

# CONFLICT OF INTEREST MANAGEMENT POLICY



**STAR INVESTMENT PARTNERS (PTY) LTD**

**FSP NUMBER 19906**

## **1. INTRODUCTION**

1.1. This document embodies the Conflict of Interest Management Policy for Star Investment Partners (Pty) Ltd.

1.2. "Conflict of interest" ("COI") means any situation in which Star Investment Partners (Pty) Ltd or its representatives has an actual or potential interest that may, in rendering a financial service to a client, influence the objective performance of his, her or its obligations to that client ; or prevent Star Investment Partners (Pty) Ltd or its representatives from rendering an unbiased and fair financial service to that client, or from acting in the interests of that client, including, but not limited to: 1.2.1. a financial interest;

1.2.2. an ownership interest;

1.2.3. any relationship with a third party ("third party" means (a) a product supplier, (b) another provider, (c) an associate or a product supplier or a provider, (d) a distribution channel, (e) any person who in terms of an agreement or arrangement with a person referred to in paragraph (a) to (d) above provides a financial interest to a provider or its representative).

1.3. The primary objectives of this Policy are:

1.3.1. To provide guidance on the behaviors expected in accordance with Star Investment Partners (Pty) Ltd's standards;

1.3.2. To promote transparency and to avoid business-related COI;

1.3.3. To ensure fairness in the interests of employees and Star Investment Partners (Pty) Ltd;

1.3.4. To document the process for the identification, mitigation, disclosure, approval and review of activities that may amount to actual, potential or perceived COI;

1.3.5. To provide a mechanism for the objective review of personal outside interests.

1.4. Star Investment Partners (Pty) Ltd is committed to ensuring that all business is conducted in accordance with good business practice. To this end, Star Investment Partners (Pty) Ltd conducts business in an ethical and equitable manner, and in a way that safeguards the interests of all stakeholders to minimize and manage all real or potential COI. Star Investment Partners (Pty) Ltd and its representative must therefore avoid (or mitigate where avoidance is not possible) any COI between Star Investment Partners (Pty) Ltd and a client or its representative and a client.

## **2. FINANCIAL INTEREST**

2.1. Star Investment Partners (Pty) Ltd or its representatives may only receive or offer financial interest from or to a third party as determined by the Commissioner of the Financial Sector Conduct Authority ("the Commissioner") from time to time, and as set out in Annexure A hereto.

2.2. "Financial interest" means any cash, cash equivalent, voucher, gift, service, advantage, benefit, discount, domestic and foreign travel, hospitality, accommodation, sponsorship, other incentive or valuable consideration, other than:

2.2.1. an ownership interest;

2.2.2. training, that is not exclusively available to a selected group of providers or representatives on products and legal matters relating to those products;

2.2.3. general financial and industry information;

2.2.4. specialized technological systems of a third party necessary for the rendering of a financial service, but excluding travel and accommodation associated with that training;

2.2.5. a qualifying enterprise development contribution to a qualifying beneficiary entity by a provider that is a measured entity.

2.3. Any financial interest received by an employee of Star Investment Partners (Pty) Ltd must within 10 days of that receipt be recorded in the gift registry of Star Investment Partners (Pty) Ltd, attached hereto as Annexure B.

2.4. Star Investment Partners (Pty) Ltd may not offer any financial interest to its representatives:

2.4.1. That is determined with reference to the quantity of business secured for the provider without also giving due regard to the delivery of fair outcomes for clients; or

2.4.2. For giving preference to a specific product supplier, where a representative may recommend more than one product supplier to a client; or

2.4.3. For giving preference to a specific product of a product supplier, where a representative may recommend more than one product supplier to a client.

2.5. For purposes of paragraph 2.4, Star Investment Partners (Pty) Ltd must be able to demonstrate that the determination of and entitlement to the financial interest takes into account measurable indicators relating to the:

2.5.1. Achievement of minimum service level standards in respect of clients;

2.5.2. Quality of the representative's compliance with the FAIS Act and the FIC Act;

2.5.3. As agreed between Star Investment Partners (Pty) Ltd and the representative, and that sufficient weight is attached to such indicators to materially mitigate the risk of the representative giving preference to the quantity of business secured for the provider over the fair treatment of clients.

### **3. MECHANISMS FOR IDENTIFYING COI**

3.1. Annexure C sets out Star Investment Partners (Pty) Ltd management procedure on identified conflicts. Robert Foster, Key Individual of Star Investment Partners (Pty) Ltd is responsible for the operation and condition of the conflicts of interest register. He has been selected for this role due to his senior leadership position and extensive regulatory experience, which ensure that all conflicts are addressed with the necessary authority and impartiality. His oversight guarantees that the FSP maintains the highest standards of integrity, ensuring that business activities and personal information processing always prioritize the client's interests above all else.

3.2. If a new potential or actual conflict of interest should arise, management of Star Investment Partners (Pty) Ltd will decide whether the transaction will actually generate a conflict of interest and if so, if it will be accepted or declined, and managed in the client's interest.

3.3. If a conflict of interest cannot be properly managed, the necessary information on the type and origin of the conflict of interest will be communicated to the client in writing, to enable the client to make a fully informed decision.

3.4. All the documents and supporting evidence will be archived by Star Investment Partners (Pty) Ltd. In general, all measures and complementary procedures will be taken to ensure the required level of independence.

#### **4. RESOLVING COI**

4.1. The first and most important line of defense against COI or commitment must be by the key individuals and representatives themselves. (See Annexure C).

#### **5. POTENTIAL COI THAT COULD AFFECT STAR INVESTMENT PARTNERS (PTY) LTD**

5.1. The following are potential COI that could affect Star Investment Partners (Pty) Ltd:

5.1.1. Directorships or other employment;

5.1.2. Interests in business enterprises or professional practices;

5.1.3. Share ownership;

5.1.4. Beneficial interests in trusts;

5.1.5. Personal Account Trading;

5.1.6. Professional associations or relationships with other organizations;

5.1.7. Personal associations with other groups or organizations, or family relationships;

5.1.8. Front running;

5.1.9. Rebates; 5.1.10.

Kickbacks; and

5.1.11. Commission.

#### **6. MEASURES TO AVOID COI**

6.1. All staff and representatives are required to refer to the procedures set out in the Annexures to this policy to ensure active avoidance and mitigation of conflicts.

#### **7. DISCLOSURE OF COI**

7.1. At the earliest reasonable opportunity, Star Investment Partners (Pty) Ltd and its representative must, in writing, disclose to a client any COI in respect of that client including:

7.1.1. Measures taken to avoid or mitigate the conflict;

7.1.2. Any ownership interest or financial interest that the provider or representative may be or become eligible for;

7.1.3. The nature of the relationship or arrangements with a third party that gives rise to a COI in sufficient detail to enable the client to understand the exact nature of the COI.

7.2. At the earliest reasonable opportunity, Star Investment Partners (Pty) Ltd and its representative must, in writing, inform a client of the Conflict of Interest Management Policy and how it may be accessed.

7.3. Notification of an actual or potential COI should be made to the person with responsibility for the issue or area in question, such as the relevant management team, supervisor, head of the department or key individual.

7.4. In accordance with an employee's obligation to act in the best interest of his or her employer, it is not permissible for employees to engage in conduct that would amount to a COI with Star Investment Partners (Pty) Ltd.

7.5. Staff that fail to disclose a potential or actual COI in accordance with this policy may be liable to disciplinary procedures as governed by relevant industrial awards or agreements.

## **8. PROCESSES, PROCEDURES AND INTERNAL CONTROLS**

8.1. Every staff member must have a copy of the Conflicts of Interest Management Policy.

8.2. If a potential COI arises, the transaction must first be discussed with management before entering the transaction.

8.3. Star Investment Partners (Pty) Ltd will ensure compliance with paragraphs 2.4 and 2.5 by regularly reviewing representative performance against quality and compliance indicators.

## **9. CONSEQUENCES OF NON-COMPLIANCE**

9.1. Non-compliance with this policy and the procedures described in it may amount to misconduct and employees may be subject to internal disciplinary action that may lead to dismissal.

## **10. APPROVAL OF CONFLICT OF INTEREST POLICY**

The board of directors exercising the highest level of authority in the institution hereby approves this Conflict of Interest Policy and binds itself to create a culture of compliance within the institution.

Version:	Date:	Description of change:	Reviewed/Approved By:
V 1.0	2016	General update	Phil
V 1.1	2017	General update	Phil
V 1.2	2018	General update	Phil
V 1.3	2019	General update	Phil
V 1.4	2022	General update	Phil
V 1.5	2024	General update	Phil
V 1.6	2026	General update	Twanette

## **ANNEXURE A - FINANCIAL INTEREST**

Star Investment Partners (Pty) Ltd or its representatives may only receive or offer the financial interests referred to herein if:

- 1.1. Those financial interests are reasonably commensurate with the service being rendered;
- 1.2. The payment of those financial interests does not result in being remunerated more than once for a similar service;
- 1.3. Any actual or potential COIs between the interests of the client and the person receiving the interests are effectively mitigated;
- 1.4. The payment does not impede the delivery of fair outcomes to the client.

Star Investment Partners (Pty) Ltd or its representatives may only receive or offer financial interest from or to a third party as follows:

- 2.1. Commission/Fees authorized under the Long-term Insurance Act, Short-term Insurance Act, or Medical Schemes Act;
- 2.2. Fees for rendering a financial service where commission is not paid, provided the client has agreed in writing and may stop them at their discretion;
- 2.3. Fees or remuneration for the rendering of a service to a third party;
- 2.4. Subject to any other law, an immaterial financial interest.

"Immaterial financial interest" means any financial interest with a determinable monetary value, the aggregate of which does not exceed R1 000 in any calendar year from the same third party.

**ANNEXURE B - GIFTS REGISTRY**

<b>NAME OF KEY INDIVIDUAL / REPRESENTATIVE</b>	<b>DATE ON WHICH GIFT WAS RECEIVED</b>	<b>SOURCE OF GIFT</b>	<b>TYPE OF GIFT</b>	<b>VALUE OF GIFT</b>

IDENTIFY CONFLICT OF INTEREST



ESCALATED TO APPOINTED COMPLIANCE CHAMPION/COMPLIANCE FOR ASSESSMENT \*2



LOGGED IN CONTROL SHEET (MASTER CONFLICTS REGISTER) \*1



ASSESS CONFLICT FOR MATERIALITY (FINANCIAL INTEREST) - (BY SENIOR MANAGEMENT/COMPLIANCE \*3



DECISION MADE AS TO MATERIALITY



PROCEED



AVOID



DISCLOSURE REQUIRED



LOG REASON FOR AVOIDING CONFLICT IN REGISTER