

Terms and conditions

DEFINITIONS:

Policyholder: any individual between the ages 18 – 75 years, who is allowed to participate in the policy, in terms of the eligibility conditions as stated in the Policy Document. A Policyholder may not be older than the maximum entry age of 75 years. A Policyholder must live in South Africa. If the policyholder is a foreign national, he/she must have a valid passport and work permit

Dependents: means a Spouse, Children, Extended Family and other Child, where applicable.

Spouse: a person married to the Policyholder by law or tribal custom, which shall include a Common Law Spouse

Common Law Spouse: a person who is deemed by Atlehang, at its sole discretion, to be a spouse, considering the circumstances of each case, and shall include, where applicable, customary marriages, civil partners or life partners.

Child: an unmarried child of the Policyholder, younger than age 21 years, including a stepchild, posthumous child, an illegitimate child, a legally adopted child or a stillborn child (must be stillborn from the 26th week of pregnancy). Only 2 stillbirth claims will be accepted per family during the term of the Policy. Cover for Children is extended to under age 25 years if the Child is a full-time student at a recognized educational institution. This does not include part-time and correspondence students. Children who are mentally disabled or totally and permanently disabled before age 21 years, who are unable to care for themselves, are covered until cover for the Policyholder ends. Details of a newborn child must be submitted to Atlehang within 3 Months of birth. Details of any children of a Common Law Spouse, illegitimate child and stepchild must be supplied to Atlehang at the time that the Policyholder takes up a policy, as failure to provide this, may result in a repudiation of the claim by Atlehang.

Other Child: A child who is 18 years or younger and does not qualify to be a Child but is financially dependent on the Policyholder in the event of their death. Up to 4 Other Children may be covered.

Extended Family: Family members, who are dependent on the Policyholder for financial assistance in the event of their death, may be covered. These include parents, parents-in-law, uncles, aunts, brothers, sisters, nephews, nieces, grandparents, and children of the Policyholder who are age 21 years and older.

Re-joiners: Re-joiners are policyholders whose policy has lapsed and want to re-join.

Grace period: If we do not receive your premium for one month, we will send you an email, letter, or SMS to tell you about this. You will then have until your next premium payment date to pay the arrear premium.

1. This insurance cover is underwritten by **Atlehang Life (Pty) Ltd**, an authorised financial services provider with FSP 51568 and a licensed Microinsurer. Moneygurus is a juristic representative of Atlehang Life.

2. The people you can cover on this policy: You can cover yourself as the policy owner (main member), your spouse, and your children (up to six children). You can also cover up to eight extended family members (parents, grandparents, aunts, uncles, cousins, nieces, and nephews) on your policy, provided there is an insurable interest. You can include additional children on your policy for an extra premium (the number will depend on your plan). Please note that you must be a South African citizen, permanent resident or hold a valid work permit to apply for this policy. Your extended dependents (extended family members) must also be citizens or permanent residents. Your dependents (spouse and children) don't have to be SA citizens or residents. However, if any of your dependents are foreign nationals and don't reside in South Africa, we'll need proof of their identity as well as their full contact details at the start of the policy. If your extended family members are foreign nationals but reside in South Africa, they can be covered, but we'll need a copy of a valid passport for each of them. New-born children must be added within one year of birth, if not added within one year the waiting period will apply as per your policy terms and conditions.

3. Maximum entry age: The maximum entry age for you and your dependents is up to 75 years. The maximum entry age is 21 for dependent children (25 if the child is a full-time student) and 85 for your extended family members.

4. Waiting period: The waiting period on this cover for you, your dependents, extended family members, any new dependent or extended family, and re-joiners is six months. We count these six months from your policy start date. No waiting period applies for reinstatements unless you were still in your waiting period when your policy lapsed. You will then have to complete the duration of the waiting period still outstanding. No waiting periods will apply if you, your dependents or extended family members were to pass away in an accident as long as the first premium has been paid. If you and any of your current dependents and extended family members were insured with another insurer immediately before the start of this policy, then you'll need to complete the duration of the waiting period still outstanding. If you or any of your current dependents had a previous policy with another insurer for the same policy benefits and cover amount, no

waiting period will apply to you or your dependents provided that you have already completed your waiting period with your previous insurer.

5. Maximum cover amounts: The amount you can be paid out under this policy will depend on the plan you've chosen. Atlehang Life will pay out a maximum cover amount is R10 000 in the event the unborn or minor before of six years; and R30 000 for a minor after he or she attains the age 6 years but before he or she attains the age 14 and a maximum of R100 000 on all policies underwritten by Atlehang Life.

6. Stillbirth: Stillbirths are covered automatically under this policy. A stillborn child is one that did not draw breath or show any other signs of life after being delivered, expelled, or surgically removed from its mother after the 26th week of pregnancy. This excludes instances where the mother chooses to have an abortion or someone else acting on the mother's behalf chooses to terminate the pregnancy. We will only cover a maximum of two claims for stillbirths per year. We reserve the right to ask for additional information to ensure that the claim is valid before we accept the claim.

7. General exclusions: Atlehang Life will not pay your claim in the following circumstances (this applies to any person covered on this policy):

- Suicide in the first 12 months of the policy or cover, whether the person is of sound or unsound mind;
- Participating in any terrorist activity, riot, civil commotion, rebellion or war leading to death;
- Death as a result of nuclear, biological and chemical terrorism and nuclear accidents;
- Wilful and deliberate breaking of any criminal law leading to death;
- The death of an unborn child due to the termination of a pregnancy (abortion);
- Providing false or fraudulent information or using fraudulent means or devices when making a claim under the policy; and
- If the policyholder is no longer legally entitled to live and work in the Republic of South Africa.

8. You must provide Moneygurus with accurate information: Atlehang Life may cancel your policy from the start date and will not pay any claims if we find out that you gave false or inaccurate information when applying for this policy.

9.How you'll pay your premium: You can pay your premiums using a debit order, persal deduction, Pay@, Easypay, stop order, cash or any other 3rd party payment gateway as agreed upon by the parties.

10.Policy start date: Your cover will only start on the first day the first premium is received by Moneygurus. Atlehang Life reserves the right to decline your application within 31 days of you applying for cover. The term of the policy is 12 months and will be automatically renewable after the 12 months. No waiting period will be applicable during or after automatic renewal. Unless the insurer has reasonable grounds for imposing the waiting period.

11.Making changes to your policy: Please contact Moneygurus if you would like advise on any changes to your contract or if you'd like to change your contact information. All changes to your policy shall be effective within 31 days.

12.Premium Review: Atlehang will not change your premium for the first 12 months (unless there are exceptional circumstances). After the first 12 months, Atlehang reserves the right to review and change the premium and cover annually. Premiums will only change if Atlehang Life view on the factors that influence the cost of providing you with cover differ from what was assumed when the current premium rates were set. This may become necessary as a result of, but isn't limited to:

- Expected claims incidences;
- Expected inflation and interest rates; and
- The average age and demographics of the insured lives on the product as a whole.

Furthermore, Atlehang Life reserves the right to appropriately adjust the premiums charged or benefits offered on this policy if:

- Any legislation or regulation (including tax legislation or regulations) is introduced or changed, so that it affects the cost of providing your benefits; or
- The legal interpretation or understanding of any legislation or regulation (including tax legislation or regulations) changes to the extent that it affects the cost of providing your benefits.

Atlehang Life will not increase your premiums to recover past losses or to enhance expected profits beyond those assumed at the outset of the policy. Moneygurus will send you written notice and reasons for any changes to your premium at least 31 days before any changes are applied.

13. Cooling off period: If we have accepted your application and you change your mind, you have 31 days from the start date of your policy to tell us in writing about the changes you want to make or if you want to cancel the policy. If you cancel your policy within this cooling off period, Atlehang Life will refund your premium and recover any claim payment made.

14. Your policy will lapse if you don't pay your premiums for two months: If we don't receive your premium for one month (grace period), we'll send you an email, letter, or SMS to tell you about this. You'll then have until your next premium payment date to pay the arrear premium. During this period, you may lodge a claim (if the waiting period has passed). If you don't pay the second or arrear premium, your policy will lapse and you won't be able to claim, even if you pay the arrear premiums thereafter.

15. Cancelling or replacing your policy: You or anyone acting on your written authority can cancel the policy by giving us one month's written notice. You will lose all of your benefits from the effective date of the cancellation (end of the month in which we received your last premium).

16. Reinstatement: You can reinstate your policy within three months of the last day of the month we received your last premium. You must pay all arrear premiums if you want to reinstate your policy. Your policy will be reinstated on the same terms unless otherwise indicated. No new waiting periods will apply for reinstatements. We won't consider claim events that happened while the policy was in arrears and cancelled, even if you pay the arrear premiums and reinstate the policy.

17. How to claim from Atlehang Life: You must submit your valid claims to Moneygurus within six months from the date of the claim event. You must give Moneygurus all the required documents before Atlehang Life can process your claim. Claims documents can be submitted personally or via electronic means. Please contact Moneygurus for further assistance. Additional information may be requested to validate the claim. You must supply the following standard claim requirements for us to make a valid claim payment:

- A fully completed funeral claim form (should be completed by the beneficiary or policy owner);
- A certified copy of the deceased's national identity document or passport;
- A certified copy of the beneficiary's national identity document or passport;
- Notification of death or still birth form (all four pages) – DHA 1663 (can be obtained from the funeral parlour, doctor that certified the death, mortuary or Home Affairs); and

- A certified copy of the computerized death certificate.
- Valid proof of banking details (a certified bank statement or a certified letter from the bank, not older than three months);
- For unnatural death: A police statement – should be taken to the investigating officer to complete and stamp;
- For unnatural death: An accident report
- If the claim is for a foreign national, a copy of a valid passport and a valid work permit (at the time of their death);
- If the claim is for a foreign national who is an extended family member, proof that they were residing in South Africa at the time of their death; and
- In the case of a claim for a stillbirth, a doctor’s letter confirming the age of the foetus (i.e., the number of weeks) at time of the stillbirth.

Atlehang Life will make claim payments within two working days of receiving all required documentation. Claim payments can only be made into South African bank accounts in South African currency.

18.Continuation of cover: If you, as the individual policy owner, die, your spouse (if selected) or child (above the age of 18 years) may continue with the policy. We must be notified of the continuation within three months of your death. We’ll continue the policy subject to the following conditions:

- Your spouse or child must be registered as the new individual policyholder and/or premium payer, or they must nominate a premium payer;
- A new premium payer may continue paying the premium without affecting the policy. The new premium payer must be:
 - Your spouse or child over 18 years;
 - A legal guardian of your children;
 - Any other person who is an insured life on the policy;
 - A curator; or trust.

The premium will not change for any of the insured lives on the policy, including your spouse. Any new members added after the policy continuation will be charged the applicable premium and a waiting period of six months will apply. If we don’t receive confirmation of continuation of the policy within three months, the immediate family and extended family members will not be covered.

19. **Complaints:** We hope to never give you any cause for complaint. But if you're ever unhappy with our service or the advice you've received, please contact us on the following details:

Atlehang Life, 57 Western Service Road, Wendywood, Sandton. 2090 Tel: +27103126191

Email: info@atlehanglife.co.za.

If we're still not able to resolve the problem, you can contact these independent industry bodies for help:

The Financial Sector Conduct Authority: The FSCA is the market conduct regulator of financial institutions, that provide financial products and financial services, financial institutions that are licensed in terms of a financial sector law, including banks, insurers, retirement funds and administrators, and market infrastructures. The FSCA assists clients with legislative related complaints dealing with the manner in which the regulated companies conduct themselves and any contravention of the acts by which they are governed.

Address: P.O. Box 35655, Menlo Park, 0102, Riverwalk Office Park, Block B, 41 Matroosberg Road, Ashlea Gardens, Pretoria, 0002

| Telephone: 012 428 8000 | [Contact Us \(fsc.co.za\)](http://fsc.co.za)

The National Financial Ombud Scheme : The National Financial Ombud Scheme (NFO) is an independent body that resolves complaints brought by consumers against South African financial institutions. Address 110 Oxford Road, Houghton Estate, Johannesburg, Gauteng, 2198 Email info@nfosa.co.za

The FAIS Ombud: The FAIS Ombud's role is to mediate fairly and independently between clients and financial services providers on matters to do with financial advice. The Ombud follows the provisions of the Financial Advisory and Intermediary Services Act (FAIS Act).

Address :P.O. Box 74571, Lynnwood Ridge, 0040 | 125 Dallas Avenue Menlyn Central,

Waterkloof Glen, Pretoria 0010 | Telephone: 012 762 5000 | 086 066 3247 | Fax: 012 348 3447 | Email: info@faisombud.co.za

Policy declaration and signature

By signing this form, you agree to the terms below:

1. You understand and agree that you're applying for funeral cover with Moneygurus. Your policy is administered by Atlehang Life. You declare that the information you have provided in this form is accurate and true, whether it is in your handwriting or not. You confirm that you've read and understand the information in this form. You declare that your representative has explained the terms and conditions of your cover and you understand them. You confirm that Atlehang Life may validate the information they request and that you've provided, where required. Atlehang Life will cancel your policy if any of the information is false or you didn't tell us about some important information.
2. You nominate Atlehang Life as your additional contact point for all communication about this policy. You're satisfied that the plan you've chosen best suits your needs and you can afford the monthly funeral insurance premium.
3. You agree that the contract is made up of the terms and conditions for the policy, the information in the application form, the policy schedule, and any changes that you might request in future.
4. You agree that Atlehang Life won't be at risk for any changes you or a person acting on your behalf make to the policy that Atlehang Life has not accepted in writing.
5. You agree that Atlehang Life will only cover you from the start date of your policy and your policy is subject to waiting periods.
6. You acknowledge that it is your obligation to monitor, review and update your cover periodically to ensure that it remains adequate.
7. You agree to nominate a beneficiary that is not a minor child. You also agree to tell Moneygurus of any changes to your contact details or beneficiary details.
8. You agree that if you're entitled to claim, and you don't do so, Atlehang Life will keep the benefit for as long as the law requires, while using reasonable attempts to trace you, your estate, your dependants, or your beneficiaries. Atlehang Life can use a tracing company to find you, your dependants, and your beneficiaries. Atlehang Life can also use other methods, including using internal and external databases such as credit bureaus and the Department of Home Affairs to find you. You agree that by giving Atlehang Life the personal information for your dependants and beneficiaries, they also give Atlehang Life consent to share their personal information with a tracing company or agent to assist us with tracing you, and them. The money used for tracing you, your dependants, and your beneficiaries will be deducted from the benefit payment.
9. We won't share or use any personal information collected from this form for any other purpose other than to process your policy application, administer your policy and to consider claims (the permitted purpose). You give us consent to record, keep, and share your information for these purposes. We must comply with all industry regulations and legislation applicable to Atlehang Life business and

products. We will always comply with industry regulations in the way we receive, store and share your information.

- 10.** You agree to adhere to all the terms and conditions of this policy. Any deviation to the policy terms and conditions may render future claims invalid.