







ALEXANDER FORBES & SUBSIDIARIES : SOME AWARDS - 2007 -2009

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>Business Insurance ranks Alexander Forbes as 14th largest risk and benefits broker in the world in its Agents and Brokers survey per its 2009 Market Source Book published on 29 December 2008</p>
	<p>Business Insurance ranks Alexander Forbes Financial Services (including Lane Clark & Peacock) as 9th largest benefits consultant in the world in its Employee Benefit Consultants survey of 22 September 2008</p>
	<p>SAS 70 Type II unqualified report awarded to Alexander Forbes Administration Services South Africa, after a voluntary review independently completed by PWC to the standards of the American Institute Of Certified Public Accountants. SAS 70 is regarded as the most appropriate independent review of our control environment. The process is continued annually</p>
	<p>Professional Management Review ranks Alexander Forbes Financial Services (AFFS) first overall in South Africa, in its 2009 national research survey in October/November 2008, as rated by retirement funds. AFFS has accordingly won the 2009 PMR Golden Arrow Awards in two categories :</p> <ul style="list-style-type: none"> • 1st among Employee Benefit Administration and Consulting Firms (based on interviews with 220 of the largest SA retirement funds in SA across a wide range of attributes under retirement funds, risk benefits and investment services) • 1st among Consulting & Actuarial Firms (based on a random sample of 150 principal officers, chairmen, trustees and service managers of retirement funds of listed and large organisations on 22 service- and consulting-related attributes and on services provided)
	<p>ISO 9001:2000 for quality management systems certificate awarded (since 1996) to Alexander Forbes Financial Services in the UK, thus 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>Top UK IFA – 2008 : The “Plimsoll Portfolio Analysis : The UK IFA Industry” survey has ranked Alexander Forbes Financial Services (in UK) first amongst 1379 IFAs whose individual performance was examined through a standard model-based analysis on commercial and financial performance. January 2008</p>

	<p>Investor in Customers award: In June 2007 Alexander Forbes Financial Services (in UK) becomes 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, resulting in a Superior rating.</p>
	<p>Corporate Adviser Awards 2008 (in UK) : Alexander Forbes group companies in UK awarded 1st place in 4 categories at the inaugural Corporate Adviser Awards, which are co-ordinated through the Money Marketing publication.</p> <ul style="list-style-type: none"> • Pension Adviser of the Year, 2008: Alexander Forbes Financial Services • Group Risk Adviser of the Year, 2008: Alexander Forbes Healthcare • Best Member Communication Strategy, 2008: Lane Clark & Peacock • Best Use of Technology by a Corporate Adviser, 2008: Lane Clark & Peacock
	<p>Corporate Adviser Awards 2009 (in UK) : Alexander Forbes group companies in UK recognised by the industry as follows at Corporate Adviser Awards 2009, which are co-ordinated through the Money Marketing publication</p> <ul style="list-style-type: none"> • Alexander Forbes Financial Services : highly commended in the category of Pension Adviser of the Year • Alexander Forbes Healthcare : highly commended in the category Healthcare Adviser of the Year • Alexander Forbes Financial Services : also awarded joint second place in the category of Best Corporate Adviser at the Money Marketing Awards 2009 • Lane Clark & Peacock : first for "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 ensuring the best outcome for members"
 	<p>Lane Clark & Peacock LLP, our actuarial consulting subsidiary in UK, Belgium & Switzerland, has been awarded the following – a number of the awards being in consecutive years :-</p> <ul style="list-style-type: none"> • Actuarial Consultancy of the Year - 1st place :- <ul style="list-style-type: none"> ○ UK Pensions Awards - 2005, 2006, 2007 ○ FT Business Pension and Investment Provider Awards – 2007, 2008 • Investment Consultancy of the Year – 1st place <ul style="list-style-type: none"> • UK Pensions Awards - 2007

	<ul style="list-style-type: none"> • FT Business Pension and Investment Provider Awards – 2007, 2008 • Employee Benefits Consultancy of the Year – 2nd place <ul style="list-style-type: none"> • FT Business Pension & Investment Provider Awards - 2007
	ISO 9001:2000 Certified Quality Management System certificate in accordance with DIN ISO 9001:2000 standards from May 2007 to April 2010 awarded to Alexander Forbes Risk Services, South Africa
	Rent-a-captive facilities : Guardrisk Group of Companies again ranked as the world's largest specialist cell-captive insurer by Business Insurance on 25 August 2008. Guardrisk Insurance was established in South Africa as the world's first cell-captive insurer in 1993.
	AA domestic claims-paying ability rating re-affirmed by Global Credit Rating in December 2007 in respect of Guardrisk Insurance Company, which is South Africa's highest rated cell captive insurer
	AA- financial strength rating re-affirmed by Global Credit Rating in December 2007 in respect of Guardrisk Life, which is South Africa's only independently-rated cell captive life insurer.
	Alternative Risk Transfer category in PWC's latest survey on emerging trends and strategic issues in South African insurance 2008 : 1 st place to Guardrisk Insurance, which was voted by its peers in terms of success across a variety of different markets
	SA Insurance Industry 2007 Survey by KPMG ranks Guardrisk Insurance as South Africa's 5 th largest short-term insurance company (up from 6 th).

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