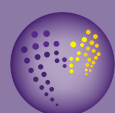




TAKING THE FIRST STEP IN CREATING  
FINANCIAL PEACE OF MIND  
FOR YOU AND YOUR LOVED ONES



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2022

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BUSINESS PROFILE 2022



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## OUR PHILOSOPHY

### Satisfied Clients

Employer groups come in all shapes and sizes, with unique workforces and company dynamics. Our approach is based on gaining a thorough understanding of your workplace, so we can initiate a plan that supports your objectives and proper cost control strategies.

### True Leadership

We have partnered with some of the most innovative and cutting edge partners to provide wellness solutions to meet the needs of every organisation. We help our clients to transition from a reactive approach, where the majority of the healthcare costs are spent on disease management, to a proactive approach, in which the opportunity exists to reduce risk factors as well as medical costs.

### Smart, Regular Contact

We see our Corporate clients at least 4 times a year, and usually much more than that. By regularly discussing the risks and threats our clients are facing, by being on hand to debate issues and providing easy access to our knowledge, we go a long way towards fulfilling the role of a virtual or external risk manager. Dependent upon the loss of profile of our client, we either use the quarterly business review to go through outstanding claims or we provide separate quarterly claims review meetings – either way, the close and consistent management of loss underpins everything we do.

### Win-Win In Any Case

Our clients enjoy a Win-Win scenario subject to our professional advise they have bought in consistently good care and thus also improve their needs and standards as well as crisis-proof insurance covers.



We help our clients to transition from a reactive approach, to a proactive approach.

## MISSION



Innovative delivery of financial advisory and intermediary solutions.

Professional and unbiased advice to our clients.

Provide specialist consultancy, professional financial needs analysis support service.

Working in the best interest of our clients and stakeholders AND safeguard our members from being compromised.

Identifying the most appropriate vehicle to attain our client's objectives

## VISION



Our vision is to be the best financial services provider in the country, continually rendering and sustaining a high quality of consulting, advisory and intermediary services to all our members in an unbiased manner.

## VALUES



### **Customer Commitment:**

We develop relationships that make a positive difference in our customers' lives.

### **Honest and Integrity:**

We uphold the highest standards of honesty and integrity at all levels irrespective of the situation and taking responsibility for all our actions.

### **Respect for People:**

We value our people. Encourage their development and reward their performances.

### **Confidentiality:**

Respect confidential information entrusted by clients.

### **Professionalism:**

We take pride in producing high-quality work and delivering exceptional service to internal and external customers.

### **We Practice Win-Win Partnerships with our Service Providers:**

We view our service providers as allies in serving our customers. We treat them with respect, fairness and integrity – expecting the same in return.





## OUR VALUE PROPOSITION

Our clients include business owners and employees who want to live the life they aspire to. They work hard to earn that right.

For them, protecting what is theirs is very important, no matter what happens. Like being able to afford the right to better healthcare. Making sure that their families are financially secure. Seeing to it that one day they can achieve the retirement they deserve.

All of this takes careful financial planning and that is something we would like to help you with. We build lasting financial plans around what you want out of your life.

We act in your best interests, not ours.

Provide you with all the appropriate information to make the right decisions regarding your financial goals and objectives.

Help you develop a structured financial plan that is aligned with your goals and based on your decisions.

Fully inform you of any costs or risks associated with any of the solutions or alternatives we may propose to you.

Regularly review your financial plan with you to ensure that it remains relevant and appropriate in terms of your goals and objectives





## OUR SERVICES

- One-on-one member consultation including queries
- Turnaround time of claims – 48hrs by phone, 72hrs from drop boxes
- Delivery of member's statements and cards – directly to member pay-point (place of employment)
- Telephone queries
- Healthcare & wellness days on site (preventative screening tests)
- Ensuring that all members understand their selected medical schemes & plans
- Benefits, options, contributions, restrictions & co-payments
- Administration reviews – Check accuracy and Reconciliation of billing invoices
- Communication – updates on benefit structures and legislative changes
- Billing process & procedures
- Training of all stakeholders
- Workshops
- Create workgroups
- On site accredited Client Liaison Office
- Arrange feedback meetings
- Improve member service across the board
- Meeting with the Regional Advisory Committees & Local Advisory Committee to educate them on the benefits and other medical aid related matters

## STRATEGIC SERVICES

- Generate Quarterly Medicals
- Updating the company on changes to relevant legislation and advising on the impact or possible implications
- Risk identification, analysis and recommendations (i.e. chronic conditions)

Call Centre



# WHAT MAGALWENI WILL DO FOR YOU

## Members

- Training
- One-on-One Consulting
- Member surveys
- Individual Queries
- Year-end benefit Plans & Option changes
- Health days
- Independent & unbiased advice

## RAC's and LAC's

- Working Groups
- Member specific reporting
- Risk analysis
- Improve on communication
- Legislative changes
- Workshops
- Monitoring and reporting member and scheme stats

## Branch Leadership and HR Personnel

- Billings
- Transfer of knowledge
- Administration Review
- Monitoring and reporting member and scheme stats
- Wellness programs
- Legislative Changes



“

Many folk think they aren't good at earning money, when what they don't know is how to use it.

- Frank A. Clark





# GOVERNANCE AND COMPLIANCE



## KEY INDIVIDUAL

### **PATRICK DUMISANI TWALA**

Industry experience started 1999 to date as a financial advisor

NQF Level 5 in Wealth Management

Holding the regulatory board exam RE1 and RE5

Accreditation number: BR 20753

General Secretary of Financial Service Intermediary Network (FSIN)

Middle management development (GSB)



## OPERATIONS EXECUTIVE

### **LORRAINE NTOMBANA TWALA**

Programme In Customer Service Management - Unisa

Managing Customer Service – Damelin

Customer Service – Quest Computer Skills

Coaching and Mentoring Certificate: FSA Management Consulting

Managing your human Resource: The South African Labour Guide

Previous experience: Regional Customer Service Manager



## COMPANY ACCOUNTANTS

### **AKKcountant Consultancy**

Chartered Secretary Practice number: 9935057



## COMPLIANCE OFFICER

### **Mrs. Leona Prinsloo**

Meets the Fit and Proper Requirements as per the FSP

Holds a professional Indemnity Cover of R1million

Conflict of Interest Policy

Complaints policy

Risk management policy



# OUR CLIENTS

INCEPTION

2008



INCEPTION

2010



INCEPTION

2014 / 15 / 16



INCEPTION

2017 / 2019



INCEPTION

2017 / 2019



INCEPTION

2020



# REPRESENTING



## AWARDS



Gold Prestige Award 2017/2018  
Independent Financial Advisor  
Silver Prestige Award 2019/2020  
Independent Financial Advisor



Bronze Award 2017/2018  
Independent Financial Advisor



League of Legends Award  
2020 - 2021  
VIP Medical Aid Brokers



Underwriting Certificate

# DISCLOSURE OF STATUTORY INFORMATION

Legal status of Company: Close Corporation

We are been paid commission from various Service Providers

We have no special exemption granted to our FSP by the Commissioner

We do not hold directly more than 10% interest in any of our service providers

Magalweni has a formal Conflict of Interest Policy which is available in our office

Our representatives will confirm their mandate if they are required to render advisory and intermediary services on behalf or for the organization

Magalweni accepts the responsibility for its actions as well as the responsibility of its representatives while acting in the scope of his/her employment and authorization by Magalweni

## MEMBERS



## RISK COVER BENEFITS

- Life Cover
- HIV + Life Cover
- Funeral Plans
- Disability cover
- Income Protection
- Medical Aid benefits
- Retrenchment benefits
- Dread Disease Cover
- Business Assurance
- Car and Household Insurance
- Education Protector
- Wellness programs
- Wills

MONEY IS HARD  
TO EARN AND  
EASY TO LOSE.

GUARD YOURS  
WITH CARE.

*-Brian Tracy*



A GOAL WITHOUT A PLAN IS  
JUST A WISH.



# BUILDING INSURANCE

Magalweni Financial Advisors



Magalweni Financial Advisors are a niche 100% black owned brokerage insurance specializing in insurance of buildings

We provide proper advice and give the extensive cover that is tailored to cater for all different varieties of property ownership and occupation including many additional complementary benefits and features

Buildings we refer to: Residential homes and apartments- to commercial and industrial buildings such as offices, shopping centers and factories. To the more intricate (very complicated or detailed) cover required by body corporates and center management

We provide the extensive cover that is tailor made to cater for all the different property ownership and occupations including many additional complementary benefits and features

In partnership with Coleman properties we want to be the leaders in the building insurance advisors and will dedicate ourselves to provide the highest level of Service Excellence and customer care

## WE CONCENTRATE ON:

Homeowners Building Insurance  
Community Living Insurance  
Commercial Building Insurance  
Fidelity & Computer Crime Insurance  
Engineering: PI Cover

## ON HOMEOWNERS BUILDING INSURANCE

We understand that every home has livelihood and family at its core. Its value is so much more than the value replacement cost of its roof and four walls, we need to ensure our client's life without fear of loss caused by damage to their property



# We don't sell insurance, but we sell what insurance can do.

## COMMUNITY/ SECTIONAL TITLES

We understand the unique and growing challenges faced by today's Body Corporates their trustees and managing agents.

Subsequent to our professional advice we need to design all types of residential, commercial and industrial Community Living schemes including Sectional Titles Developments, Share Blocks, Homeowners Associations and Retirement villages

## COMMERCIAL BUILDINGS INSURANCE

Anyone intrinsically involved in commercial/ residential property management recognises the importance of protecting their significant investment.

We need to advice on products that will mitigate the risk incurred by their clients across the full spectrum.

On these we refer to:

Commercial Buildings, industrial and industrial buildings, such as offices, schools, shopping centers, hospitals, factories, and warehouses

## FIDELITY & COMPUTER CRIME INSURANCE

Based on the Sectional Title schemes Management Schemes Ombud Service Act, namely that....."every community scheme must insure against the risk of loss of money belonging to the community **scheme...** sustained as a result of any act of fraud or dishonesty committed by any insurable person"



The Fidelity in augmented through additional cover provided for computer-crime related: Loss of funds due to fraudulent manipulation of a computer network. This product will provide guaranteed peace of mind to the community scheme and/managing agent through its compliance with new regulations as well as cover that addresses most of the potential criminal acts that the community schemes face

# WHAT WE COVER



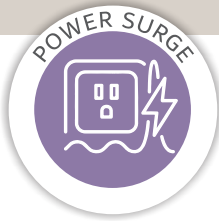
Covers for loss or damage to buildings caused by fire and includes fires due to arson (criminal act of deliberately setting fire to property)



Unforeseen and unintentional damage such as spilling paint on a carpet or drilling through a water pipe in a wall.



Geysers and maintenance cover, choose your preferred limit. Includes heat pumps and solar installations.



Happen when there is a massive spike in your electrical systems current which only lasts about a fraction per second.



Appointment of temporary security to safeguard the property following damage .



A portable device that discharges a jet of water, foam, gas, or other material to extinguish a fire. Reasonable cost and expenses to extinguish a fire.



Causing damage to the building.



Full cover for theft and malicious damage following forcible and violent entry into building.



Such as hailstorm, floods, tornados, lighting, earthquakes and tsunamis .



Loss of rent or alternative accommodation if your building becomes uninhabitable following damage until the building is again tenanted or until reasonable access to the building has been restored.



**Subsidence:** movement in a vertical direction; sinking  
Is strictly a vertical downward movement.

**Landslide:** a rapid downward movement under the influence of gravity of a mass of rock or earth on a slope.



Protects you and your employees against legal liability to third party claims in connection with your business. This may include injuries or loss of damage to property.



System upgrades required by legislation following damage.



Reinstatement of gardens following fire, impact or explosion.



Is the removal of vapor from a gas-vapor mixture.



Trustees and director's indemnity.



Full cover for theft and malicious damage following forcible and violent entry into building.








**14**  
Years  
in Business

**1**  
Priority  
Our Client

**100**  
Percent  
Black Owned

## MAGALWENI FINANCIAL ADVISORS

Authorised financial service provider no.: 35341


 581 Alp Turn Close, Florida Hills Ext 4  
Roodepoort, 1709

 0860 767053

 [www.magalweni.co.za](http://www.magalweni.co.za)

## Dumisani Twala


Founder and Financial Planner

 082 820 7161

 [dumisanit@magalweni.co.za](mailto:dumisanit@magalweni.co.za)

## Tracy Blignaut

PA to Dumisani Twala

 073 899 2826

 [tracyb@magalweni.co.za](mailto:tracyb@magalweni.co.za)