



**FAIS DISCLOSURE**

**FAIS DISCLOSURE****1 INTRODUCTION**

- 1.1 In accordance with section 4 of the General Code of Conduct under FAIS, this Disclosure Document is provided by **VALOR MARKETS (PTY) LTD**, a private company incorporated in the Republic of South Africa under registration number **2024/447619/07**, and duly licensed as an authorised Financial Services Provider by the **Financial Sector Conduct Authority (“FSCA”)** under licence number **54447**.
- 1.2 This Disclosure Document applies exclusively to the **intermediary services** rendered by VALOR MARKETS (PTY) LTD under its South African licence. It does not extend to the services of **VALOR MARKETS LTD**, incorporated in the Union of the Comoros, which is a separate legal entity responsible for client onboarding, trading execution, custody of funds, and account maintenance. Clients are reminded that while VALOR MARKETS (PTY) LTD provides financial intermediation to South African residents, all trading relationships are contractually entered into with VALOR MARKETS LTD under the laws of the Union of the Comoros.
- 1.3 Clients are entitled to request and retain a copy of this Disclosure Document as well as a copy of the Financial Services Provider licence certificate issued to VALOR MARKETS (PTY) LTD.

**2 FINANCIAL SERVICE PROVIDER, PRODUCTS AND CONTACT DETAILS**

The FSCA has duly authorised VALOR MARKETS (PTY) LTD to render financial services as defined in terms of the FAIS Act in respect of the following financial products:

Category Description	Advice Automated	Advice Non-automated	Intermediary Scripted	Intermediary Other
<b>CATEGORY I</b>				
Shares		X		X
Money market instruments		X		X



Warrants, certificates and other instruments		X		X
Derivative instruments		X		X
Long-term Deposits		X		X
Short-term Deposits		X		X

Physical and Postal Address:

**11 Bottlebrush Street, Ferndale, Johannesburg, Gauteng, South Africa, 2194**

Licence Number:

**54447**

Legal Status:

**Private Company (Pty) Ltd**

#### **4 EXEMPTIONS**

VALOR MARKETS (PTY) LTD confirms that it has not been granted any exemptions under the FAIS Act. The Company operates fully within the statutory framework established under South African law and complies with all obligations imposed on licensed intermediaries.

#### **5 PRODUCT SUPPLIERS**

VALOR MARKETS (PTY) LTD markets financial products of multiple product suppliers. These suppliers are subject to due diligence assessments to ensure that the products meet the standards of quality, reliability, and compliance required under South African regulation.

For clarity, VALOR MARKETS (PTY) LTD does not act as a product supplier itself. All client account services, trading execution, and custody of funds are conducted by VALOR MARKETS LTD, which is a distinct legal entity subject to Comorian law.



## **6 CONFLICT OF INTEREST MANAGEMENT**

- 6.1 VALOR MARKETS (PTY) LTD has adopted a Conflict of Interest Management Policy in accordance with the FAIS Act.
- 6.2 The purpose of this Policy is to identify, manage, and mitigate potential conflicts of interest that may arise during the provision of intermediary services. The Policy ensures that the interests of clients remain paramount and that all representatives act with transparency, fairness, and integrity.
- 6.3 A full copy of the Policy is accessible on the Company's website at <https://www.valormarkets.com/>

## **7 INDEMNITY COVER**

- 7.1 Valor Markets (Pty) Ltd maintains professional indemnity and fidelity insurance cover in compliance with FSCA requirements.
- i. Professional Indemnity Insurance protects against claims of negligence, errors, or omissions in the course of providing regulated services.
  - ii. Fidelity Insurance covers losses caused by fraudulent or dishonest acts by employees or third parties.
- 7.2 This coverage is evidence of the Company's commitment to safeguarding both its own operations and the interests of its clients.

## **8 COMPLAINTS**

- 8.1 Complaints in respect of intermediary services rendered by VALOR MARKETS (PTY) LTD may be submitted in writing to: [support@valormarkets.com](mailto:support@valormarkets.com)



- 8.2 If a complaint cannot be resolved internally, the client may escalate the matter to the FAIS Ombud, whose contact details are:
- i. Telephone: 0860 324 766
  - ii. Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)
- 8.3 The Ombud's jurisdiction is limited to complaints concerning services rendered under the FSCA licence of VALOR MARKETS (PTY) LTD. Complaints concerning trading accounts, deposits, withdrawals, or execution must be directed to VALOR MARKETS LTD under the applicable jurisdiction.

## **9 FINANCIAL INTELLIGENCE CENTRE ACT ("FICA") OBLIGATIONS**

- 9.1 VALOR MARKETS (PTY) LTD is classified as an accountable institution under the Financial Intelligence Centre Act, 38 of 2001 ("FICA").
- 9.2 As such, the Company is required to:
- i. Conduct client identification and verification measures in respect of its intermediary services;
  - ii. Maintain proper records of all documentation collected;
  - iii. Monitor for suspicious or unusual transactions and submit reports to the Financial Intelligence Centre where necessary.
- 9.3 Clients acknowledge that additional onboarding, identification, and verification procedures are conducted separately by VALOR MARKETS LTD under its local laws.

## **10 DISCLAIMER**

The purchase and sale of financial products carry inherent risks. Past performance is not necessarily indicative of future results, and the value of investments may rise or fall depending on market conditions.



Clients must carefully assess their investment objectives, financial position, and risk tolerance before engaging in any transaction. Where appropriate, clients are encouraged to seek independent financial advice..

### **11 CLIENT ACKNOWLEDGMENT**

By signing the acknowledgment form accompanying this document, the client confirms that they have read, understood, and accepted the contents of this FAIS Disclosure Document and that they are aware of the distinction between the intermediary services provided by VALOR MARKETS (PTY) LTD under South African law and the trading services provided by VALOR MARKETS LTD under Comorian law.

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