



TONI VAN ZYL

Financial Services/ Finansiële Dienste



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December 2009

Dear Clients,

2009 is almost over and what an exciting year it has been: there was relief from the second quarter onward due to the drop in interest rates and increase in value of shares.

Just some feedback on our busy year:

The year started on a sad note when we heard two of our valued clients had passed away at the end of 2008. Our sincerest sympathy was extended to the family.

We are grateful to our attorneys who assisted with the quick finalising of the estates to relieve the financial pressure of the relatives. Thank you to Werner from Visagie, Vos & Partners. We ourselves handled the insurance claims. Thank you to the product providers for speedy payments of the claims.

A few of our existing clients and also new clients reached retirement and requested us to invest their pension funds. Welcome to the new clients and to all the pensioners - thank you for your support and we wish you all the best with this new period in your lives.

Short term insurance

Crime is unfortunately part of our lives. We had many robbery claims – in certain extreme cases bricks were removed from walls and houses raided. Please ensure valuable items are insured and that you are not under insured. For claims contact the companies direct or speak to Elmarie at our office.

Our offices will be closed from 19 December until 3 January 2010. During this time you can contact the insurance companies direct to register claims:

Contact numbers for short term claims

Mutual & Federal clients

Tel: 021-401 6911 (Claims)

Tel: 021-808 5500 (Enquiries)

Santam

Tel: 0860 726 826 (All enquiries and policy changes)

Tel: 0860 122 334 (All claims and enquiries regarding claims)

Unfortunately there were a few serious illnesses during the year. Our thoughts are specifically with the Lusted, Fox, Hendricks and Werth families. We wish you a speedy recovery.

The severe illness benefits which are available are of great value in times of need. Contact us to make sure your cover is adequate.

Masthead, our compliance officers, have handled our practice management and compliance throughout the year. They ensure our clients receive effective service that is compliant with the law.

Workpool, our electronic diary, has been upgraded a few times this year to serve our clients' interests better.

Life and disability claims

We are satisfied and at ease with the products our product providers offer. Some of our clients also have policies with other companies which we don't market ourselves. We registered a disability claim with Regent Life/ S.A. Home Loans on behalf of a client on 12/10/2005. The claim, however, was only paid out after 4 years, in September 2009, after our having to take the case to the ombud twice. Please ensure you understand and trust the companies where your risk is held. If you are unsure in any way about your current insurance situation, please contact us and we can review it.

In September Toni and Elmarie visited some of our clients in the country: we went to Fraserburg, Willowmore and afterwards to Port Elizabeth. We travelled in our bakkie and drove from Willowmore via the Baviaanskloof to Port Elizabeth. The area is breathtaking - thank you for the hospitality.

Our office took a relaxing weekend in October at The Baths, Citrusdal.

Tax assessments

We handed in the last of the tax returns on e-filing in November. We had to remind a few clients, please make sure your tax information is sent to us well in advance.

In future please send us a summary of the medical expenses and keep the slips for 5 years on file (according to S.A.R.S.'s regulations). The finalising of the assessments has mostly been without problems, but there were a few exceptions. In two cases S.A.R.S. didn't consider the tax-free amount of previous government pension funds. It is however now sorted.

Car allowances/ travel expenses

Important: Please note as from 1 March 2010 a logbook must be kept for any actual business expenses. Restructure your salary packet if you don't use your vehicle for business use anymore.

In the past we haven't charged V.A.T. on a monthly basis. Our accountants have requested we do so in the future and therefore there will be slight increases. Contact us if you have any questions regarding the above.

Antoni has successfully completed RFP3 (Registered Financial Planning) studies. He specialised in financial needs analysis (F.N.A.'s) and services our clients accordingly.

We are relieved and glad baby Lea Smit has improved so much after her initial complications at birth.

Our thoughts are with all the families who have lost loved ones over the past year, and also those people with serious illnesses and whom had to undergo surgery. All the best and speedy recovery to you all.

Thank you very much to our fund managers, Bond Street, for the competent management of our clients' funds. It is important to us to review our clients' portfolios at least once annually. Please keep your arranged appointments.

May you all have a blessed Christmas and all the best for 2010 (South Africa's big year).

Kind regards

From all of us at Toni van Zyl Financial Services