North Pacific (Pty) Ltd

FAIS disclosures

Information we must give you under the Financial Advisory and Intermediary Services Act, 2002 (FAIS) and its General Code of Conduct, before we provide any financial service.

Version 1.0. Effective 4 January 2026.

About us

Registered name	North Pacific (Pty) Ltd
Registration number	2023/54144/07
FSP number	54432
Licence	Category I: advice and intermediary services
Financial products	Derivative instruments; long-term deposits; short-term deposits; crypto assets
Registered address	4 Tsetsebe Avenue, Eldoraigne, Centurion, 0171
Website	northpacificgroup.co.za
Email	admin@northpacific.co.za
Telephone	064 652 7542

North Pacific operates online and by telephone, email and messaging. The address above is our registered address; we do not run a walk-in office.

Key Individual and compliance officer

Key Individual	Matthew Morgan
Compliance officer	Thabiso Maapola (external compliance officer, Rori Consulting), thabiso@roriconsulting.co.za

Our Key Individual manages and oversees the financial services we provide. Our compliance officer monitors our compliance with FAIS and other financial sector laws and reports to the FSCA.

Financial products and services

Our licence covers derivative instruments, long-term deposits, short-term deposits and crypto assets. The services described on our website relate to crypto assets:

- Product: crypto assets, specifically USD Tether (USDT) on the Ethereum network.

- Intermediary services: buying and selling USDT against South African rand for clients through our OTC desk, receiving deposits and processing withdrawals on clients' instructions.
- Advice: we provide advice only where we agree to do so with you in writing. Our OTC desk otherwise acts on your instructions without advice (execution only), and nothing we say about market prices is advice.

How we act and how we are paid

On our OTC desk North Pacific acts as principal: we buy USDT from you or sell it to you for our own account, and manage the resulting position with other market participants such as Luno. We earn a margin, which is the difference between the rate we quote you and the market rate. The rate we quote is all-in and is confirmed in writing for every trade. We may charge a fixed fee for withdrawals, which we tell you before you instruct us.

We do not receive commission from any product supplier for the services described here.

Professional indemnity and fidelity cover

Under FAIS Notice 25 of 2023, North Pacific is exempt from the requirement to hold professional indemnity and fidelity cover for its crypto asset services. Professional indemnity cover for our other financial products is being arranged through Aon South Africa, and we will update this disclosure once it is in place.

Conflicts of interest

We have a conflict of interest management policy, summarised on our website and available on request. We have no shareholding or other relationship with any crypto asset issuer or exchange that could influence the service we give you, other than as stated in that policy.

Complaints

If you are unhappy with our service, contact us first at admin@northpacific.co.za. Our complaints resolution policy, on our website, explains how we deal with complaints and how long it takes. If we do not resolve your complaint to your satisfaction, you may refer it to the FAIS Ombud:

Office of the FAIS Ombud	Kasteel Office Park, Orange Building, 2nd Floor, 546 Jochemus Street, Erasmuskloof, Pretoria, 0048
Telephone	012 762 5000
Email	info@faisombud.co.za
Website	www.faisombud.co.za

Our regulator

Financial Sector Conduct Authority	Riverwalk Office Park, 41 Matroosberg Road, Ashlea Gardens, Pretoria, 0081

Telephone	0800 20 37 22
Email	info@fsca.co.za
Website	www.fsca.co.za

Important

- Crypto assets are high risk. Please read our crypto asset risk disclosure.
- Crypto assets are not legal tender and are not protected by any deposit insurance or guarantee scheme in South Africa.
- You may ask us for any of this information in writing at any time.