underwritten by

santam

Hospitality & Leisure Underwriters

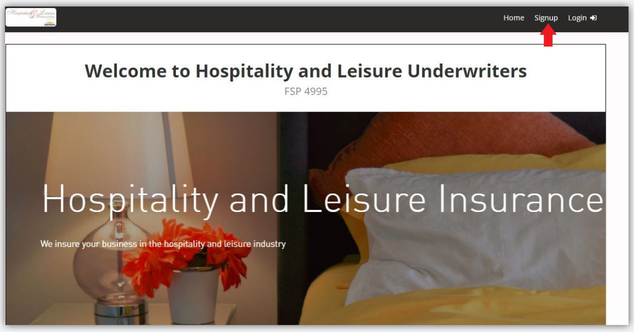
PRODUCT SPECIFIC TRAINING

Acquire and cement your knowledge of H&L's products with our online training programme!

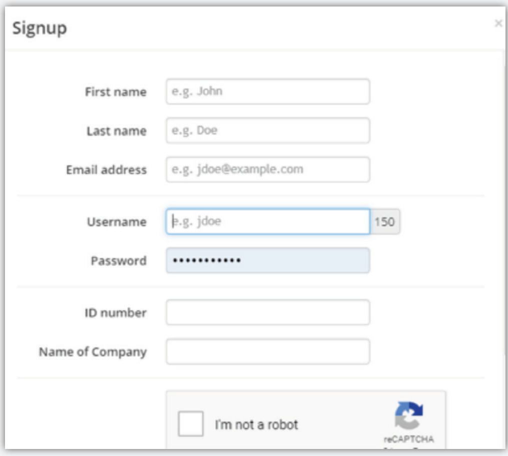
The Policyholder Protection Rules (PPR), which came into effect on the 1 January 2018, require all intermediaries / brokers to complete Product Specific Training before they may provide advice or render intermediary services on a financial product. H&L has made it easy for you to empower yourself via our online learning platform. Please follow the instructions below to access the portal and quickly and effortlessly increase your knowledge.

HOW it works

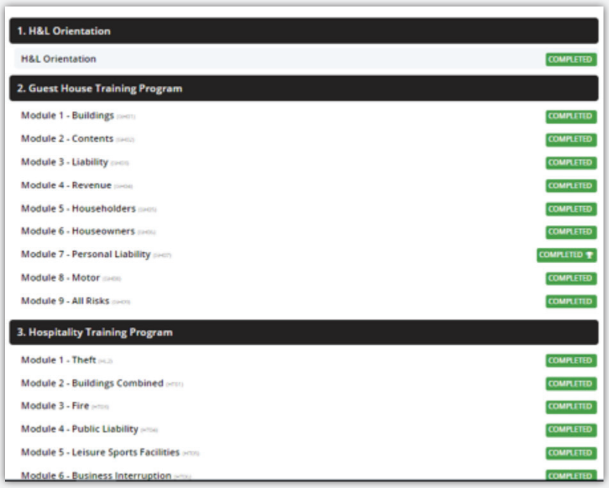
1. Copy and paste the following link into Google Chrome: https://handl.talentlms.com/
2. The link will direct you to the landing page of our portal.



3. On the landing page, click on "Signup".
4. On the Signup page, fill in your first name, last name, email address, a username and password, ID number and company name. The system uses this information to generate your certificate, please ensure it is captured correctly.



5. Now click on "Create Account".
6. You will be redirected to the portal and you will receive a confirmation email.
7. Now click on a Module and start learning!



8. Once you complete all the modules, drop down to the bottom of the home page and click on "Product Specific Training Assessment".

9. This section consists of your final 30-question test. You must obtain at least 24 out of 30 or 80% to pass.
10. Once you've passed the assessment, the system will automatically generate your personalized certificate of completion.

HINT - Please store your username and password where it is easily retrievable. If you forget your password, you will be able to reset it. If you get stuck, please send us an email: *brokers@handl.co.za*

Hospitality & Leisure Underwriters

WHAT will be covered in the course?

- H&L Orientation Program – 1 module
- Guest House Training Program – 9 modules
- Hospitality Training Program – 6 modules
- H&L OneLoyalty Program – 1 module
- Summative Assessment – final test

The modules consist of different sections or types of cover available. We are focusing mostly on our special product features and extensions. Policy wording and lesson transcripts are available as downloadable and printable study material.

How LONG will it take?

That depends on your learning pace. We recommend setting aside 20 – 30 minutes per program.

WHAT do I need to do the training?

All you need is an internet connection. Please remember to use Google Chrome as your browser, Internet Explorer is not supported.

WHO must complete the Product Specific Training?

Representatives *not under supervision* who dealt with our product prior to 01/04/2018 are deemed to have the necessary product knowledge. However, when we make changes or introduce a new product, these reps need to receive training, and will also be assessed, on the changes. Representatives ***under supervision*** as at 01/04/2018 must successfully complete the training before they may provide advice or render intermediary services on our product. ***All new representatives***, including those under supervision, that haven't dealt with our product before, must successfully complete the training before providing advice or rendering intermediary services on our product.

Will I be TESTED?

Yes. After you complete all the modules, remember to drop down to the bottom of the home page and click on "Product Specific Training Assessment" to access the final test.

Will I get a CERTIFICATE?

Once you've completed the entire course, and passed the Product Specific Training Assessment, the system will automatically generate your personalised certificate of completion. You will be able to download a copy and save it to your PC.

Hospitality and Leisure is a registered financial services provider (licence number 4995) and underwritten by Santam.

Any questions or queries? Email brokers@handl.co.za for speedy advice!