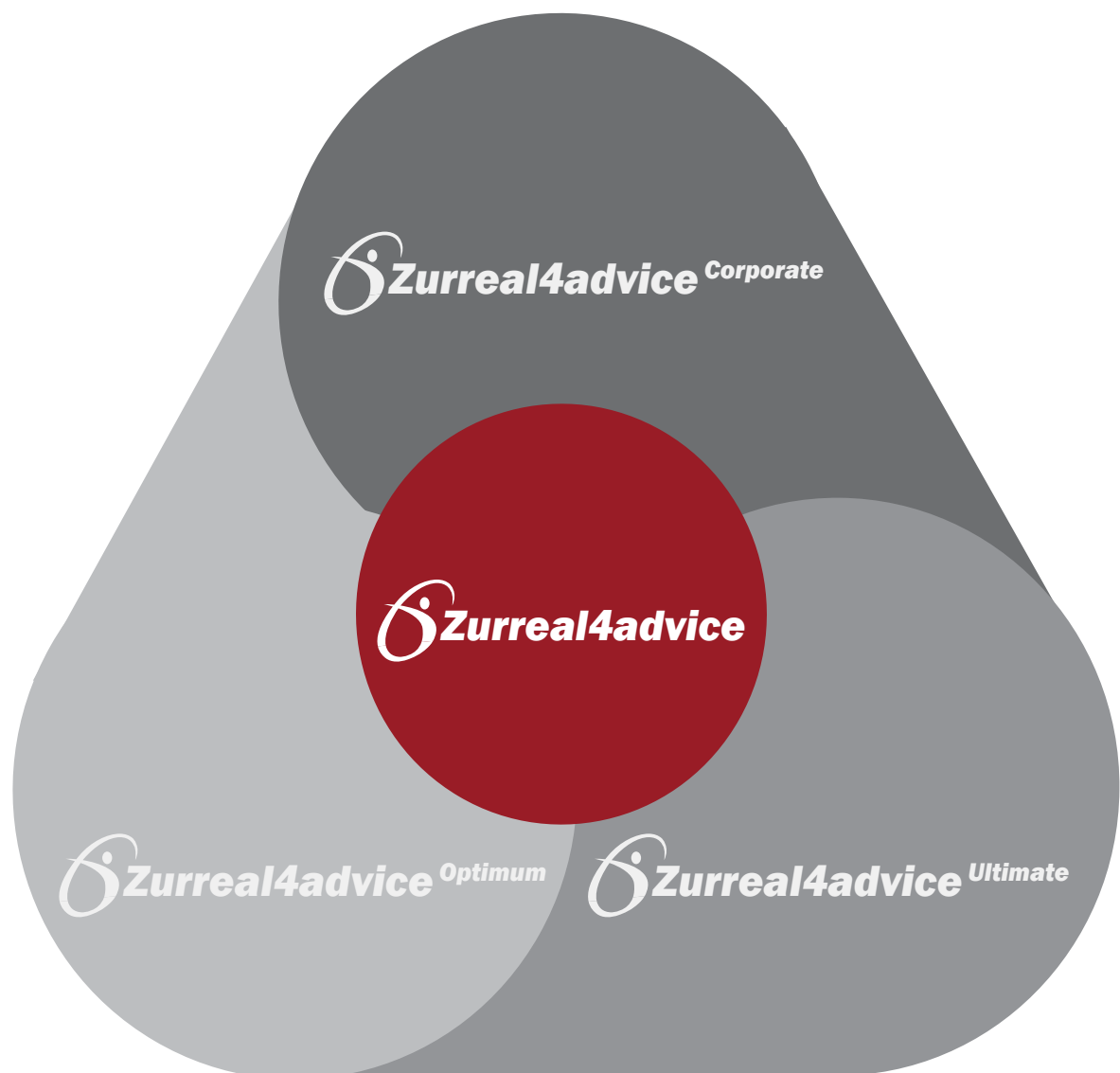
# What does this mean to my intermediary business?

*Zurreal4advice* is a unique offering to the intermediary market. *Zurreal4advice* will ensure that your business is individually evaluated and categorised to provide the best possible service and marketing opportunities to you within a continuously challenging financial services market. *Zurreal4advice* has within one year of operation demonstrated that it is possible to assist intermediaries with excellent and efficient services within the parameter of the regulatory framework.

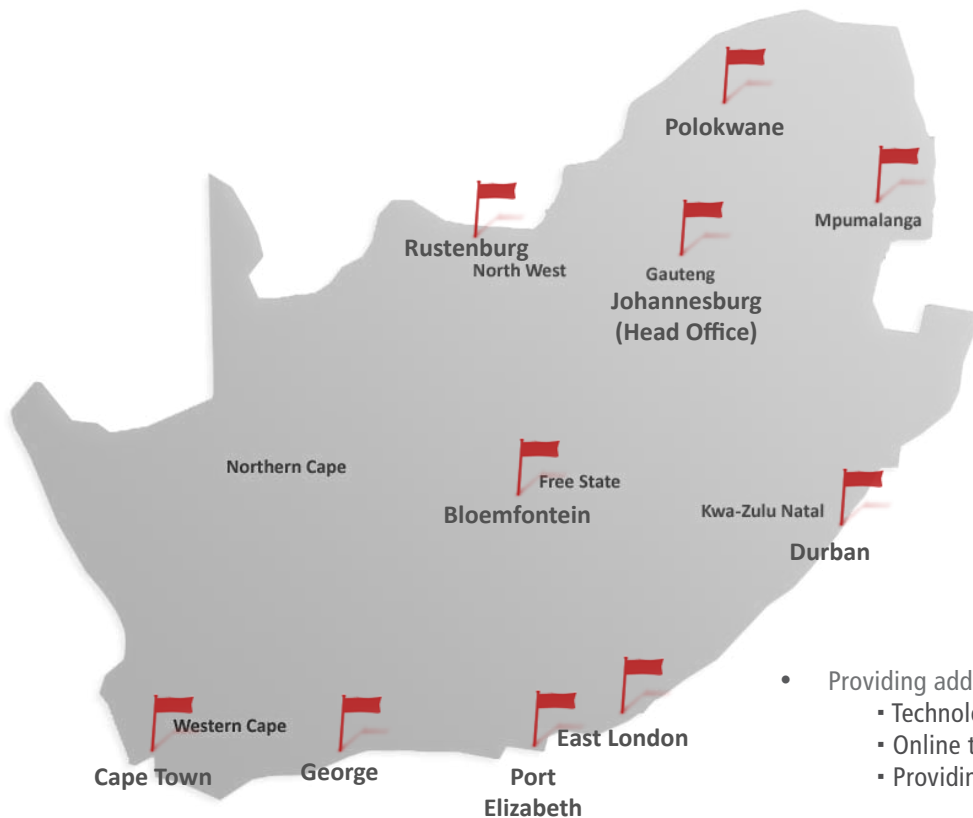
During 2012, we will rollout this innovative model to more of our valued contracted intermediaries. This will ensure that our excellent service becomes known and respected throughout the market. Coupled with the rest of our *Zurreal* products, the unique *Zurreal4advice* integrated model will revolutionise the financial services market and ensure holistic offerings are available to intermediaries.

---

## Intermediary Categorisation



Intermediary categorisation levels are based on the interim ratings and contract status of the intermediary with Agility Channel. Furthermore, quarterly reviews are also undertaken to assess the intermediary rating within the programme.



- Providing additional business tools such as:
  - Technology for online submissions
  - Online training and qualification examinations
  - Providing an online verification tool
- Access to easy to use information on the website
- Free membership to *Zurreal4life* loyalty programme for intermediaries and their staff

The cornerstone of the *Zurreal4advice* programme is ensuring that we understand and meet your specific business needs. In order to achieve this, *Zurreal4advice* is developed so as to provide flexibility within the dynamics of the intermediary market segment. Contracting with *Zurreal4advice* will enable you to become a part of this unique programme.

### Additional benefits:

Intermediaries will be able to participate in one or a combination of the following benefits:

- *Zurreal4life* – our loyalty and rewards programme
- *Zurreal4life Platinum* – our remarkable loyalty and rewards programme with exciting added benefits
- *Zurreal4connect* – providing efficient IT support
- *Zurreal4golf* – golf membership at selected prestigious golf courses
- Fitness benefit – discounted gym membership at leading fitness groups
- Customer Care Consultant support – our consultants help you to provide exceptional service to your corporate groups
- Specialist Advisor assistance for our brokers who focus on Corporate business
- Accreditation facilitation and support – hosting of training and examination sessions at Agility’s offices

### The *Zurreal4advice* programme:

*Zurreal4advice* is specifically structured to compliment the day-to-day operations of our intermediaries and thus boost their service delivery and business development, both effectively and efficiently.

The essence of the programme is to create a framework of engagement and participation which cuts across all business processes and allows for the intermediary market to obtain:

- Access to products and services from our offices which are spread throughout the country allowing for continued access to regional support on an ongoing basis. This includes products and services support through our Broker Consultants and our Customer Care Consultants who are tasked with providing additional assistance to you
- Continuous training and development to ensure best possible product advice and knowledge
- Excellent service levels, thereby providing the broker industry with a differentiated approach to industry standard business processes
- More effective communication to intermediaries and their customers
- Access to non-confidential data of your clients through portal registration, thereby allowing you to be able to track their trends and patterns across various products
- Interaction through a singular environment - the *Zurreal4advice* portal

Please consult your Broker Consultant for more information about how *Zurreal4advice* can improve your business opportunities.

## Contact Details

Head Office  
Boskruin Office Park  
President Fouché Avenue  
Boskruin  
(Entrance Boskruin Village Centre)

PO Box 1075  
Fontainebleau  
2032

Tel: 011 796 6400

## Regions

Eastern Cape

Tel: 083 988 3807

Free State: Bloemfontein

Tel: (051) 430 2238 / 9

KZN: Durban

Tel: (031) 566 4121 / 3

Limpopo: Polokwane

Tel: 087 943 3062

Mpumalanga: Nelspruit

Tel: (013) 741 1189 / 7

North West: Rustenburg

Tel: (014) 533 1945

Vaal Triangle

Tel: (011) 432 4826

Western Cape: Cape Town

Tel: (021) 918 6210

Western Cape: George

Tel: (044) 874 6263