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Funeral Cover Plan



VAT Number: 4680173723
NCR Number: NCRCP13
Authorised Financial Services Provider : FSP 46669
Capitec Bank Limited Reg No : 1980/003695/06
24hr Client Care Centre: 0860 10 20 43

Capitec Bank Limited
1 Quantum Street

Techno Park
Stellenbosch, 7600

Insured/Policyholder

Title: <Mr>
First name: <Joe>
Surname: <Soap>

ID/Passport number: <1234567890123>

Policy Details

Policy number: <CF12345678>
Signature date: <dd/mm/ccyy>
Date of first premium: <dd/mm/ccyy>
Last amendment date: <dd/mm/ccyy>

Method of payment: <Debit Order>
Debit order day: <31>
Total monthly premium: R<0.00>

Please note the following:

- This insurance cover is subject to the terms, conditions and exclusions contained in the policy document
- Capitec Bank Limited is an Authorised Financial Services Provider FSP 46669
- The policy is underwritten by Centriq Life Insurance Company Limited, an Authorised Financial Services Provider FSP 7370
- You have the right to cancel this policy during the "cooling-off period". For full information on this right, please refer to clause 20 (Right to Cancel).

FUNERAL COVER PLAN

A. Policy Schedule

| Name of Life Assured | ID Number/ Date of Birth | Life Type | Monthly Premium Amount | Cover Start Date | Cover Amount: Natural Death Benefit* |
|----------------------|-----------------------------|----------------|---------------------------|------------------|---|
| <Joe> <Soap> | <1234567890123> | <Policyholder> | R<0.00> | <dd/mm/ccyy> | R<0.00> |
| <Cindy> <Soap> | <1234567890123> | <Spouse> | R<0.00> | <dd/mm/ccyy> | R<0.00> |
| Total | | | R<0.00> | | R<0.00> |

*Cover for Natural Death Benefit is subject to a 6-month waiting period for any new lives added to an existing Funeral Plan or any cover increases to an existing Funeral Plan.

Cover amount for Accidental Death Benefit is double the Natural Death Benefit cover amount, except where legal limits apply.

| Beneficiary | ID Number/Date of Birth | Benefit Payout |
|----------------|-------------------------|----------------|
| <Cindy> <Soap> | <1234567890123> | R<0.00> |

SECTION 48 SUMMARY OF BENEFITS

In terms of Section 48 of the Long-term Insurance Act, we are obligated to provide You with a summary of the representations we regard as material to the assessment of the risks under the Funeral Plan, the premiums payable, the events in respect of which the benefits will be provided and the circumstances under which the benefits will not be provided. If You have any questions, please contact us.

The Section 48 disclosure does not form part of the policy terms and conditions. If there is conflicting representation between this Section 48, and the policy terms and conditions, the policy terms and conditions will apply.

"You" and "Your" mean the policyholder.

"Centriq", "We" and "Us" mean Centriq Life Insurance Company Limited.

How to Claim

To register a claim, visit a Capitec branch, phone our Client Care Centre on 0860 10 20 43 or email FuneralClaims@capitecbank.co.za.

Exclusion for All Benefits

We will not pay a benefit if it is as a direct or indirect result of active participation in war, invasion, acts of foreign enemies, hostilities, illegal strikes, warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising or riot, military or usurped power.

BENEFITS

| Benefit | If a Life Assured Dies | Natural Death | Accidental Death |
|--|--|--|--|
| Funeral | We will pay | The cover amount | 2 times the cover amount |
| | When will we pay | <ul style="list-style-type: none"> On the death of a life assured after 6 (six) months from the cover start date, if the death is from natural causes Stillbirth claims for You or Your spouse, if covered, for stillbirths that happen after the 28th week of pregnancy | <ul style="list-style-type: none"> If a life assured dies because of accidental death From the cover start date |
| | When will we not pay | <ul style="list-style-type: none"> If the death is from natural causes within 6 (six) months of the cover start date If the death is due to suicide or attempted suicide within 6 (six) months of the cover start date | |
| | Who can claim | Any party with necessary documentation acting on behalf of the policyholder or beneficiary | |
| | Documents required | <ul style="list-style-type: none"> Certified copy of the death certificate Fully completed BI-1663/BI-1680 or DHA-1663/DHA-1680 Certified copy of the Beneficiary's identity document or passport Beneficiary's banking details | <ul style="list-style-type: none"> Same documents as required for natural death, and Police report confirming the accidental death |
| Death Premium Waiver | We will | Waive payment of the policy premium and continue cover on all the other remaining life assureds on the policy, for a period of 6 (six) months from the date of death of the policyholder | |
| | When will this happen | <ul style="list-style-type: none"> On the death of the policyholder If the policy has been active for a period of at least 12 (twelve) months prior to the death of the policyholder If the relevant life assured has been covered under the policy for at least 12 months prior to the death of the policyholder, but always subject to clause 7.5.1.3 | <ul style="list-style-type: none"> If the policyholder on this funeral plan dies because of accidental death |
| | We will not | <ul style="list-style-type: none"> Allow an increase of premiums or benefits while this benefit is in operation Allow additional life assureds or changes to the funeral plan while this benefit is in operation | |
| | How to claim | Automatically activated once a claim on the death of the policyholder has been submitted | |
| Waiver of the Waiting Period on Natural Death | We will | <ul style="list-style-type: none"> Waive the waiting period on the funeral cover If the relevant life assured was covered for a lesser amount with another Registered Insurer (as listed on the FSCA website) than the cover amount in section A (policy schedule), we will only pay such lesser insured amount | |
| | When will we pay | <ul style="list-style-type: none"> If the required documents are provided, we will pay the funeral claim (subject to clause 8) if a life assured dies from natural causes within the first 6 (six) months of the cover start date | |
| | We will not waive the waiting period | <ul style="list-style-type: none"> If the previous policy schedule from the other Registered Insurer (including the cover) was not active at least 1 (one) month before the Capitec Funeral Plan was taken out; and Without proof of cancellation of the previous policy at the time of the claim If a claim for a life assured in terms of this policy can still be made against the previous policy during that policy's cancellation notice period If the previous policy would still have been in the waiting period If the relevant life assured was not covered under a funeral policy with the other Registered Insurer If the previous policy was not underwritten by a Registered Insurer (as listed on the FSCA website) | |
| | Who is entitled to this benefit | Policyholder or beneficiary | |
| | Documents required | <ul style="list-style-type: none"> Policy schedule of a funeral plan from any other Registered Insurer dated at a maximum of 1 (one) month before the Capitec Funeral Plan signature date. It can be submitted at any time after the signature date of the Capitec Funeral Plan; and Proof of cancellation of this previous policy at the time of Your claim | |
| Burial Repatriation | We will assist at claim submission with | <ul style="list-style-type: none"> The transportation of a deceased life assured from within the Republic of South Africa, Namibia, Zimbabwe, Botswana, Swaziland, Lesotho and Mozambique (south of the 22-degree parallel) to the place of burial anywhere in South Africa Travel and overnight accommodation for 1 (one) family member accompanying the deceased Arranging counselling for family members, funeral arrangement advice and help with claims and death certificates | |
| | Who can claim | Policyholder or beneficiary | |
| | Documents required | None | |
| If You need to pause Your funeral plan's premiums | | | |
| Voluntary Policy Pause | We will | <ul style="list-style-type: none"> Allow You to keep the funeral plan active for 6 (six) months without making any monthly premium payments if You apply for this benefit. Your premium will not change if You start paying again Allow all life assureds on the funeral plan to use the Burial Repatriation Benefit during the Voluntary Premium Pause | |
| | When are You entitled to the benefit | After You have been paying premiums for 24 (twenty-four) months | |
| | We will not | <ul style="list-style-type: none"> Pay any other benefit during this Voluntary Policy Pause (except Burial Repatriation) Allow an increase of premiums or benefits while this benefit is in operation Allow additional life assureds or changes to the plan while this benefit is in operation | |
| | Who can claim | Policyholder | |
| | Documents required | None, the policyholder must visit a Capitec branch or contact the Client Care Center | |
| If a child is born or adopted | | | |
| Newborn Premium Waiver | We will | Allow You to stop paying premiums for 6 (six) months while still keeping all benefits on Your plan active for all life assureds on this plan | |
| | When are You entitled to this benefit | <ul style="list-style-type: none"> After You have been paying premiums for 12 (twelve) months When Your baby is born or You adopt a child; and You apply for the benefit within 3 (three) months of the birth or legal adoption of the child | |
| | We will not | <ul style="list-style-type: none"> Waive the premiums for life assureds that have not been covered for at least 12 (twelve) months before the baby is born Waive the premiums if You apply for this benefit after the baby is 3 (three) months old Allow an increase of premiums or benefits while this benefit is in operation Allow additional life assureds or changes to the funeral plan while this benefit is in operation | |
| | Who can claim | Policyholder (as mother or father) | |
| | Documents required | An unabridged birth certificate | |

**CAPITEC FUNERAL COVER PLAN
POLICY TERMS AND CONDITIONS**

1. DEFINITIONS

- 1.1. **'Accidental Death'** A death is accidental if the life assured dies as a result of unnatural causes. It is a sudden, unexpected event that happens at a place and time that is identifiable as death in an accidental manner. The death must be caused by visible, violent, physical and external means, independent of any other cause. The death of a life assured must have happened within 14 days of the event, in order for the event to qualify as an unnatural cause in terms of this policy. Accidental death excludes suicide
- 1.2. **'Child/children'** This is Your child or Your spouse's child. A child must:
 - 1.2.1. not be married
 - 1.2.2. be a biological child, legally adopted child, stepchild or child where You (or Your spouse) are the legal guardian
 - 1.2.3. This relationship must be in place at the cover start date
- 1.3. **'Cover'** A lump sum payment of the cover amount in case of the death of a life assured as shown on Your policy schedule
- 1.4. **'Cover Start Date'** This date is shown on the policy schedule. Cover starts on the signature date of Your policy schedule as stipulated in section 4.
- 1.5. **'Cover End Date'** This is the date after which You or the life assured will no longer have cover in terms of this funeral cover plan as stipulated in section 4.
- 1.6. **'Extended Family Member'** We consider an extended family member to be:
 - 1.6.1. **Relationships to You:**
 - 1.6.1.1. Spouse as defined. Where You have more than 1 (one) spouse, or if Your spouse falls outside the age requirements for a spouse, then the additional spouses can be covered as extended family members
 - 1.6.1.2. Parent as defined. Where You have more than 4 (four) parents, then the additional parents can be covered as extended family members
 - 1.6.1.3. Child as defined. Where You have more than 8 (eight) children or the child falls outside the age requirements, the additional children can be covered as extended family members
 - 1.6.1.4. Great-grandparent who is Your parents' grandparent
 - 1.6.1.5. Great-grandparent-in-law who is the grandparent of Your spouse's parents
 - 1.6.1.6. Grandparent who is Your parents' parent
 - 1.6.1.7. Grandparent-in-law who is the parent of Your spouse's parents
 - 1.6.1.8. Parent-in-law who is the parent of Your spouse
 - 1.6.1.9. Aunt who is the sister of Your father or mother, or Your uncle's female spouse
 - 1.6.1.10. Uncle who is the brother of Your father or mother, or Your aunt's male spouse
 - 1.6.1.11. Brother who is Your parents' male child
 - 1.6.1.12. Sister who is Your parents' female child
 - 1.6.1.13. Brother-in-law who is the male person married to the child of Your parents
 - 1.6.1.14. Sister-in-law who is the female person married to the child of Your parents
 - 1.6.1.15. First cousin who is the child of Your aunt or uncle as defined above
 - 1.6.1.16. Son-in-law who is the male person married to Your child
 - 1.6.1.17. Daughter-in-law who is the female person married to Your child
 - 1.6.1.18. Nephew who is the male child of Your brother or sister
 - 1.6.1.19. Niece who is the female child of Your brother or sister
 - 1.6.1.20. First cousin's child who is the child of Your first cousin
 - 1.6.1.21. Grandchild who is Your child's child; or
 - 1.6.1.22. Great-grandchild who is Your grandchild's child
 - 1.6.2. **Relationships to Your spouse:**
 - 1.6.2.1. Aunt who is the sister of Your spouse's father or mother, or Your uncle's female spouse
 - 1.6.2.2. Uncle who is the brother of Your spouse's father or mother, or Your aunt's male spouse
 - 1.6.2.3. Brother who is Your spouse's parents' male child
 - 1.6.2.4. Sister who is Your spouse's parents' female child
 - 1.6.2.5. Brother-in-law who is the male person married to the child of Your spouse's parents
 - 1.6.2.6. Sister-in-law who is the female person married to the child of Your spouse's parents
 - 1.6.2.7. First cousin who is the child of Your spouse's aunt or uncle as defined above
 - 1.6.2.8. Son-in-law who is the male person married to Your spouse's child
 - 1.6.2.9. Daughter-in-law who is the female person married to Your spouse's child
 - 1.6.2.10. Nephew who is the male child of Your brother or sister
 - 1.6.2.11. Niece who is the female child of Your brother or sister
 - 1.6.2.12. Grandchild who is Your spouse's child's child
 - 1.6.2.13. First cousin's child who is the child of Your spouse's first cousin; or
 - 1.6.2.14. Great-grandchild who is Your spouse's grandchild's child

- 1.7. **'Insured Life/Lives Assured'** This is any life listed on the policy schedule as being covered by this policy. These lives must meet the definitions of a policyholder, spouse, child, parent or extended family member in this policy. These relationships must be in place when cover is applied for.
- 1.8. **'Married' or 'Marriage'**, for purposes of this contract, is when 2 (two) people are:
 - 1.8.1. married according to the laws of any sovereign country
 - 1.8.2. married according to customary or tribal law
 - 1.8.3. married under any religion that is practiced in South Africa
 - 1.8.4. living together and financially dependent on one another for at least 6 (six) months; or
 - 1.8.5. party to a civil union in terms of the Civil Union Act, 2006
- 1.9. **'Parent(s)'** Means the persons who are the biological parents, parents-in-law, legal guardians of an adopted child, and stepparents, of the policyholder. This relationship must be in place when cover is applied for.
- 1.10. **'Policyholder'** The policyholder is the owner of the policy. The policyholder on this policy must be a natural person. You are the only person who is allowed to make changes to the policy.
- 1.11. **'Policy Schedule'** Your policy schedule shows You who is the life assured/lives assured, the cover start date, and cover amount.
- 1.12. **'Premium Payer'** The premium payer must be You (the policyholder).
- 1.13. **'Registered Insurer'** A registered insurance company recognised by the Financial Services Conduct Authority (FSCA) and listed on the FSCA website (<https://www.fsca.co.za>).
- 1.14. **'Signature Date'** Signature date is the date on which You signed Your Capitec policy terms and conditions.
- 1.15. **'Spouse(s)'** A spouse is someone You are married to (see clause 1.8) prior to the cover start date.
- 1.16. **'Stillborn'** This means a baby being born dead after the 28th week of pregnancy. The stillborn child must have been born to either the policyholder or the spouse of the policyholder. The mother of the stillborn baby must be a life assured on the policy.
- 1.17. **'Centriq', 'We' and 'Us'** mean Centriq Life Insurance Company Limited.
- 1.18. **'You/Your'** "You and "your" means the policyholder.

2. YOUR POLICY

- 2.1. The policy terms and conditions is a part of the contract between the policyholder (You / Your) and Centriq Life Insurance Company Limited (We / Us). The contract includes the Policy Schedule. You will be provided with a Section 48 Summary of Benefits and Disclosure Notice which do not form part of the contract.
- 2.2. Centriq Life Insurance Company Limited has entered into agreements with Capitec Bank ("Capitec"), where Capitec will perform all client engagement and policy servicing on behalf of Centriq. Capitec can only engage with You and service You as policyholder if you have a Capitec savings account. If You wish to cancel Your Capitec savings account, you may do so but then we will cancel Your policy as well. You cannot have the policy without a Capitec savings account.
- 2.3. In this contract the policyholder is also the person who pays the premiums (the premium payer). All amounts are in South African Rand. All premium refunds will be paid to You as the policyholder and if You die, to Your nominated beneficiary.
- 2.4. The definitions section is included in the beginning of this document.

3. HOW YOUR POLICY WORKS

- 3.1. You have selected the Capitec Funeral Cover Plan. All the benefits explained in section 7 are automatically included
- 3.2. Only the life assureds listed in the policy schedule are covered by this policy. You must make sure that all the family members You wanted covered in Your policy are listed correctly on the policy schedule and fall within our definitions of people that can be covered, see section 1. You can request to add or remove family members or change the cover amount for the life assureds. These changes will be done by agreement. The premium will change if You add or remove life assureds or change the cover amount
- 3.3. If it is found that You have committed fraud, We may cancel the policy with immediate effect, and any other agreement that exists between us. We will not refund any premiums relating to a fraudulent policy

4. COVER START DATE AND COVER END DATE

- 4. Our policy contract starts on the signature date, and will continue until one of the following events happen:
 - 4.1. You cancel Your policy by giving Us notice in the manner set out in section 20
 - 4.2. all the life assureds have died
 - 4.3. at the end of the death premium waiver benefit
 - 4.4. when You fail to pay 3 consecutive premiums or if Your total outstanding premium is equivalent to 3 months' premiums.

- 5. ENTRY AGES**
Entry age is the life assured's actual age on signature date, and is used to calculate the premium and related benefit. Premiums and benefits will not change unless You update Your policy
- 6. PREMIUMS**
- 6.1. The premium is Your monthly financial duty to our contract. Your first premium is payable in the month after the signature date. No partial premium payments will be allowed on this policy. Any outstanding/arrear premiums will be deducted from any benefit payable before payment is made
- 6.2. We will review the premium, terms and benefits of the policy annually and should the monthly premium not be sufficient to maintain the policy benefits, Your premium will be increased on Your policy's review date, subject to us giving You at least 30 days written notice of such increase
- 7. POLICY BENEFITS**
- 7.1. **Natural Death.** This benefit pays the cover amount when a life assured dies of natural causes, including suicide. The life assured is covered for as long as We receive premiums for that life assured
- 7.2. **Accidental Death. The Accidental Death benefit pays** an amount equal to two times the natural death benefit. The life assured is covered for as long as We receive premiums for that life assured
- 7.3. **Burial Repatriation** This benefit covers the repatriation of mortal remains of a life assured to the funeral home or parlour of the claimant's choice, closest to the place of burial
- 7.3.1. The following funeral support services are available in respect of a life assured:
- 7.3.1.1. The place of death must fall within the Republic of South Africa, Namibia, Zimbabwe, Botswana, Swaziland, Lesotho and Mozambique (south of the 22-degree parallel). The place of burial must fall within the Republic of South Africa
- 7.3.1.2. Transportation arrangements for a single relative to accompany the mortal remains from the place of death to the nearest funeral home of choice, closest to the place of burial
- 7.3.1.3. Pre-arranged bed and breakfast accommodation for a maximum of one night, if required, for a single relative accompanying the mortal remains to the place of burial
- 7.3.1.4. Legal assistance regarding the funeral procedures e.g. death certificate, removal of body, etc.
- 7.3.1.5. Assistance in the arrangement of a burial or cremation, all funeral costs are for Your account and not ours
- 7.3.1.6. Assistance in obtaining a death certificate
- 7.3.1.7. If required, referrals to a pathologist, psychologist, psychiatrist, or special counselling (particularly relating to the loss of a child). The benefit in this clause 7.3.1.7 is limited to referral only. The actual costs pertaining to the pathologist, psychologist, psychiatrist, or counselling will be for the account of the policyholder.
- 7.3.2. The Burial Repatriation benefit may be changed or stopped at any time without notice from Us. This benefit cannot be exchanged for cash. This benefit is arranged for You by Us and is not provided by Us but by a third party. We will notify You as soon as possible when this benefit is changed/cancelled
- 7.3.3. As this benefit/service is provided by a third party, We will not be liable for losses, damages or expenses arising from the use of the service even if such losses, damages or expenses are caused by our negligence
- 7.4. **Voluntary Policy Pause** This benefit will allow You as the policyholder to keep the policy active for up to 6 (six) months without making any monthly premium payments. All benefits under the policy will stop for the period that You are not paying the monthly premiums, except for the Burial Repatriation benefit
- 7.4.1. You can start paying Your premiums again at any time during the 6 (six) months. You will only be entitled to the benefits once You start paying a premium again, provided that the claim event occurred within the period that You paid Your premiums and cover was active. When You start paying premiums again, the cover amounts will be the same
- 7.4.2. No changes can be made to the policy when this benefit is being used
- 7.4.3. This benefit is only available if Your policy has been active for 24 months prior to applying for this benefit
- 7.5. **Death Premium Waiver**
- 7.5.1. This benefit provides that We will waive payment of the policy premium and continue cover for all the other remaining life assureds on the policy, for a period of 6 (six) months from the date of death of the policyholder, if:
- 7.5.1.1. the policy has been active for a period of at least 12 (twelve) months prior to the death of the policyholder
- 7.5.1.2. the relevant life assured has been covered under the policy for at least 12 (twelve) months prior to the death of the policyholder
- 7.5.1.3. If the relevant life assured has been covered for a lesser amount during the period in clause 7.5.1.2, then We will only waive the death premium on such lesser amount. Cover added less than 12 (twelve) months prior to the death will lapse
- 7.5.2. No changes can be made to the policy when this benefit is being used
- 7.6. **Newborn Premium Waiver** This benefit will allow You as the policyholder (and as mother or father) of a newborn baby or a legally adopted child, to stop paying premiums for up to 6 months, while still keeping all benefits on Your policy active subject to the following conditions:
- 7.6.1. You must apply for this benefit within 3 months of the birth or legal adoption of the child
- 7.6.2. No changes can be made to the policy when this benefit is being used
- 7.6.3. This benefit is only available if Your policy has been active for 12 (twelve) months prior to applying for this benefit
- 7.6.4. The mother must be a life assured on the policy
- 7.7. **Waiver of waiting period on Natural Death** This benefit allows for the waiting period in respect of the Natural Death benefit to be waived by Centriq, if the policyholder or claimant can prove at the time of the claim that:
- 7.7.1. the relevant life assured was covered on another funeral plan with any other Registered Insurer (as listed on the FSCA website) less than a month before the signature date of the funeral cover plan
- 7.7.2. this "other" policy was lapsed or cancelled at the time of the claim under this policy. You consent to Us enquiring from the other Registered Insurer if your policy is still active or cancelled; and
- 7.7.3. that the waiting period expired in respect of that "other" policy for the life assured at the time of death
- 7.7.4. If the relevant life assured was covered on another funeral plan with the other Registered Insurer for a lesser amount than the cover amount in section A (policy schedule), We will only pay such lesser amount
- 8. WAITING PERIODS**
- 8.1. A waiting period refers to a window of time during the life of an active policy when premiums must be paid, but no benefit will be paid if a claim event happens. It is a mechanism to help Centriq manage risk around cover
- 8.2. There are 2 (two) types of waiting periods on this policy:
- 8.2.1. Waiting period for the Natural Death benefit applies in the event of:
- 8.2.1.1. A new funeral cover plan
- 8.2.1.2. Increased cover on an existing life assured
- 8.2.1.3. New life assureds added to an existing funeral cover plan
- There is no waiting period for the Accidental Death benefit. Suicide or attempted suicide will be treated as natural cause under the Natural Death benefit. The duration of the waiting periods is indicated in the table in section 11
- 8.2.2. Waiting periods for start and reuse of other policy benefits. These benefits are:
- 8.2.2.1. Voluntary Policy Pause benefit
- 8.2.2.2. Newborn Premium Waiver benefit
- 8.2.2.3. Death Premium Waiver benefit
- 8.3. The duration of the waiting periods is indicated in the table in section 11
- 9. EXCLUSION FOR ALL BENEFITS**
- We will not pay a claim if it is as a direct or indirect result of active participation in war, invasion, acts of foreign enemies, hostilities, illegal strikes, warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising or riot, military or usurped power
- 10. COVER AMOUNT**
- 10.1. The cover amount is the amount We will pay to the policyholder or beneficiary if a life assured on the policy schedule dies
- 10.2. The cover amount will remain unchanged unless the policyholder requests an increase or decrease in the cover amount on any life assured. An increase in cover amount will be effective from the signature date of your amended funeral cover plan subject to the waiting period per clause 8
- 10.3. The maximum amount of funeral cover that a life assured can have over all funeral products is shown in the table in section 11
- 10.4. The maximum cover limits for children are limited by law
- 10.5. We will not pay more than the maximum cover amount in respect of children
- 10.6. In the event that a life assured is covered on more than one policy, the maximum total benefit amount referred to in the table in section 11 applies. In the event that claims are submitted for more than the maximum amount allowed, the amount payable by Us will be limited to the benefits provided in terms of the policy and up to the maximum amount covered
- 10.7. Should We find that a limit has been exceeded, the cover that started last will be cancelled and premiums refunded
- 11. IMPORTANT INFORMATION**
- The following table shows the:
- 11.1. Minimum and maximum entry ages allowed for the different life assureds
- 11.2. Maximum funeral cover per life assured
- 11.3. Waiting periods (see section 8); and
- 11.4. Maximum number of claims for each life assured type

| | Entry Ages | Maximum Natural Death Cover | Maximum Accidental Death Cover | Waiting Period for Natural Death (Including Suicide) | Waiting Period for Accidental Death | Maximum Claims Over the Life of the Policy |
|---|--------------------|-----------------------------|--------------------------------|--|-------------------------------------|--|
| Policyholder | 18 – 64 | R100 000 | R200 000 | 6 months | none | 1 |
| Spouse | 18 – 64 | R100 000 | R200 000 | 6 months | none | 1 |
| Stillborn more than 28 weeks pregnant | More than 28 weeks | R1 000 | n/a | | | |
| Stillborn 0 – 6 months | 0 – 6 months | R1 000 | n/a | | | |
| Child* | | | | | | 8 |
| Up to (but not including) 6 th birthday | | R20 000 | R20 000 | 6 months | none | |
| From 6 th birthday up to (but not including) 14 th birthday | | R50 000 | R50 000 | 6 months | none | |
| From 14 th birthday | | R60 000 | R60 000 | 6 months | none | |
| Parent | 26 – 85 | R50 000 | R100 000 | 6 months | none | 4 |
| Extended family member (including additional spouses) | 0 – 85 | R50 000 | R100 000 | 6 months | none | 8 |
| Other Benefits | | | | | | |
| Voluntary Premium Pause | | | | 24 months | n/a | |
| Death Premium Waiver | | | | 12 months | none | |
| Newborn Premium Waiver | | | | 12 months | n/a | |
| Burial Repatriation | | | | None | none | |

***Legal maximum child cover:** The total amount that can be paid out for a child's death is restricted by legislation and we must apply those limits across all our policies and those of other insurers that We become aware of and across all benefit types. For example, if the child cover on the policy reaches the maximum amounts above, We will restrict the amount We pay out to the maximum allowable amount as shown in the table.

12. CLAIMS

- Benefits under this policy can only be claimed if the claim event occurred while the policy is active
- The information provided by You at the time of entering into the funeral cover plan or when a change is made to your funeral cover plan, will be used to assess the validity of a claim. Should there be a discrepancy between the information provided by You at the time of entering into the funeral plan or any subsequent change, and the information on the claims document provided, We will at our sole discretion determine the validity of the claim
- We have the right not to pay a claim on any life assured if the claim event happened before the cover start date
- If any information that You have provided on any life assured is incorrect, any benefit that becomes due may be recalculated or declined
- You will be responsible for the costs of obtaining all relevant medical records and submitting them to Us. Any outstanding premiums will be deducted from the cover amount before the payment is made

12.1 How to claim

12.1.1. You may submit a claim at any Capitec branch. Visit the Capitec branch network at <https://www.capitec.co.za/branch-locator>; or

12.1.2. You may call the Capitec Client Care Centre on 0860 10 20 43, or

12.1.3. You may email Capitec at FuneralClaims@capitec.co.za

12.2 Supporting documents required

The following supporting documents must be provided when You submit a claim:

12.2.1. All claims

12.2.1.1. Original or certified copy of the claimant's ID

12.2.1.2. Original or certified copy of the beneficiary's ID

12.2.1.3. Original or certified copy of the death certificate

12.2.1.4. Original or certified copy of a fully completed BI-1663/BI-1680 or DHA-1663/DHA-1680

12.2.1.5. Beneficiary's bank account number and branch code if the beneficiary is not a Capitec Bank accountholder; and

12.2.1.6. Any other documents/reports which We need to assess the validity of the claim

12.2.2. Double Accidental Death benefit claims

12.2.2.1. Documents listed under section 12.2.1; and

12.2.2.2. A police report with details of the cause of death

12.2.3. Waiver of waiting period for Natural Death claim

12.2.3.1. Policy schedule of a funeral cover plan from any other Registered Insurer which must be active and dated not more than 1 month before the Capitec policy terms and conditions signature date. It can be submitted at any time after the signature date of the Capitec policy terms and conditions; and

12.2.3.2. Proof of cancellation of this previous policy at the time of the claim

12.2.4. Newborn Premium Waiver claims

12.2.4.1. Certified copy of an unabridged birth certificate

12.2.5. Voluntary Policy Pause claims

12.2.5.1. No documents are required

13. BENEFICIARY

13.1. In the event of your death We will pay the cover amount of your policy to Your nominated beneficiary who must be 18 years or older and a South African citizen. If Your nominated beneficiary is deceased, We will pay the cover amount of Your policy to the deceased estate

13.2. When nominating Your beneficiary, please ensure that You have provided Us with: Surname, ID number, Contact number and Bank details of Your elected beneficiary so that We can fulfil payment of claims as quickly and efficiently as possible

14. UNCLAIMED BENEFITS

14.1. An unclaimed benefit is when We have a claim to be paid to You (or Your beneficiary), but We cannot find You (or Your beneficiary) to pay the money to

14.2. We will take steps in accordance with the Code on Unclaimed Benefits set by the Association for Savings and Benefits (ASISA), which is available on their website www.asisa.co.za. These steps may include the use of various external data sources and tracing agents. We will deduct any administrative and tracing costs from the cover amount

14.3. If there is a delay of more than 2 (two) months before the claim is paid (because We can't find the beneficiary), We will pay the cover amount, less any applicable investment, administration and tax charges

15. DATE OF CLAIM EVENT

The Chief Medical Officer appointed by Centriq, or its representative, will in his sole discretion determine the date of the claim event based on the dates supplied by You when submitting a claim

16. DISPUTED CLAIMS

16.1. We will provide You with notice within a reasonable period after receipt of the claim, advising You or Your nominated beneficiary whether the claim is accepted or rejected or whether the amount claimed is in dispute. The notice will contain the reasons for the dispute or rejection

16.2. You or Your nominated beneficiary is granted 90 (ninety) days from the date of rejection to provide Us with written reasons why the claim should be paid. We will respond to Your written reasons within 10 (ten) days of receipt of Your written reasons. Should We re-confirm the decision to reject or dispute the claim, You or Your nominated beneficiary can either refer the complaint to the Ombudsman for Long-term Insurance or institute legal proceedings against us

17. LEGISLATION

This policy is governed by South African Law and subject to the jurisdiction of the courts of South Africa.

18. CESSIONS AND LOANS

The rights and obligations of this funeral cover plan cannot be transferred to someone else. The funeral cover plan cannot be used to secure a loan

19. RESIDENCE, TRAVEL AND OCCUPATION

- 19.1 No cover will be provided to any life assured where the life assured lives permanently outside the Republic of South Africa
- 19.2 The policy provides cover to South Africans or South African residents that can provide:
 - 19.2.1 Proof of residency (provided by Department of Home Affairs)
 - 19.2.2 Proof of citizenship and copy of barcoded ID (provided by Department of Home Affairs for foreigners); or
 - 19.2.3 Permanent working permit with a copy of the life assured's passport
- 19.3 If any life assured leaves South Africa on a permanent basis, it is your responsibility to request, in writing, to end the cover for the life assured

20. RIGHT TO CANCEL

- 20.1 You have the right to cancel this policy within 31 days from the signature date or from the date that You requested a change to the benefits of this policy (for example if You add a beneficiary or increase the cover amount)and receive back all the premiums You paid (or the additional premium where You requested a change after the addition of the beneficiary or increase in cover amount), provided that no benefit has yet been paid or claimed or a claim event has not occurred
- 20.2 Cancellation of the policy must be communicated in terms of section 21 by You

- 20.3 At the end of the 31-day period, You may still give notice to Us to cancel the policy, but You will not be entitled to a refund of premiums
- 20.4 We may cancel the policy by giving you 31 days' notice.

21. COMMUNICATION

- 21.1 We will only accept communication as having been submitted by You if done via one of the following channels:
 - 21.1.1 The Capitec branch network <https://www.capitecbank.co.za/branch-locator>
 - 21.1.2 The Client Care Centre on 0860 10 20 43; or
 - 21.1.3 An email to the Client Care Centre at ClientCare@capitecbank.co.za

22. CONTRACTING PARTIES (per disclosure notice)

- 22.1 Intermediary and Binder holder: Capitec Bank Limited
- 22.2 Underwriter manager and Binder holder: Sanlam Developing Markets Limited
- 22.3 Insurer: Centriq Life Insurance Company Limited

DECLARATION

By signing this agreement I acknowledge and confirm that:

- I have been given the opportunity to read the policy schedule, policy terms and conditions and disclosure notice
- My fingerprint electronic signature is rebuttable evidence of my acceptance of all terms and stipulations contained in this agreement
- A copy of the policy schedule, policy terms and conditions and disclosure notice has been given to me
- No advice, as defined in the FAIS Act No 37 of 2002, was given during the application process of this policy

Agreement electronically signed at <Test Branch> on <dd/mm/ccyy>

| | |
|--|-----------------------------------|
| <p>Client's signature, represented by the client's fingerprint scanned at <Test Branch>, uniquely linked to the client and affixed to this document using the Capitec digital certificate, at the time and date displayed in the signature, indicating my assistance in my capacity as parent or legal guardian of the client, to the client concluding this agreement with Capitec.</p> | <p>###02ZA8105055600182-image</p> |
|--|-----------------------------------|

| | |
|--|----------------------|
| <p>Consultant's signature, represented by the consultant's fingerprint scanned at <Test Branch>, uniquely linked to the consultant and affixed to this document using the Capitec digital certificate, at the time and date displayed in the signature.</p> | <p>#####43-image</p> |
|--|----------------------|

Electronically signed by:

First name: <Joe>
 Surname: <Soap>
 Time: ###02ZA8105055600182-timestamp

I certify that the printout correctly reflects the document that was displayed to me on a computer screen by a Capitec Bank consultant, accepted by me by affixing my electronic signature, and printed out immediately after the consultant had displayed, allowed me to read and explained the document to me.

Electronically signed by:

First name: <Mary>
 Surname: <Joseph>
 Time: #####43-timestamp

In my capacity as a duly authorised officer in the service of Capitec Bank and in the normal course of business, I certify, in terms of Section 15(4) of the Electronic Communications and Transactions Act 25 of 2002, that the printout correctly reflects the document that was displayed to the policyholder on a computer screen by me, accepted by the policyholder by affixing his/her electronic signature, and printed out immediately after I have displayed, allowed to read and explained the document to the policyholder.

Client
<dd/mm/ccyy>

Consultant
<dd/mm/ccyy>

DISCLOSURE NOTICE

IMPORTANT INFORMATION – PLEASE READ CAREFULLY – DISCLOSURE AND OTHER LEGAL REQUIREMENTS

(This notice does not form part of the Insurance Contract or any other document)

As a long-term insurance policyholder, or prospective policyholder, you have the right to the following information:

1. INTERMEDIARY AND BINDER HOLDER

- 1.1. Capitec Bank Limited
Registration No: 1980/003695/06
FSP No: 46669
PO Box 12451, Die Boord, Stellenbosch, 7613
1 Quantum Street, Techno Park, Stellenbosch, 7600
Tel: 0860 10 20 43
Fax: 021 941 0770
Email: ClientCare@capitecbank.co.za
www.capitecbank.co.za
- 1.2. We are an authorised Financial Services Provider in terms of the Financial Advisory and Intermediary Services Act and may render intermediary services in respect of category I, sub-category A, B1 and B2 long-term insurance products. We accept liability for all intermediary services provided by our representatives, which services may be provided under supervision. We hold professional indemnity insurance
- 1.3. We act as an intermediary and earn commission of R3.33 of the gross written premium which is permitted under the Long-term Insurance Act and the regulations thereto. In addition, we act as a binder holder in terms of a binder agreement with Centriq. We do not earn a binder fee for binder functions performed. We have entered into a cell structure with Centriq and receive dividends in respect of the shares held in Centriq as part of that cell structure
- 1.4. We do not, however, hold more than 10% of Centriq's shares and we did not receive more than 30% of our remuneration from Centriq in the last 12 months
- 1.5. Client Care Centre
Tel: 0860 10 20 43
Fax: 021 941 0770
Email: ClientCare@capitecbank.co.za
- 1.6. Compliance department
Tel: 021 809 4599
Fax: (021) 880 1130
Email: Compliance@capitecbank.co.za
- 1.7. Complaints department
In the event of a complaint with regard to the services provided by Capitec, please contact the Client Care Centre as per clause 1.5
- 1.8. Claims department
The claims procedure is detailed in section 12 of the policy terms and conditions
- 1.9. A claim can be submitted:
 - At a Capitec branch; visit the Capitec branch network <https://www.capitecbank.co.za/branch-locator>; or
 - By telephone: 0860 10 20 43; or
 - By email: FuneralClaims@capitecbank.co.za

2. NON-MANDATED INTERMEDIARY AND BINDER HOLDER

- 2.1. Sanlam Developing Markets Limited
Registration No: 1911/003818/06
FSP No: 11230
PO Box 1941, Houghton, 2041
Sanlam Business Park, 9 – 13 West Street, Houghton, Johannesburg
Tel: 0861 235 433
Fax: 0861 235 329
Email: Info@sanlam.co.za
Website: www.sanlam.co.za
- 2.2. We act as a binder holder in terms of a binder agreement with Centriq. We earn a fee for the performance of the binder function claims settlement. We hold professional indemnity insurance
- 2.3. We do not hold shares of Centriq and we did not receive more than 30% of our total remuneration from Centriq in the last 12 months
- 2.4. Compliance department
Tel: 0861 235 433
Fax: (011) 483 3966
Email: ComplianceSKY@sanlam.co.za
- 2.5. Complaints department
In the event of a complaint with regard to the policy, service or way the claim has been dealt with, please contact the Capitec Client Care Centre
- 2.6. Claims
The claims procedure is detailed in section 12 of the policy terms and conditions. Claims must be submitted to Capitec through the channels listed above

3. PRODUCT SUPPLIER / INSURER

- 3.1. Centriq Life Insurance Company Limited
Registration No: 1943/016409/06
FSP No: 7370
PO Box 55674, Northlands, 2116
The Oval, Second Floor, West Wing, Wanderers Office Park, 52 Corlett Drive, Illovo, 2196

Tel: 011 268 6490

Fax: 011 268 6495

Email: Info@centriq.co.za

Website: www.centriq.co.za

- 3.2. Compliance department
The Internal Compliance Officer is assisted by Compli-Serve (Pty) Ltd, and is contactable at the numbers above
Email: Compliance@centriq.co.za
- 3.3. Complaints department
If you are not satisfied with the policy, service or way the complaint has been resolved through the internal complaints handling process of the intermediary, you can address your complaint to Centriq's Complaints department who is contactable at the number above.
Email: FaisComplaints@centriq.co.za/
ClaimsComplaints@centriq.co.za
All complaints must be reduced to writing and accompanied by any supporting documents. A copy of our complaints procedure can be provided to you on request
- 3.4. Claims department
The Claims department is contactable at the number above.
Email: Claims@centriq.co.za

4. FAIS OMBUD

- 4.1. If you are not satisfied with the policy, service or way the complaint has been resolved through the internal complaints handling process of the intermediary, you can address your complaint to the FAIS Ombud who is contactable at:
- 4.2. FAIS Ombud
PO Box 74571, Lynwood Ridge, 0040
Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road Cnr Lynnwood Road & Sussex Ave, Lynnwood, 0081
Tel: 012 470 9080
Fax: 012 348 3447
Email: Info@faisombud.co.za
Website: <http://www.faisombud.co.za/>

5. LONG-TERM INSURANCE OMBUD

- 5.1. If you are not satisfied with the way the claim has been dealt with, you can address a complaint to the Long-term Insurance Ombud who is contactable at:
- 5.2. Long-term Insurance Ombud
Private Bag X45, Claremont, Cape Town, 7735
3rd Floor, Sunclare Building, 21 Dreyer Street, Claremont, Cape Town, 7700
Tel: 021 657 5000 / 0860 103 236
Fax: 021 674 0951
Email: Info@ombud.co.za
Website: www.ombud.co.za

6. REGISTRAR OF LONG-TERM INSURANCE

- 6.1. Alternatively, you can address a complaint to the Registrar of Long-term Insurance who is contactable at:
- 6.2. Registrar of Long-term Insurance
PO Box 35655, Menlo Park, 0102
Riverwalk Office Park, Block B, 41 Matroosberg Road (Corner Garsfontein and Matroosberg Roads), Ashlea Gardens, Extension 6, Menlo Park, Pretoria
Tel: 012 428 8000
Fax: 012 347 0221
Website: www.fsca.co.za

7. OTHER MATTERS OF IMPORTANCE

- 7.1. You must be informed of any material changes to the information referred to in sections 1, 2 and 3
- 7.2. Polygraph or similar tests are not obligatory and claims may not be rejected solely on the basis of a failure of such a test
- 7.3. The product supplier (Centriq) must give you written notice of its intention to cancel your policy
- 7.4. You are entitled to a copy of your policy free of charge
- 7.5. Should you not be satisfied with the policy, you are entitled to cancel the policy within 31 days from the signature date of your policy where no benefit has yet been paid or claimed, or an event insured against has not yet occurred, and where premiums have been paid, you are entitled to a premium refund, subject to the deduction of the cost of any risk cover actually enjoyed and any market loss where the market value of the investments made has decreased in the intervening period due to prevailing market conditions

8. WARNING

- 8.1. Keep all documents you receive
- 8.2. Make notes as to what is said to you
- 8.3. Do not be pressured into buying the product

- 8.4. All material facts must be accurately fully and properly disclosed by you. All information provided by you is your own responsibility. You need to be satisfied with the accuracy of any transaction submitted by Capitec Bank Limited on your behalf. Misrepresentation, incorrect or non-disclosure by you of any material facts or circumstances may impact negatively on any claims arising from your policy

9. SHARING OF INSURANCE INFORMATION

- 9.1. Regulatory bodies require Centriq to share information with the regulatory body regarding policies and claims. In addition, insurers share information with each other regarding policies and claims with a view to prevent fraudulent claims and obtain material information regarding the assessment of risks proposed for insurance. By reducing the incidents of fraud and assessing risks fairly, future premium increases may be limited. This is done in the public interest and in the interest of all current and potential policyholders
- 9.2. By Centriq accepting or renewing this insurance, you or any other person that is represented herein, gives consent to the said information being disclosed to any other insurance company or its agent
- 9.3. You also similarly give consent to the sharing of information in regards to past insurance policies and claims that you have made. You also acknowledge that information provided by yourself or your representative may be verified against any legally recognised sources or databases
- 9.4. By insuring or renewing your insurance you hereby not only consent to such information sharing, but also waive any rights of confidentiality with regards to underwriting or claims information that you have provided or that has been provided by another person on your behalf
- 9.5. In the event of a claim, the information you have supplied with your application, together with the information you supply in relation to the claim, will be made available to other insurers participating in the sharing of insurance information

10. USE OF PERSONAL INFORMATION

When you enter into this policy you will be giving Us your personal information that may be protected by data protection legislation, including but not only, the Protection of Personal Information Act,

2013 ("POPI"). We will take all reasonable steps to protect your personal information

You authorise us to:

- 10.1. Process your personal information to
- 10.1.1. Communicate information to you that you ask us for
- 10.1.2. Provide you with insurance services
- 10.1.3. Verify the information you have given us against any source or database
- 10.1.4. Compile non-personal statistical information about you
- 10.2. Transmit your personal information to any affiliate, subsidiary or re-insurer so that we can provide insurance services to you and to enable us to further our legitimate interests including statistical analysis, re-insurance and credit control
- 10.3. Transmit your personal information to any third-party service provider that we may appoint to perform functions relating to your policy on our behalf. You acknowledge that this consent clause will remain in force even if your policy is cancelled or lapsed

11. WAIVER OF RIGHTS

The General Code of Conduct stipulates that no financial services provider may request or induce in any manner a client to waive 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 such waiver is null and void.

12. CONFLICT OF INTEREST

- 12.1. We are mandated by Centriq to act as a non-mandated intermediary binder holder. We have considered the conflict of interest provisions in terms of the FAIS Act 37 of 2002 and have identified a potential conflict of interest due to the dividends we receive in respect of the preference shares held in Centriq as part of a cell structure. We are confident that we have mitigated the potential conflict to ensure that we provide unbiased and fair financial services to you, and will ensure that the receipt of dividends will not impede on the fair treatment of policyholders
- 12.2. We adopted a values based approach where the spirit of the legislation is embraced. A copy our conflict of interest management policy is available at www.capitecbank.co.za. The policy is reviewed at least annually and reported on to the Financial Services Board