

EASYPAY INSURANCE FUNERAL PLAN

TERMS AND CONDITIONS

1. PREMIUM OPTIONS

	OPTION 1	OPTION 2	OPTION 3	OPTION 4	OPTION 5	OPTION 6
PRINCIPAL LIFE INSURED ONLY						
18 to 59	R26	R35	R45	R55	R65	R74
60 to 69	R42	R66	R91	R116	R141	R165
70 to 79	R74	R128	R182	R236	R291	R345
PRINCIPAL LIFE INSURED PLUS 6 CHILDREN						
18 to 59	R29	R42	R54	R68	R81	R94
60 to 69	R45	R73	R101	R130	R158	R187
70 to 79	R78	R136	R194	R255	R314	R373
FAMILY (PRINCIPAL LIFE INSURED, SPOUSE AND 6 CHILDREN)						
18 to 59	R37	R58	R78	R100	R120	R141
60 to 69	R67	R115	R163	R212	R260	R309
70 to 79	R129	R232	R336	R444	R549	R654

2. COVER OPTIONS

	OPTION 1	OPTION 2	OPTION 3	OPTION 4	OPTION 5	OPTION 6
PRINCIPAL LIFE INSURED ONLY						
Funeral Benefit	R5 000	R10 000	R15 000	R20 000	R25 000	R30 000
Accidental Death	R3 000	R6 000	R9 000	R12 000	R15 000	R18 000
Family Income Benefit	R500	R1 000	R1 500	R2 000	R2 500	R3 000
Funeral Assistance Benefit	R500	R500	R500	R500	R500	R500
PRINCIPAL LIFE INSURED PLUS 6 CHILDREN						
Funeral Benefit						
• Principal life insured	R5 000	R10 000	R15 000	R20 000	R25 000	R30 000
• Child 0 to 6	R1 250	R2 500	R3 750	R5 000	R6 250	R7 500
• Child 7 to 14	R2 500	R5 000	R7 500	R10 000	R12 500	R15 000
• Child 15 to 21	R5 000	R10 000	R15 000	R20 000	R25 000	R20 000
Accidental Death						
• Principal life insured	R3 000	R6 000	R9 000	R12 000	R15 000	R18 000
• Child 0 to 6	R750	R1 500	R2 250	R3 000	R3 750	R4 500
• Child 7 to 14	R1 500	R3 000	R4 500	R6 000	R7 500	R9 000
• Child 15 to 21	R3 000	R6 000	R9 000	R12 000	R15 000	R18 000
Family Income Benefit	R500	R1 000	R1 500	R2 000	R2 500	R3 000
Funeral Assistance Benefit	R500	R500	R500	R500	R500	R500
Continuation of Cover	Yes	Yes	Yes	Yes	Yes	Yes
FAMILY (PRINCIPAL LIFE INSURED, SPOUSE AND 6 CHILDREN)						
Funeral Benefit						
• Principal life insured	R5 000	R10 000	R15 000	R20 000	R25 000	R30 000
• Spouse	R5 000	R10 000	R15 000	R20 000	R25 000	R30 000

	OPTION 1	OPTION 2	OPTION 3	OPTION 4	OPTION 5	OPTION 6
• Child 0 to 6	R1 250	R2 500	R3 750	R5 000	R6 250	R7 500
• Child 7 to 14	R2 500	R5 000	R7 500	R10 000	R12 500	R15 000
• Child 15 to 21	R5 000	R10 000	R15 000	R20 000	R25 000	R30 000
Accidental Death						
• Principal life insured	R3 000	R6 000	R9 000	R12 000	R15 000	R18 000
• Spouse	R3 000	R6 000	R9 000	R12 000	R15 000	R18 000
• Child 0 to 6	R750	R1 500	R2 250	R3 000	R3 750	R4 500
• Child 7 to 14	R1 500	R3 000	R4 500	R6 000	R7 500	R9 000
• Child 15 to 21	R3 000	R6 000	R9 000	R12 000	R15 000	R18 000
Family Income Benefit	R500	R1 000	R1 500	R2 000	R2 500	R3 000
Funeral Assistance Benefit	R500	R500	R500	R500	R500	R500
Continuation of Cover	Yes	Yes	Yes	Yes	Yes	Yes

3. DEFINITIONS

- 3.1 **Accidental death** means a sudden and unforeseen event occurring at an identifiable place and time, which has a visible, violent or external cause, and results in the death of an insured person.
- 3.2 **Beneficiary** means the person selected by you and named in the policy to be the person to whom the cover amount is paid on your death.
- 3.3 **Child** means your biological or legally adopted child or one for whom you are receiving a social grant and who has not attained 21 years of age.
- 3.4 **Commencement date** means the date on which Smart Life receives your first premium payment.
- 3.5 **Spouse** means your nominated spouse, including a party to a customary marriage concluded in accordance with applicable indigenous law, as well as a union concluded between parties married in accordance with the doctrines of any recognised religion or tradition, as well as a civil partnership in terms of the Civil Union Act, 17 of 2006 or a common law spouse or life partner.

4. ELIGIBILITY

- 4.1 The EasyPay Insurance Funeral Plan, which is underwritten by The Smart Life Insurance Company Limited ("Smart Life"), may be purchased by anyone between the ages of 18 and 79 years (age last birthday) who has a valid South African identity number and who permanently reside in South Africa.
- 4.2 The following people, with a valid South African identity number, in addition to the applicant, may be covered under this policy:
 - 4.2.1 a spouse between the ages of 18 and 79, at the time of taking out the policy; and
 - 4.2.2 up to 6 children, until their 21st birthday.

5. CONTRACT OF INSURANCE

- 5.1 In return for your payment and the receipt and acceptance of your premium, Smart Life will provide insurance cover according to the terms of this policy and provided that premiums due and payable are up to date.
- 5.2 The contract between you and Smart Life consists of:
 - 5.2.1 the application for insurance;
 - 5.2.2 the point-of-sale slip attached to the application;
 - 5.2.3 our acceptance of risk communicated to you by SMS; and
 - 5.2.4 any amendments made by you and confirmed in writing by Smart Life.

6. CONTRACT DURATION

- 6.1 Cover under this contract will begin on the commencement date.
- 6.2 This policy is a whole life policy. Cover will come to an end:
 - 6.2.1 on the date of your death or after the Continuation of Cover period has expired, if applicable; or
 - 6.2.2 for your spouse and children, on the date of their death or when a child reaches the age of 21 years; or
 - 6.2.3 due to non-payment of premiums; or

6.2.4 if the policy is cancelled by you.

7. YOUR POLICY

- 7.1 As the applicant, you are the principal life insured and the policyholder. You are the only person who can nominate and change the beneficiary.
- 7.2 The insured persons are, depending on the benefit structure chosen you, your spouse, and your children.
- 7.3 Smart Life will pay, subject to the terms and conditions of this policy:
 - 7.3.1 a funeral benefit on the death of an insured person;
 - 7.3.2 an additional accidental death benefit if any insured person dies as a result of an accident at any time after the commencement date of the policy;
 - 7.3.3 a family income benefit payable as 10% (ten percent) of the cover amount in 3 (three) equal monthly instalments on your death only; and
 - 7.3.4 a funeral assistance benefit on the death of any insured person.
- 7.4 Smart Life will continue to cover the insured persons for a period of 12 (twelve) months following the date of your death, provided that the claim was admitted by Smart Life (continuation of cover benefit).

8. WAITING PERIODS

- 8.1 A waiting period of 6 (six) months from the commencement date of the policy is applicable is applicable for death by natural causes. During this period, no insurance cover shall be granted or benefits paid in the event, other than accidental death, and the premiums remain payable.
- 8.2 A waiting period of 12 (twelve) months from the commencement date of the policy is applicable for death which is directly or indirectly as a result of the insured persons own act.

9. COOLING OFF PERIOD

- 9.1 You have the right to cancel this policy within 31 (thirty-one) days of you signing this application. Any premium that has been paid by you will be refunded and your policy will be cancelled.

10. CHANGES

- 10.1 You cannot change or assign ownership of this policy.
- 10.2 You may make changes to personal, spouse and beneficiary details. No other amendments are permitted.
- 10.3 It is your responsibility to notify Smart Life of any changes to your personal details including your cellular telephone numbers.
- 10.4 There may be circumstances in which we need to apply a general change to the premiums payable across all levels of cover. This may occur if there are any changes in law, tax, regulations or adverse experience, for example. If this occurs, we will notify you at least 30 (thirty) days ahead of any changes.

11. CANCELLATION

- 11.1 You can cancel this policy at any time. Your cover will terminate 30 (thirty) days after the date of your last payment. All premiums you have paid to us are not refundable.

11.2 This policy contains no saving or investment benefits. This policy has no cash value if cancelled.

12. PREMIUM PAYMENTS

- 12.1 Your premium is based on the cover you select and your age at the date of application.
- 12.2 Your premium payments are due on the 1st day of every month.
- 12.3 If you miss the first payment your policy will be suspended and the insured persons will not be covered until we successfully collect your first payment (cover is subject to waiting periods). If this happens we will notify you of the missed payment by sending an SMS to your last known cellular telephone number.
- 12.4 If you miss a payment, other than your first payment, we will grant you a grace period of 30 (thirty) days in which to make the missed payment whilst still being covered. If this happens we will notify you of the missed payment by sending an SMS to your last known cellular telephone number.
- 12.5 If we do not receive a payment within 30 (thirty) days of a missed payment your policy will terminate immediately. We will notify you of the termination by sending an SMS to your last known cellular telephone number. We will not refund any premiums and we will not be liable to pay a claim relating to any period after the cover has been terminated whether or not you received the notification of the missed payment.

13. CLAIMS

- 13.1 In the event of the death of an insured person we will need a completed Smart Life claim form, certified copies of the death certificate, notice of death form (BI 1663), proof of identity for the deceased and the claimant, the claimant's banking details (certified by the bank).
- 13.2 In the event of the death of your spouse, you will be further required to provide a marriage certificate or a letter of authority, as issued by any Magistrates office.
- 13.3 In the event of the death of a child, you will be further required to provide a certified copy of the child's unabridged birth certificate or evidence that you were receiving a child support grant or proof of guardianship.
- 13.4 Smart Life reserves the right to call for any further documentation and/or evidence as it deems fit.
- 13.5 Claims must be reported and the required documentation submitted to Smart Life within 6 (six) months of the death of an insured person. Failure to provide the claims documents within the required time frame may result in the claim being repudiated.
- 13.6 To lodge a claim, send the required documents via email to claims@smartlife.co.za, fax to 086 212 8254 or submit at any EasyPay Everywhere store. Should you require assistance from one of our consultants you can call 0800 100 201 or SMS "claim" to 43748 and we will call you back.
- 13.7 The proceeds of a claim in respect of your death will only be paid to the beneficiary nominated in this policy. If no beneficiary was nominated or if the beneficiary is deceased, the proceeds of a claim will be paid to a court appointed beneficiary or to your estate.
- 13.8 The proceeds of any claim under this policy in respect of any other insured person will only be paid to you.

13.9 Smart Life will not admit a claim if the death of an insured person resulted directly or indirectly from the insured person committing or attempting to commit a crime of murder, assault, housebreaking, theft, robbery, kidnapping, or a crime of a similar nature to any of the aforesaid crimes.

14. MISREPRESENTATION OF FACTS

14.1 Smart Life has the right to repudiate any claim on the grounds of any alleged non-disclosure, misrepresentation of facts or untrue statements in any information supplied to it by the claimant, provided that the insured/claimant shall establish to the insurer's satisfaction that such alleged non-disclosure, misrepresentation or untrue statement was free of any fraudulent conduct or intent to deceive the insurer.

15. STATUTORY DISCLOSURES

15.1 The Smart Life Insurance Company Limited ("Smart Life") is a Category I Financial Services Provider, License number 45983. The license authorises Smart Life to provide financial services with respect to Long-term insurance categories A, B1, B1-A, B2, B2-A and C.

15.2 Smart Life is a licensed life insurer. It does not have any contracts with other product providers. It does not earn any income from other product providers. Smart Life does not own shares in any other product provider.

15.3 Smart Life, as a licensed life insurer, is not required to maintain suitable guarantees, professional indemnity or fidelity insurance, in terms of an exemption granted by the Financial Services Conduct Authority.

15.4 Smart Life's contact details are as follows: The Smart Life Insurance Company Ltd, 5th Floor, President Place, Corner Jan Smuts Avenue and Bolton Road, Rosebank, 2196. Telephone: 0800 100 201 and/or on Fax: 086 665 4347.

15.5 Smart Life Compliance can be reached at the abovementioned address and telephone number, or on email: smartlifecompliance@smartlife.co.za

16. COMPLAINTS

16.1 Should you wish to lodge a complaint against Smart Life or any of its employees please do so in writing by either sending an email to complaints@smartlife.co.za or sending a fax to 086 244 3617. Alternatively, SMS "complaint" to 43748 and we will call you back. A copy of our complaint's policy is available at your request. If you are not satisfied with our response to your complaint, you can refer the matter to either:

Ombudsman for Long-term Insurance
Private Bag X45
Claremont
7735
Phone: 021 657 5000 / 0860 103 236
Email: info@ombud.co.za
Web: www.ombud.co.za

FAIS Ombud
PO Box 74571
Lynwood Ridge
0040
Phone: 012 762 5000 / 0860 663 247
Email: info@faisombud.co.za
Web: www.faisombud.co.za