






## ALEXANDER FORBES GROUP & SUBSIDIARIES :

### Achievements & Awards








A key element of Alexander Forbes' sustainability strategy is the commitment to invest in and develop expertise and resources which :-

- enhance our ability to anticipate and resolve clients' changing needs and
- assist in maintaining technical and service standards.

	<p><b>Alexander Forbes Equity Holdings (Pty) Ltd</b> and its South African subsidiaries, including <b>Alexander Forbes Financial Services, Alexander Forbes Risk Services and Investment Solutions</b> have each received a Level 3 rating (to end-May 2012) based on the verified audit conducted by independent rating agency Empowerdex Rating Agency in terms of the gazetted Codes of Good Practice on Broad-Based Black Economic Empowerment. Furthermore, each of these operating subsidiaries has been rated as a Value-Adding Entity, which means our clients may claim a further 25% , ie 137,5% for the client's own BEE preferential procurement spend.</p> <p><b>Guardrisk Holdings</b> and <b>Alexander Forbes Compensation Technologies</b> have each received a Level 3 Black Economic Empowerment (BEE) rating (to end-May 2012) from Empowerdex. This is an improvement on their respective 2010 Level 3 ratings. With each also retaining its status as a 'value adding supplier', this allows their clients to claim an amount of R156.25 for every R100 spent with either of them towards the client's own BEE preferential procurement spend.</p>
	<p><b>Alexander Forbes</b> has been recognised in February 2011 as a Level 3 Gold Financial Contributor by the National Department of Social Development and the National CSI Registrar for its continued compassion and generosity demonstrated in assisting those less fortunate in South Africa.</p>
	<p>Alexander Forbes has been recognised as a <b>Leading Performer</b> in the 12<sup>th</sup> edition of Top Performing Companies publication by Topco media – recognizing a sustained increase in growth above CPIX or three year positive profits, along with growth and triple bottom line.</p>
	<p><b>Alexander Forbes</b> has been recognised in March 2011 for its involvement in the Adopt a Panelshop initiative, which has been awarded a certificate by the South African Motor Body and Repairers Association (SAMBRA) for being the only initiative driven by a private company aimed at the development of black owned panelshops</p>
<p><b>Business Insurance</b></p>	<p><b>Business Insurance</b> ranks <b>Alexander Forbes Financial Services (including Lane Clark &amp; Peacock)</b> as 9<sup>th</sup> in the World's Largest Employee Benefit Consultants in its Employee Benefit Consultants survey published in May 2010</p>

	<p><b>SAS 70 Type II unqualified report</b> awarded (for the fourth consecutive year) to <b>Alexander Forbes Administration Services South Africa</b>, after a voluntary review independently completed by PWC to the standards of the American Institute Of Certified Public Accountants. We are the first and only fund administrator in South Africa to have achieved an unqualified SAS 70 Type II report. SAS 70 is regarded as the most appropriate independent review of our control environment. The process is continued annually</p>
	<p><b>Alexander Forbes Financial Services South Africa (AFFS)</b> awarded the <b>Professional Management Review's 2010 PMR Diamond Arrow Award</b> for being rated first overall (for the fourth year running) in the Large Pension Fund Administrators &amp; Consultants category (administering more than 100 000 members). Interviewees comprised principal offices and trustees of 201 funds.</p> <p><b>Alexander Forbes Financial Services South Africa (AFFS)</b> awarded the <b>Professional Management Review's 2011 PMR Diamond Arrow Award</b> for being rated first overall (for the fourth year running) in the Consulting &amp; Actuarial category. Selection made on 22 attributes and range of 16 services.</p>
	<p>The Acting Pension Funds Adjudicator has at the Pension Lawyers Association conference in March 2010 publicly recognized <b>Alexander Forbes Financial Services Legal Team</b> as the <b>best (pensions) legal services team</b> in South Africa, citing the team's work, preparation, accuracy, completeness, submissions and commitment.</p>
	<p><b>Alexander Forbes Retirement Fund</b> awarded Best Communication in the Umbrella Funds category in the 2010 Institute of Retirement Funds Communication Challenge</p>
	<p>The Nedbank Defined Contribution Pension and Provident Funds, clients of <b>Alexander Forbes Communication Services</b>, awarded Best Communication in the Large Fund category and Winner Overall in the 2010 Institute of Retirement Funds Communication Challenge</p>
	<p><b>Investment Solutions</b> is an investment manager signatory to the United Nations Principles for Responsible Investment (<a href="http://www.unpri.org/signatories/#im">http://www.unpri.org/signatories/#im</a> ) developed by an international group of institutional investors reflecting the increasing relevance of environmental, social and corporate governance. More: <a href="http://www.investmentsolutions.co.za/investing_responsible_investing.asp">http://www.investmentsolutions.co.za/investing_responsible_investing.asp</a></p>
	<p>The Principal Officers Association of South Africa, supported by Global Pensions, has in May 2010 ranked <b>Investment Solutions</b> as Multi-Manager of the Year in the Imbasa Yegolide Awards for Professional Excellence 2010</p>
	<p><b>CRM Training</b>, division of Alexander Forbes Risk Services, has accreditation on the following:</p> <ul style="list-style-type: none"> <li>• Service Provider accreditation with Transport Seta (TETA) from 14 November 2008</li> <li>• Learner Programme approval from: <ul style="list-style-type: none"> <li>○ Health &amp; Wealth SETA (H&amp;W Seta) from 8 September 2008</li> </ul> </li> </ul>

 	<ul style="list-style-type: none"> <li>○ Manufacturing, Engineering and Related Services SETA (Merseta) from 10 June 2008</li> <li>○ Transport SETA (TETA) from 14 November 2008</li> <li>● Full Accreditation from Local Government SEATA (LG Seta) from 14 November 2008</li> <li>● Endorsement from Institute of Risk Management South Africa (IRMSA) for a course (with other pending)</li> </ul>
	<p><b>Alexander Forbes Risk Services' and Alexander Forbes Insurance's</b> (in South Africa) Compliance (Quality) Management Systems have successfully been re-certified to be in accordance with ISO 9001:2008 standards. <b>Certification valid</b> from May 2010 to April 2013.</p>
	<p><b>Alexander Forbes</b> has been ranked in the Top 10 in the Best Company to Work For in South Africa. In the 2010 Deloitte survey, where Alexander Forbes (South Africa) was ranked 8<sup>th</sup> best, employees rate their employers on 13 dimensions including leadership, transformation, communication, rewards and management style.</p>
 	<p><b>Alexander Forbes Financial Services in the UK</b> awarded an <b>ISO 9001:2000</b> for quality management systems certificate,(for consecutive years since 1996 - emphasizing its commitment to continually enhancing customer satisfaction and to providing a service that meets regulatory requirements across all aspects of the business.</p>
	<p><b>Alexander Forbes Wealth Management</b> (a specialist division within Alexander Forbes Financial Services in the UK) highly commended in the Good Advice Awards 2009 in the category 'Best Investment Adviser' where criteria included understanding client needs, customer service, professionalism, client communication</p>
	<p><b>Investor in Customers award:</b> Alexander Forbes Financial Services (AFFS) in UK in 2007 became the first IFA group ever to achieve the 'Investor in Customers' award -- an independent seal of approval for standards of customer service. 325 of our corporate clients participated in the comprehensive audit process to evaluate effectiveness in understanding the needs of and managing relationships with customers. In 2009, AFFS's rating was upgraded to '2 Stars : Outstanding'</p>
 	<p><b>Alexander Forbes Financial Services in the UK</b> rated highly commended in the category 'Flexible Benefits Solutions and Total Reward Provider' in the Financial Times Pensions and Investment Provider Awards 2009. Winner in 2007 and 2008.</p>
 	<p><b>Alexander Forbes Financial Services in the UK (AFFS)</b> ranked first in the <b>Corporate Adviser Awards</b> in the categories of :</p> <ul style="list-style-type: none"> <li>● Group Income Protection Adviser of the Year (2010; 2011)</li> <li>● Group Risk Adviser of the Year (2011)</li> </ul> <p>Furthermore, AFFS was highly commended (ie runner-up) in the categories of Group Corporate Advisor of the Year (2011); Pension Adviser of the Year (2009); 'Health Adviser of the Year' (2009). And ranked joint second in 'Best Corporate Adviser in the Money Marketing Awards 2009. In 2008 AFFS was ranked first in both 'Group Risk</p>

	Adviser of the Year' and 'Best Pension Adviser of the Year'
 	<p><b>Lane Clark &amp; Peacock</b> in the UK (LCP) ranked first in the <b>Corporate Adviser Awards of 2009, 2010 and 2011</b> in the category of :</p> <ul style="list-style-type: none"> <li>• Best Strategy for Investment Advice on Pensions (where the judges praised LCP's 'rigorous approach to risk and cutting-edge range of modeling tools, saving scheme managers time while ensuing the best outcome for members')</li> </ul> <p>Furthermore, LCP was highly commended (ie runner up) for Pension Advisor of the Year (2011). And in 2008, LCP was ranked first in two categories, namely: 'Best Member Communications Strategy' and 'Best Use of Technology for Investment Advice on Pensions';</p>
	<p><b>Lane Clark &amp; Peacock LLP</b>, our actuarial consulting subsidiary in UK, Belgium, Netherlands, Ireland &amp; Switzerland, has been voted <b>Actuarial Advisory Firm of the Year - Europe</b>" in the ACQ Finance Magazine's Global Awards 2009. These awards span 35 international regions and recognise organisations and advisers that have performed to exceptional levels</p>
	<p><b>Lane Clark &amp; Peacock LLP</b>, our actuarial consulting subsidiary in UK and Europe, has been named European Pensions Consultancy of the Year by senior industry figures at the prestigious European Pensions Awards in July 2010. Inter alia, LCP demonstrated unrelenting client commitment and success in highlighting pensions as a key cross-border strategic issue for multi-nationals. More:  <a href="http://www.lcp.uk.com/news/news.asp?ID=209">http://www.lcp.uk.com/news/news.asp?ID=209</a></p>
	<p><b>Lane Clark &amp; Peacock LLP</b>, our actuarial consulting subsidiary in UK and Europe has been awarded the following – a number of the awards being in consecutive years :-</p> <p>Actuarial Consultancy of the Year - 1<sup>st</sup> place :-</p> <ul style="list-style-type: none"> <li>○ UK Pensions Awards - 2005, 2006, 2007</li> <li>○ FT Business Pension and Investment Provider Awards – 2007, 2008</li> </ul> <p>Investment Consultancy of the Year – 1<sup>st</sup> place</p> <ul style="list-style-type: none"> <li>• UK Pensions Awards – 2007, 2011</li> <li>• FT Business Pension and Investment Provider Awards – 2007, 2008</li> </ul> <p>Employee Benefits Consultancy of the Year – 2nd place</p> <ul style="list-style-type: none"> <li>• FT Business Pension &amp; Investment Provider Awards – 2007</li> </ul>
	<p>For the fourth time in a row, <b>Guardrisk Insurance has been</b> voted SA's number one alternative risk transfer (ART) insurer in PWC's <i>Strategic and Emerging Issues in South African Insurance 2010</i> biennial survey. This peer ranking is based on success (through performance, presence and momentum) as opposed only to size</p>
<p>The South African Insurance Industry Survey 2010</p>	<p>KPMG's <i>South African Insurance Industry Survey 2010</i> ranks <b>Guardrisk</b> Insurance as South Africa's seventh largest short-term insurer and its largest cell-captive short-term insurer.</p>
	<p><b>Guardrisk Insurance</b> remains South Africa's highest rated cell-captive short-term insurer after having its AA domestic claims-paying ability rating reaffirmed by Global</p>

	Credit Rating Co in October 2010.
	<b>Guardrisk Life</b> is South Africa's only independently rated cell-captive life insurer and its domestic financial strength rating of AA- was reaffirmed by Global Credit Rating Co in October 2010
<b>Business Insurance.</b>	In August 2010, for the 8 <sup>th</sup> year running, <b>Guardrisk</b> was ranked as the world's largest specialist captive insurance group of its kind in Business Insurance's annual survey on Rent-a-captive facilities. Guardrisk Insurance was established in South Africa as the world's first cell-captive insurer in 1993.

*Last updated : 5 July 2011*