GET COUPONS

MEMBER POLICY LIBRARY

MEMBER BENEFIT

R5,000 Funeral Cover Policy

Official underwriting, cover, waiting periods, exclusions, premiums, claims and complaints wording.

About this document pack

This Get Coupons branded pack contains the current official source wording. The original source pages follow inside the branded frame without wording changes. Where any summary in the website or an email differs, the official wording in this document controls.

6 official source pages

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FUNERAL COVER - This product is underwritten by Guardrisk Life Limited, an authorised financial services provider (FSP No 76) and a licensed life insurer (Registration No 1999/013922/06

General terms and conditions: Funeral Plan

- The maximum entry age for Member is 64 years.
- The value of your cover is R5 000
- The underwriter reserves the right to cancel the underwriting with 31 (thirty-one) Days' notice at any stage
  after the first 12 months guarantee period for whatsoever reason.
- Premiums on the scheme is guaranteed for the first 12 months and may be reviewed annually. Any change to the premium will be communicated to the Policyholder 31 days before any increase takes effect and such communication will also confirm if the benefit amount will change.

Exclusions

The insurer will not pay any Funeral Benefit if death was directly or indirectly caused, resulting from or in connection with any of the following:

a. active participation in war, invasion, acts of foreign enemies, hostilities, warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power,

b. the deceased's deliberate exposure to exceptional danger, except in an attempt by the deceased to save a human
life.

c. The deceased's active participation in the commission of a criminal activity resulting in a claim event.

Suicide will be excluded for the first 12 months from the Commencement Date. There is a 3 months Waiting Period for Natural Death from the commencement date for members with inception date before age of 65 for Funeral Benefit.

Insurer has no liability for claim event if death is caused directly or indirectly caused or attributed to natural causes during this period unless proof is supplied of previous cover for the insured in thirty-one (31) days prior to the commencement date of this policy. And where such similar cover with alternate insurer was replaced with this policy and where the waiting on such prior policy has expired.
Claims due to Accidental Death will not be subjected to a Waiting Period, on condition that the first

premium is paid. The Policy becomes active on receipt of the first paid premium.

Premiums

Premiums must be paid for the month for cover to remain in force. Should premiums not be paid in terms of the Policy, cover ceases and should the member wish to re-join after 2 months, they will be treated as a new entrant, with the full 6 months waiting period for natural death restarting. The Policy will lapse after 2 premiums missed within a 12-month cycle. The Policy will be cancelled should the 2 arrear payments not be paid in full before the 2 months of non-payment has passed. All outstanding premiums due must be paid before the end of the 2nd month.

For all premium payments please always keep proof of payment for your records.

Claim Requirements

Exodec/Guardrisk Life Limited must be notified of Funeral Claims within 6 months of an Insured's death. Even if all
the required information is not yet available, it must still be notified of the

potential Claim. The following information is required to process a Claim

(standard claims package):

Main member

- Fully completed, signed, and stamped claim form
- Certified Copy of the deceased's identity document
- Certified Copy of the death certificate
- Fully completed DHA1663 Notice of Death Form
- Certified Copy of the beneficiary identity document
- Beneficiary's banking details
- If the cause of death is unnatural – a completed police report is required in an instance of a motor vehicle accident, or where the death is under investigation or resultant from suicide.
- If a benefit under this Policy is an Unclaimed Benefit, Exodec will take any and all appropriate action to determine if the Beneficiary is alive and/or aware of the benefit payable to him/her under this Policy. Specifically, in the 3 (three) year period after the Unclaimed Benefit arises.
- Before the end of the 3 (three) year period referred to above, Exodec will confirm the Unclaimed Benefit and transfer the amount of the Unclaimed Benefit to an account in the name of the Insurer, and the Insurer will accept liability for the Unclaimed Benefit.
- A maximum period of 6 (six) months from the date of Death is permitted to submit all funeral claim requirements. Failure to comply with this will result in closure of the file and no further evidence being considered for assessment and processing of a Claim unless there are extenuating circumstances acceptable to the Insurer for the late submission.

NB: the above are extracts and summaries from the Policy and do not replace the official Policy, which contains all rights of members

Cooling Off Rights:

If any of the information reflected above and below was given to You orally, this disclosure notice serves to provide You with the information in writing. Should You not be satisfied with the Policy, you are entitled to a period up to 31 days from the date of receipt of the Policy within which You may cancel Your Policy in writing at no cost provided no Claim has arisen or any benefit paid. Cover will cease upon cancellation of the Policy. All premiums paid by the Policyholder to the Insurer up to the date of receipt of the cancellation notice will be refunded to the Policyholder.

Cancellation Rights:

The Main member may cancel the Policy at any time after the Cooling Off period by giving Exodec

31 days' notice.
Such cancellation will not attract any refund of premiums paid. The Insurer may cancel this Policy at any time for whatsoever reason by giving the Main member a 31-day notice period. The Insurer may immediately cancel this Policy, or place it on hold, refuse any transactions or instructions, or take any other action considered necessary in order to comply with the law and prevent or stop any undesirable or criminal activity.

Applicable Laws:

The Insurance Act 18 of 2017 and/or the Long-term Insurance Act 52 of 1998, the Policyholder Protection Rules (Long-term Insurance), 2017, the Protection of Personal Information Act 4 of 2013, and any other legislation relating to or regulating the protection or processing of data of Personal Information, direct marketing or unsolicited electronic communications and which may be applicable in the Republic of South Africa from time-to-time.

Fraud:

If any Claim under this Policy is in any respect fraudulent, or if any fraudulent means or devices are used by the Beneficiary or anyone acting on her/his behalf to obtain any benefits under this Policy, all benefits including premiums paid under this Policy shall be forfeited. The Insurer will take any appropriate deemed necessary in such an instance and the Insurer's rights will remain reserved at all times.

Processing of Personal Information:

Your privacy is of utmost importance to us. We will take the necessary measures to ensure that all information provided by you for the purpose of this application is processed in accordance with the provisions of the Protection of Personal Information Act 4 of 2013 and further, is stored in a safe and secure manner. You hereby agree to give honest, accurate and up-to-date Personal Information in order to process and accept this application. You accept that your Personal Information collected by us may be used for the following reasons:

- to establish and verify your identity in terms of the Applicable Laws;
- to enable us to proceed to issue the Policy should we accept this application; Unless consented to by yourself, we will not sell, exchange, transfer, rent or otherwise make available your Personal Information (such as your name, address, email address, telephone, or fax number) to any other parties and you indemnify us from any claims resulting from disclosures made with your consent. You understand that if the Administrator/Insurer has utilised your Personal Information contrary to the Applicable Laws, you have the right to lodge a complaint with, Guardrisk or with the Information Regulator. Applicable Laws shall mean the Protection of Personal Information Act 4 of 2013 and any other legislation referring to data management and such processes.

Other matters of importance:

You will be informed of any material changes to the information about the Intermediary, Insurer and or Underwriting Manager provided above. You have the right to complain, you may do so by contacting Exodec on 016 362 0334 or email: info@exodecgroup.co.za, alternatively with Guardrisk Life on 0860 333 36 or email: complaints@guardrisk.co.za. If We fail to resolve Your complaint satisfactorily, you may submit Your complaint to the Ombudsman of Long-Term Insurance on 021 657 5000. You/ your Nominated Beneficiary has the right to claim, the conditions under which a claim may be made are stipulated in the policy and may be made be by

contacting Exodec on 016 362 0334 or email: claims@exodecgroup.co.za. You will always be given a reason for
the repudiation of Your claim. If the Insurer wishes to cancel Your policy, the Insurer will give you 31 days written notice, to Your last known address. You will always be entitled to a copy of Your policy at no extra charge. **On signing this document Exodec Funeral Administration Solutions confirm the offer of Insurance has been accepted on behalf of Guardrisk Life. Cover will commence on receipt of the first premium.**

Fees disclosure:

73.5% Risk premium, 9% Binder Fee, 5% GR, 5% Profit, 7,5% commission

Disclosure Notice: Long-term Insurance Policyholder Protection Rules 2017 (PPRs) Financial Advisory and Intermediary Services (FAIS) General Code of Conduct 2003

Your Intermediary **Business Name:** Exodec 229 (Pty) Ltd **Registration number:** 2016/486897/07 **Physical address:** 1st Flr Royal Palms Building, cnr Loch Street & Pierneef Blvd, Meyerton, 1961 **Postal address:** PO Box 934, Meyerton, 1960 **Telephone:** 016 362 0334 **Website:** www.exodecgroup.co.za **FAIS registration (FSP No):** 43212	In terms of the FSP license, Exodec 229 (Pty) Ltd, is authorised to give Intermediary Services and Advice for products under: CATEGORY I, II, IV,]: • [Long-term Insurance : Category A] • [Friendly Society Benefits] • [Long-term Insurance : Category B1] • [Long-term Insurance : Category B1-A] • [Long-term Insurance : Category B2] • [Long-term Insurance : Category B2-A] • [Long-term Insurance : Category IV]

Without in any way limiting and subject to the other provisions of the Services Agreement/Mandate, Exodec 229 (Pty) Ltd FSP43212 accepts responsibility for the lawful actions of their representatives (as defined in the Financial Advisory and Intermediary Service Act No. 37 of 2002) in rendering financial services within the course and scope of their employment. Some representatives may be rendering services under supervision and will inform You accordingly.

Legal and contractual relationship with the Insurer: Contract in Place
Professional Indemnity and/or Fidelity Cover: Exodec 229 (Pty) Ltd has a Professional Indemnity Cover and a Fidelity Guarantee Cover in place.
Claims Contact Person: Sanah Kwapeng
Tel: 016 362 0334 or **Cell:** 071 600 1927
Email: claims@exodecgroup.co.za

Complaints Procedures: Contact Person: Marieta Pretorius
Tel: 016 362 0334 **Cell:** 076 768 2691 **Email:** info@exodecgroup.co.za

Compliance Officer: Leona Prinsloo **Tel:** 012 664 6257
Email: lprinsloo@mweb.co.za
Conflict of Interest: Exodec has a conflict-of-interest management policy in place and is available to clients on the website.

The Insurer **Business Name:** Guardrisk Life Limited **Registration number:** 1999/013922/06 **Physical address:** The Marc, Tower 2, 129 Rivonia Road, Sandton, 2196 **Postal address:** PO Box 786015, Sandton, 2146 **Telephone:** +27-11-669-1000 **Email:** info@guardrisk.co.za **Web:** www.guardrisk.co.za **FAIS registration (FSP No):** FSP 76	In terms of the FSP license, Guardrisk Life Limited is authorised to give advice and render financial services for products under: CATEGORY I: • Long-term Insurance : Category A • Long-term Insurance : Category B1 • Long-term Insurance : Category B1-A • Long-term Insurance : Category B2 • Long-term Insurance : Category B2-A • Long-term Insurance : Category C

Professional Indemnity and/or Fidelity Cover: Guardrisk Life Limited has a Professional Indemnity Cover and Fidelity Guarantee Cover in place.

Compliance Details: Telephone: +27-11-669-1000

Email: compliance@guardrisk.co.za **Website:** www.guardrisk.co.za

Complaints Details:

Telephone: 0860 333 36

Email: complaints@guardrisk.co.za

Conflict of Interest: Guardrisk Life Limited has a conflict-of-interest management policy in place and is available to clients on the website.

Policy Wording:

A copy of the policy wording can be obtained from Exodec

Risk covered: R5000 Policy Benefits:

Death Your premium obligations

Monthly Premium: As per the policy agreement

Policy details:

Type of Policy: Funeral Class of Business

Due date and frequency: Monthly

Manner of payment of premium: Part of Cell contract agreement, Direct deposit, Debit order, Easypay, Persal deductions

Consequence of non-payment:

Cover will cease and no further benefits will be in force. **Details of any premium increases, including the frequency and basis thereof:** Annually upon the Review Date.

The Intermediary directly or indirectly holds more than 10% of the relevant product supplier's shares or has any equivalent substantial financial interest in the Insurer

Warning:

Do not sign any blank or partially completed application form. Complete all forms in ink. Keep notes of what is said to You and all documents handed to You. Where applicable, call recordings will be made available to You within 7(seven) days of request. Don't be pressurised to buy the product. Failure to provide correct or full relevant information may influence an Insurer on any claims arising from Your contract of insurance.

Waiver of Rights:

No insurer and/or intermediary may request or induce in any manner a client to waiver any right or benefit conferred on the client by/or in terms of any provisions of the said Code, or recognise, accept, or act on any such waiver by a client. Any waiver is null and void.

Particulars of the Long-Term Insurance Ombudsman (For claims/service-related matters) **Postal address:** Private Bag X45, Claremont, Cape Town, 7700 **Telephone:** +27-21- 657- 5000 / 0860 103 236 **Fax number:** +27-21- 674- 0951 **Email address:** info@ombud.co.za	**Particulars of the FAIS Ombudsman** (For product/advice related matters) **Postal address:** PO Box 74571, Lynnwood Ridge, 0040 **Telephone:** +27- 12- 470- 9080 **Fax number:** +27- 12- 348- 3447 **Email address:** info@faisombud.co.za
Particulars of the Financial Sector Conduct Authority **Postal address:** PO Box 35655, Menlo Park, 0102 **Telephone:** +27-12- 428-8000 **Fax number:** +27- 12- 347- 0221 **Email:** info@fsca.zo.za	**Particulars of the Information Regulator** (For complaints relating to the use of Personal Information) **Postal address:** PO Box 31533, Braamfontein, Johannesburg,2017 **Telephone:** +27- 10- 023- 5200 **Fax number:** +27- 82- 746- 4173 **Email:** complaints.IR@justice.gov.za