

Checklist of Key Information that FSPs should have on their website i.t.o Disclosures

AUTHORISED FINANCIAL SERVICES PROVIDER

JM Dovale t/a Dovale & Associates is an authorized financial services provider (FSP number 9599) in terms of Section 8 of the FAIS Act.

A copy of our licence certificate is available on request.

FSP Name	JM Dovale t/a Dovale & Associates
Registration number	6301165057080
Contact person	Jules Dovale
Email	jules@dovale.co.za
Telephone number	0104926567

COMPLIANCE OFFICER

Name	Masthead (Pty) Ltd
Telephone number	021 686 3588
Email address	info@masthead.co.za
Website	www.masthead.co.za

For a copy of our Statutory Disclosure Notice, please click [here](#).

CONFLICT OF INTEREST MANAGEMENT POLICY

JM Dovale t/a Dovale & Associates has adopted and implemented a Conflict of Interest Management policy that complies with the provisions of the FAIS Act.

The Conflict of Interest Management policy is published on our website, click [here](#) to read it. You can also email info@dovale.co.za to obtain a copy of it.

COMPLAINTS PROCEDURE

Should you wish to pursue a complaint against a key individual or representative of JM Dovale t/a Dovale & Associates, you should address the complaint in writing to us at info@dovale.co.za.

If you cannot settle your complaint with us, you are entitled to refer it to the Office of the FAIS Ombud, at info@faisombud.co.za or telephone number 0860 324 766. The Ombud has been created to provide you with a redress mechanism for any inappropriate financial advice that you feel may have been given to you by a financial advisor.

TCF POLICY

Our Treating Customers Fairly policy is centered around the guidelines provided by the Financial Services Board to ensure we consistently deliver fair outcomes to our clients and take responsibility for the business and staff providing an enhanced service quality to clients, based on a culture of openness and transparency. As a business, we take the requirements of the FSB seriously, in particular, the requirement to treat customers fairly.

PRIVACY POLICY

JM Dovale t/a Dovale & Associates is committed to maintaining the privacy and security of its customers' personal and private information. Our privacy policy outlines our practices and commitment to the customer and can be read [here](#).

PAIA MANUAL

This information manual provides an outline of the types of records held by JM Dovale t/a Dovale & Associates and explains how one may submit requests for access to these records in terms of the Promotion of Access to Information Act, 2 of 2000 ("the Act"). It can be read [here](#).

WEBSITE DISCLAIMER

Whilst every care is taken to ensure that the information on JM Dovale t/a Dovale & Associates website is current and accurate, please click [here](#) to read our full disclaimer notice.