

1. PREMIUM AND COVER OPTIONS

PRINCIPAL LIFE INSURED				
Age at entry	Option 1	Option 2	Option 3	Option 4
60 to 64	R9 000	R21 800	R30 000	R47 600
65 to 69	R6 300	R15 500	R24 800	R33 900
70 to 74	R4 300	R10 500	R16 800	R23 300
75 to 79	R3 000	R7 500	R12 300	R16 800
Premium	R50	R100	R150	R200

GRANDCHILDREN/CHILDREN				
Age	Option 1	Option 2	Option 3	Option 4
0 to 6	R2 500	R2 500	R2 500	R2 500
7 to 14	R5 000	R5 000	R5 000	R5 000
15 to 21	R10 000	R10 000	R10 000	R10 000
Premium	R10			

2. DEFINITIONS

- 2.1 **Accidental death** means death caused solely by a sudden and unforeseen event occurring at an identifiable place and time, which has a visible, violent, or external cause that occurs within 14 (fourteen) calendar days of the accident. Accidental death does not include death as a result of suicide.
- 2.2 **Beneficiary** means the person nominated by you and named in the policy to be the person to whom the cover amount is paid in the event of your death.
- 2.3 **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.
- 2.4 **Commencement date** means the date on which EasyPay Insurance receives your first premium payment.
- 2.5 **Grandchild** means the child, who has not attained 21 years of age, of your child.
- 2.6 **Policyholder** means the owner of this policy and the principal life insured.
- 2.7 **We or Us** means the **Insurer**, EasyPay Insurance Limited, a licensed life insurer.
- 2.8 **You and Your** means the policyholder.

3. ELIGIBILITY

- 3.1 The EasyPay Pensioners Funeral Plan, which is underwritten by EasyPay Insurance Limited ("EasyPay Insurance"), may only be purchased by Old Age Grant recipients between the ages of 60 and 79 years (inclusive) who have a valid South African identity number and who permanently resides in South Africa.
- 3.2 The Policyholder can elect to cover up to 5 (five) dependent grandchildren and/or children who are under the age of 21 and who have a valid South African identity number and who permanently resides in South Africa.
- 3.3 It is your responsibility to ensure that, for each grandchild or child who has been nominated as an insured person, you provide EasyPay Insurance with the name, surname, identity number and/or date of birth as it appears on your child's or grandchild's birth certificate or identity document.

4. CONTRACT OF INSURANCE

- 4.1 In return for your payment and the receipt and acceptance of your premium, EasyPay Insurance will provide insurance cover according to the terms of this policy and provided that premiums due and payable are up to date.
- 4.2 The contract between you and EasyPay Insurance consists of:
 - 4.2.1 the application for insurance;
 - 4.2.2 the policy schedule and terms and conditions annexed thereto;
 - 4.2.3 our acceptance of risk communicated to you by SMS; and

4.2.4 any amendments made by you and confirmed in writing by EasyPay Insurance.

5. CONTRACT DURATION

5.1 Cover under this contract will begin on the commencement date.

5.2 Cover will come to an end:

5.2.1 on the date of your death; or

5.2.2 for your children and/or grandchildren, on the date of their death or when a child or grandchild reaches the age of 21 years; or

5.2.3 if the policy is cancelled by EasyPay Insurance due to non-payment of premiums; or

5.2.4 if the policy is cancelled by EasyPay Insurance by giving you 31 (thirty-one) days' notice; or

5.2.5 if the policy is cancelled by you.

6. YOUR POLICY

6.1 As the applicant, you are the principal life insured and the policyholder. You are the only person who can nominate and change the beneficiary.

6.2 The insured persons are, depending on the benefit structure chosen, you and your dependent grandchildren and/or children. A maximum of five (5) grandchildren and/or children may be covered under this policy.

6.3 EasyPay Insurance will pay the selected funeral benefit on the death of an insured person subject to the terms and conditions of this policy.

7. WAITING PERIODS

7.1 A waiting period of 6 (six) months from the commencement date of this policy is applicable to death by natural causes. During this period, no insurance cover shall be granted or benefits paid in the event of death, other than an accidental death of an insured person.

7.2 There is no waiting period for death as result of an accident.

7.3 A waiting period of 12 (twelve) months from the commencement date of this policy is applicable for death which is directly or indirectly as a result of the insured persons own act.

7.4 Waiting periods will also apply to any insured person that is added to this policy by you after the commencement date of this policy.

7.5 Premiums remain payable during the waiting periods.

8. WAIVER OF WAITING PERIODS

8.1 Waiting periods will not be applicable if:

8.1.1 the insured persons were covered on a funeral policy with another licensed life insurer within 31 (thirty-one) days before the commencement date of this policy or were covered on a EasyPay Insurance policy within 90 (ninety) days before the commencement date of this policy; and

8.1.2 the previous policy had lapsed or was cancelled; and

8.1.3 the waiting periods had expired in respect of that previous policy for the insured person.

8.2 Waiting periods will be applicable if the waiting period on the insured person on the previous policy has not expired at the time of the commencement date of this policy. We will impose a waiting period equal to the unexpired part of the waiting period of the previous policy.

8.3 If this policy has a higher cover amount than the previous policy, the waiting periods will apply to the difference between the cover amount of this policy and the cover amount of the previous policy.

8.4 The following would need to be submitted to EasyPay Insurance any time up to when a claim is submitted:

8.4.1 the name of the licensed life insurer, policy number and any other information that would assist us to confirm the validity of the previous policy; and/or

8.4.2 the policy schedule of the previous policy dated a maximum of 31 (thirty-one) days before the commencement date of this policy.

8.5 You consent that EasyPay Insurance may enquire from the other licensed life insurer if your policy is still active and to obtain a copy of the policy from the other licensed life insurer.

9. COOLING OFF PERIOD

- 9.1 You have the right to cancel this policy within 31 (thirty-one) days of the commencement date of this policy.
- 9.2 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 and beneficiary details. You can at any time elect up to cover up to 5 (five) dependent grandchildren and/or children under the age of 21 under this policy. No further amendments will be allowed.
- 10.3 It is your responsibility to notify EasyPay Insurance of any changes to your personal details including your cellular telephone numbers.
- 10.4 We may unilaterally change the terms, provisions and conditions of the EasyPay Pensioners Funeral Plan subject to us giving you at least 31 (thirty-one) days prior notice of the change. We will provide you with appropriate details of the reasons for any change together with an explanation of the implications of the change as well as the options available to you.

11. ANNUAL REVIEW OF PREMIUMS

- 11.1 Premiums are reviewed annually. Should the premiums not be sufficient to maintain the benefits of the EasyPay Pensioners Funeral Plan we will increase premiums accordingly. If this occurs, we will give you at least 31 (thirty-one) days prior notice of the change.
- 11.2 There may be other circumstances in which we need to apply a general change to the premiums payable across all levels of cover. This may occur if, for example, there are any changes in law, tax, regulations or adverse experience. If this occurs, we will give you at least 31 (thirty-one) days prior notice of the change.

12. CANCELLATION

- 12.1 You can cancel this policy at any time. Your cover will terminate 31 (thirty-one) days after the date of your last payment. All premiums you have paid to us are not refundable.
- 12.2 EasyPay Insurance can cancel the policy at any time by giving you 31 (thirty-one) days' written notice.
- 12.3 This policy contains no saving or investment benefits. This policy has no cash value if cancelled.

13. PREMIUM PAYMENTS

- 13.1 Your premium is the monthly premium you selected in the application.
- 13.2 Your premium payments are payable in advance on the 1st (first) day of every month.
- 13.3 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.
- 13.4 If you miss a payment, other than your first payment, we will grant you a grace period of 31 (thirty-one) 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.
- 13.5 If we do not receive a payment within 31 (thirty-one) 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.
- 13.6 Any arrear premiums, including the premium due in the month of a claim, will be deducted from the proceeds of any claim payable.

14. CLAIMS

- 14.1 In the event of the death of an insured person we will need a completed EasyPay Insurance claim form, certified copy of the death certificate, notice of death form (DHA 1663), proof of identity for the deceased and the claimant, the claimant's banking details (certified by the bank).
- 14.2 If the death of an insured person is due to an accident, you will be further required to provide a police report detailing the cause of death be submitted.

- 14.3 In the event of the death of a grandchild and/or 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.
- 14.4 EasyPay Insurance reserves the right to call for any further documentation and/or evidence as it deems fit.
- 14.5 Claims must be reported and the required documentation submitted to EasyPay Insurance within 6 (six) months of the date of death of an insured person. Failure to provide the claim documents within the required time frame may result in the claim being repudiated.
- 14.6 To lodge a claim, send the required documents via email to claims@easypayinsurance.co.za or submit at any EasyPay Everywhere branch. 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.
- 14.7 The proceeds of a claim in respect of your death will only be paid to the beneficiary nominated in this policy or if the beneficiary is deceased, the proceeds of the claim will be paid to a court appointed beneficiary or to your estate.
- 14.8 The proceeds of any claim under this policy in respect of any other insured person will only be paid to you.
- 14.9 EasyPay Insurance 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.

15. MISREPRESENTATION OF FACTS

- 15.1 EasyPay Insurance has the right to repudiate any claim on the grounds of any alleged 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 misrepresentation or untrue statement was free of any fraudulent conduct or intent to deceive the insurer.

16. PRODUCT SUPPLIER

- 16.1 EasyPay Insurance Limited ("EasyPay Insurance") 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.
- 16.2 EasyPay Insurance 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. EasyPay Insurance does not own shares in any other product provider.
- 16.3 EasyPay Insurance, 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.
- 16.4 The contact details for EasyPay Insurance are as follows: EasyPay Insurance Ltd, 5th Floor, President Place, Corner Jan Smuts Avenue and Bolton Road, Rosebank, 2196. Telephone: 0800 100 201. Email: info@easypayinsurance.co.za.
- 16.5 EasyPay Insurance Compliance can be reached at the abovementioned address and telephone number, or on email: epi.compliance@easypayinsurance.co.za.

17. NON-MANDATED INTERMEDIARY

- 17.1 The non-mandated intermediary of this policy is EasyPay Financial Services (Pty) Ltd ("EasyPay"), registration number 1998/020799/07.
- 17.2 EasyPay is a Category I Financial Services Provider, License number 46068. The license authorises EasyPay to provide financial services with respect to long-term insurance category A, as well as long-term and short-term deposits.
- 17.3 EasyPay earns a commission of 12.5%, excluding VAT, of the monthly premium paid by the policyholder to EasyPay Insurance.
- 17.4 EasyPay does not have any direct interest in EasyPay Insurance and does not receive more than 30% of its revenue from EasyPay Insurance.
- 17.5 EasyPay carries professional indemnity insurance cover and accepts responsibility for the actions of its authorised representatives.

- 17.6 The contact details for EasyPay are as follows: 4th Floor, President Place, corner Jan Smuts Avenue and Bolton Road, Rosebank, 2196. Telephone: 0860 994 162.
- 17.7 EasyPay Compliance can be reached at the abovementioned address, by telephone on 011 343 2000 or by email on faiscompliance@lesakatech.com.

18. COMPLAINTS

- 18.1 Should you wish to lodge a complaint against EasyPay Insurance or any of its employees please do so in writing by either sending an email to complaints@easypayinsurance.co.za. Alternatively, SMS "complaint" to 43748 and we will call you back. A copy of our complaint's policy is available at your request.
- 18.2 If you are not satisfied with our response to your complaint, you can refer the matter to either the National Financial Ombud Scheme or the FAIS Ombud.

National Financial Ombud Scheme South Africa NPC

Head office address: 110 Oxford Road, Houghton Estate, Illovo, Johannesburg, 2198
Cape Town address: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7708
Telephone: 0860 800 900
E-mail: info@nfosa.co.za
Website: www.nfosa.co.za

FAIS Ombud

Physical address: Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010
Postal address: PO Box 41, Menlyn Park, 0063
Telephone: 012 762 5000 / 0860 663 247
E-mail: info@faisombud.co.za
Website: www.faisombud.co.za