ACRUSURE CC FSP 16968

CLIENT INFORMATION / 08

Responsible Use of Artificial Intelligence

Acrusure uses AI to help with drafting correspondence, organising information, reviewing documents, preparing comparisons and compiling supporting records. AI supports our work; it does not replace professional judgement or responsibility to clients.

Human responsibility

AI-assisted information must be checked against relevant source documents before it is relied upon. Financial advice, recommendations and material client communications remain the responsibility of authorised representatives and appropriately responsible personnel. Acrusure has no binder authority from insurers. AI systems are not authorised to independently place cover, approve claims or make underwriting or claims settlement decisions for insurers.

Client information

Relevant work may involve identifiable client documents, including policy and claims information. Acrusure uses ChatGPT Business for this work. OpenAI states that Business workspace data is excluded from model training by default. That protection is not a promise of zero retention or an assurance that every connected application has identical terms. Access, sharing, retention, connected services and any cross-border processing must be managed under Acrusure's information-protection requirements.

Questions and safeguards

Only information reasonably necessary for the task should be used. Passwords, one-time PINs and other secret credentials must not be uploaded. Important client records and approvals must be retained in the authorised business recordkeeping systems, not only in an AI conversation. Our Privacy Policy explains personal-information processing and rights. Contact admin@acrusure.co.za or +27 64 552 2816 with a question or concern about AI-assisted work.