

Clients must understand what fees are charged by the product supplier. Fees are often difficult to understand and may not be easily spotted in the policy. An intermediary can explain the fees or costs involved. Some products may not have fees, but they may charge costs.

- **Does the intermediary have professional indemnity cover?**

As from September 2009, Professional Indemnity is mandatory in financial advisors' disclosure documents; intermediaries are required to tell their clients whether or

not they have professional cover in terms of the Policyholder Protection Rules (PPR). Using an intermediary who has this cover is critical as it provides protection to the client in the event of the intermediary being found negligent.

The benefits of an intermediary cannot be understated. By keeping these important tips in mind, consumers can find a qualified financial advisor to assist them in making crucial financial decisions best suited to their individual needs.