

1. ABACUS LIFE PLUS PLANS

- 1.1. Individual Plan: Cover for Policyholder only
- 1.2. Family Plan: Cover for Policyholder, 1(one) Life Partner and up to 5 children
- 1.3. Senior Plan: Cover for individual older than 65 years
- 1.4. All Plans are available in 4 different options:
 - 1.4.1. Bronze
 - 1.4.2. Silver
 - 1.4.3. Gold
 - 1.4.4. Platinum
- 1.5. Option Benefit Table

Bronze	Silver	Gold	Platinum
Total cover value R25 000	Total cover value R35 000	Total cover value R50 000	Total cover value R75 000
Benefits	Benefits	Benefits	Benefits
Economic casket	Standard dome	Exclusive dome	Leather dome
Cash R2 500	Cash R3 000	Cash R5 000	Cash R10 000
Airtime R300 *	Airtime R300 *	Airtime R300 *	Airtime R300 *
National Repatriation	National Repatriation	National Repatriation	National Repatriation
Removal 24 hours Radius 50km	Removal 24 hours Radius 50km	Removal 24 hours Radius 50km	Removal 24 hours Radius 50km
Preparation of Body	Preparation of Body	Preparation of Body	Preparation of Body
Assistance with administration and claims	Assistance with administration and claims	Assistance with administration and claims	Assistance with administration and claims
Death Certificate and Certified Copies	Death Certificate and Certified Copies	Death Certificate and Certified Copies	Death Certificate and Certified Copies
Standard Resident Grave (up to R1 000)	Standard Resident Grave (up to R1 000)	Standard Resident Grave (up to R1 500)	Standard Resident Grave (up to R3 000)
Hearse	Hearse	Hearse	Hearse
Family Car x 1 (up to R1 000)	Family Car x 1 (up to R1 000)	Family Car x 2 (up to R2 000)	Family Car x 2 (up to R4 000)
Personalised Programs x 50	Personalised Programs x 60	Personalised Programs x 80	Personalised Programs x 100
Grave Marker	Grave Marker	Grave Marker	Grave Marker
Fresh Flowers for coffin (up to R1 000)	Fresh Flowers for coffin (up to R1 000)	Fresh Flowers for coffin (up to R1 500)	Fresh Flowers for coffin (up to R2 500)
Tent at home (up to R1 000)	Tent at home (up to R1 000)	Tent at home (up to R1 500)	Tent at home (up to R2 500)
40 Chairs at home	40 Chairs at home	100 Chairs at home	100 Chairs at home
2 Steel tables at home	2 Steel tables at home	2 Steel tables at home	2 Steel tables at home
		1 Toilet at home (up to R1 000)	2 Toilet at home (up to R2 000)
	Bus (up to R1 000)	Bus (up to R1 000)	Bus (up to R1 500)
Table with refreshments at grave (up to R700)	Table with refreshments at grave (up to R1 000)	Table with refreshments at grave (up to R1 500)	Table with refreshments at grave (up to R2 000)
Catering Service (up to R1 000)	Catering Service (up to R2 000)	Catering Service (up to R3 000)	Catering Service (up to R6 000)
Church fees- Sexton; organist (up to R1 000)	Church fees- Sexton; organist (up to R1 000)	Church fees- Sexton; organist (up to R1 500)	Church fees- Sexton; organist (up to R1 500)
Tents and decoration at the grave site	Tents and decoration at the grave site	Tents and decoration at the grave site	Tents and decoration at the grave site
12 Chairs at grave site	12 Chairs at grave site	20 Chairs at grave site	30 Chairs at grave site
Lowering device and grave carpets	Lowering device and grave carpets	Lowering device and grave carpets	Lowering device and grave carpets

- 1.6. **NOTE:** All Insured Persons will receive the full package except children under the age of 6 years (including still-born) will be covered for R20 000 which will be paid-out in cash. Under the Platinum option, children under the age of 14 years will be covered for R50 000 which will be paid-out in cash.
* Airtime R300 (not subject to approval of the claim, this benefit will be disbursed upon registration of the claim and is not refundable in the event that the claim is rejected).

2. PREMIUMS
2.1. Premium Table

Abacus Life Plus Plan - STAFF	Monthly Premium (R) per Option			
	Platinum	Gold	Silver	Bronze
Abacus Life Plus Individual Plan	R180	R135	R105	R80
Abacus Life Plus Family Plan	R405	R295	R225	R170
Abacus Life Plus Senior Plan	R700	R485	R340	R250

The terms and conditions below will clearly indicate what is/ what is not applicable to the option you have selected.

- 2.2 Where the first premium is not collected the benefits under the Policy will automatically lapse.
- 2.3 Where 1 (one) subsequent month's premium is not collected after the receipt of the first premium, the benefits under the Policy will be suspended, but may be reactivated upon the payment of all outstanding premiums within that 31 days of the due date of the outstanding premium.
- 2.4 Where 2 (two) consecutive premiums are not paid the Policy will lapse.
- 2.5 Your premium will be reviewed annually in the event that it is required due to inflation, increase in benefits, unexpected increases in expenses, loss ratios worse than anticipated and any new regulatory requirements that directly affect this Policy. If a premium escalation is required, Abacus will give you 31 (thirty-one) days written notice thereof and will furnish you with detailed reasons as to why the escalation is necessary and any impact this may have on you.
- 2.6 Premium is payable by debit order only.
- 2.7 The debit order will be collected on the date selected by the Premium Payer;
- 2.8 The Premium Payer's choice of debit order date is limited to a day within 30 (thirty) days from the acceptance of the Policy.
- 2.9 If 1 (one) month's debit order is not paid, a double debit instruction will be submitted in the following month.
- 2.10 The Policy allows for the Premium Payer to be a person other than the Policyholder.

3. POLICY SCHEDULE

You will receive your personalised policy schedule together with these Terms and Conditions that will specify the following:

- 3.1. The Abacus Life Plus Plan and Option that you selected.
- 3.2. Full name, surname and Identity Number of the Policyholder, Premium Payer, all other Insured Persons and Beneficiaries.
- 3.3. The monthly premium payable and to be collected by debit order including the date upon which the debit order will be collected, and
- 3.4. Your Policy number.
- 3.5. Please ensure that all these details are correctly recorded. In the event of any errors, please contact Abacus immediately.

4. INSURER

The Insurer and Authorised Financial Services Provider is Abacus Life Limited (registration number 2007/032597/06), a registered life insurer; FSP no. 47062. ("Abacus")

5. THE POLICY

- 5.1. The purchase of the Policy will be electronically recorded via telephone, or other media. A written copy of the Policy will be sent to the Policyholder within 31 (thirty-one) days after the inception thereof by way of email or URL link or by SMS or post whichever medium preferred by the Policyholder.
- 5.2. The Policyholder must provide a correct date of birth for each Insured Person named in the Policy. If this information does not correspond with the details in the identity book or birth certificate, the Insured Persons will not be covered under the Policy.

6. POLICY INCEPTION DATE

The Policy will inception on the date that Abacus receives the first premium.

7. QUALIFYING CRITERIA FOR ENTRY

- 7.1. The Policy is only available to permanent residents of South Africa.
- 7.2. The minimum entry age of the Policyholder for all the Individual and the Family Plan is 18 (eighteen) years and the maximum is 64 (sixty-four) years.
- 7.3. For the Family Plan, only unmarried children of the Policyholder will qualify for cover until they are 25 (twenty-five) years old.
- 7.4. For the Family Plan, insurance cover is afforded to only 1 (one) named Life Partner of the Policyholder at any time.
- 7.5. For the Family Plan, a maximum of 5 (five) unmarried children younger than 25 (twenty-five) years, of the Policyholder or the Policyholder's Life Partner may be covered at no additional monthly premium.
- 7.6. For the Family Plan, the Policy will cover a still birth from the 28th (twenty-eighth) week of pregnancy of the Policyholder or her Life Partner.
- 7.7. The minimum entry age of the Policyholder for a Senior Plan is 65 (sixty-five) years and the maximum is 80 (eighty) years.
- 7.8. Only 1 (one) life may be covered under the Senior Plan. There is no option to include children or a Life Partner under this option.

8. BENEFIT(S)

- 8.1. If the Policyholder or the named Life Partner or named Insured Person for whom all premiums have been paid dies, you will receive the benefits stipulated in 1 depending on the option you choose.
- 8.2. Children under the age of 6 years (including still-born) will be covered for R20 000 which will be paid-out in cash.
- 8.3. Under the Platinum option, children under the age of 14 years will be covered for R50 000 which will be paid-out in cash.
- 8.4. You may request Abacus to pay out the value of your selected option in cash in lieu of the option benefits and Abacus may elect to pay the value of your selected option in cash in lieu of the benefits.

9. COVER EXCLUSIONS

- 9.1. A waiting period of 6 (six) consecutive months or 6 (six) consecutive premium payments, whichever the later, will apply in the case of death of a Policyholder, Life Partner, Senior or any other Insured Person by natural causes.
- 9.2. In the event that the Policyholder and/or Insured Persons:
 - 9.2.1. within 31 days before inception of this Abacus Life Plus Plan completed a waiting period; and
 - 9.2.2. such waiting period was completed in respect of the same lives insured and under a similar policy to the Abacus Life Plus Plan; and
 - 9.2.3. the Policyholder submits written proof of such waiting period completed to Abacus;
 then Abacus shall deduct the number of waiting period days so completed from the waiting period requirements set out in 9.1.
- 9.3. Only death arising from an accident (unnatural causes) will be covered within the first 6 (six) consecutive months of the Policy or after the receipt of the 6th (sixth) premium, whichever is the later.
- 9.4. The Policy does not cover death resulting from:
 - Intoxication by alcohol or any narcotic drug of any type;
 - Any deliberate, wrongful action or inaction (including suicide) of the Insured Person in the first 12 (twelve) months since inception of the Policy;
 - Any criminal act by the Insured Person; or
 - Any act of war, riot, strike, civil disobedience, or any military, naval or police action.
- 9.5. No life may be covered more than once under the Abacus Life Plus Plan.

10. CONTINUATION OPTION

After the death of the Premium Payer the Policyholder or any of the Insured Persons over the age of 18 years may continue with the policy by accepting the liability to pay the premium in writing within 62 days of the death of the Premium Payer by contacting Abacus. (see contact details below)

11. LAPSE RULE

The Policy will cancel/ lapse if premiums are outstanding for 2 (two) months.

12. REINSTATEMENT

- 12.1. The Policy cannot be reinstated after lapsing.
- 12.2. In the event that you wish to continue with Abacus Life Plus Policy after the Policy has lapsed, a new Policy will be issued.
- 12.3. The Waiting Period for a new Policy issued will be calculated with reference to the waiting period under the original Policy. It will not exceed 6 (six) months in the aggregate.

13. COOLING-OFF PERIOD/RIGHT TO CANCEL

- 13.1. The Policyholder can cancel the Policy within the first 31 (thirty-one) days of inception of the Policy if no claim has been received prior to the cancellation.
- 13.2. The Policyholder must submit this instruction in writing to Abacus within 31 (thirty-one) days of inception of the Policy.
- 13.3. All premium payments made in respect of the Policy so cancelled will be refunded in full provided there has been no claim submitted and paid before receipt of the cancellation notice.

14. CLAIMS PROCEDURE

- 14.1. The claims procedure must be carefully followed in order to avoid a delay in the payment of benefits.
- 14.2. Your airtime benefit will be disbursed upon the registration of the claim. This does not mean your claim is approved. Only after you have submitted the documentation listed below will Abacus assess your claim and advise whether it is approved or not.

14.3. In the event of a claim, Abacus will within 2 business days after all required documents in respect of the claim have been received, inform the claimant if the claim is valid, rejected or disputed. If it is valid, payment of the cash component of the claim will be disbursed within 48 hours and the remainder of the Policy benefits will be delivered upon the date and time agreed with the family of the deceased Insured Person.

14.4. Abacus reserves the right to cancel any benefits if there is any evidence of, or attempted submission of, a fictional claim, fraud or misrepresentation.

14.5. Claims must be submitted to Abacus within 6 (six) months of the death of the Insured Person. Failure to do so will result in all benefits being lost.

14.6. Please note that the term "Beneficiary" refers to the person receiving the cash benefit payment upon the death of the Policyholder.

14.7. If your claim is rejected, you do not have to refund the airtime disbursed to you upon registration of the claim.

14.8. You may make representations to Abacus if you disagree when your claim is rejected or if you disagree with benefits approved within 90 (ninety) days of receipt of the notice that your claim is rejected, or the benefits approved.

14.9. In the event of your claim being rejected and you do not make any representations within the 90 (ninety) day period after the rejection notice, all benefits in respect of that claim shall expire.

14.10. In the event of a claim being rejected and legal action not being commenced within 6 (six) months after the expiry of the 90 (ninety) day representation period, all benefits afforded under this policy in respect of any such claim shall be forfeited.

14.11. All claims must be accompanied by the following clearly legible documents:

- A copy of the Police Statement detailing the cause of death (in the event of accidental death);
- A copy of the Death Certificate or
- A copy of the Notification of Death;
- A copy of the deceased Insured Person's identity document;
- A copy of the Beneficiary identity document;
- Policy number;
- The bank details and a copy of a bank statement of the Beneficiary receiving the cash benefit; and
- Written confirmation of previous waiting periods completed.

14.12. Abacus reserves the right to request any other additional documents that it, in its sole discretion, deems necessary to accurately assess the claim. These documents may include, but are not limited to:

- An original certified copy of a Marriage/Registration Certificate or a sworn affidavit that the Insured Person was married to his/her Life Partner;
- In the event that a child's surname is different from that of the Insured Person's surname, an affidavit is required to explain the nature of the relationship to the Insured Person;
- An original certified copy of the Baptismal Certificate a child reflecting his/her parent details;
- Original certified copies of adoption papers of a child;
- An IRP2 Form or Medical Aid Membership Documentation; and
- Marriage or Birth Registration Documentation in respect of Stepchildren.

15. COMPLAINTS PROCEDURE

15.1. Should you have any complaints, please contact Abacus (see contact details below) and have the following information available:

- Policy Number;
- Identity Number; and
- Nature of Enquiry.

15.2. If your complaint is not resolved within 30 (thirty) days, you may refer it to the Ombudsman for Life Insurance or the Registrar of Life Insurance or Financial Sector Conduct Authority. Please see contact details below.

16. TERMINATION OF BENEFITS

The cover terminates:

- In respect of the Insured Persons, upon the death of the Insured Person; and
- On the death of the Policyholder, unless the continuation option is selected;

- In respect of children, when the child/ children reach their 25th (twenty-five) birthday.

17. CHANGE OF BENEFICIARY AND/OR INSURED PERSON

Should you wish to change the details of your Beneficiaries or the Insured Persons, please contact Abacus (see contact details below) and have the following information available:

- Name and Surname
- Identity Number
- Contact Details

18. REPLACEMENT

If this Policy is being purchased to replace another Policy that has been cancelled or will be cancelled in the near future, the Policyholder should be aware that it may change the extent of their applicable cover. The Policyholder must contact their financial advisor in order to be informed of the consequences of the changes.

19. NOTIFICATION OF DEATH

Abacus must be notified in the event of the Policyholder or Insured Person passing away, even if no claim is submitted.

Failure to inform Abacus of the death of the Policyholder or Insured Person where applicable will result in continued deductions of the premiums for that persons.

20. EXPLANATION OF WORDS

- 20.1. "Beneficiary" – The person entitled to receive the cash benefit upon the Policyholder's death.
- 20.2. "Economy Casket" – Dutch Casket or similar
- 20.3. "Exclusive Dome" – Four Corner Wood Turning Dome casket or similar
- 20.4. "Leather Dome" - Leather Four Corner Wood Turning Dome casket or similar
- 20.5. "Life Partner" – a spouse in a marriage or a partner in a civil partnership concluded in terms of the Civil Union Act, 2006.
- 20.6. "Policyholder" - The person in whose name this Policy is issued.
- 20.7. "Premium Payer"- The person responsible for paying the premium for this Policy
- 20.8. "Standard Dome" - Standard Dome casket or similar
- 20.9. "Waiting Period" – The period before natural death is covered which is 6 (six) consecutive months from the date the policy incepts or 6 (six) premiums whichever is longer.

21. CONTACT DETAILS

Abacus Life Head Office:	Telephone Number:	0800 777 444
	Facsimile Number:	011 339 1526
Customer Care:	Telephone Number:	0800 777 444
	Facsimile Number:	011 339 1526
	Email Address:	customercare@abacus-insurance.co.za
Claims:	Telephone Number:	0800 777 444
	Facsimile Number:	086 674 1495
	Email Address:	claims@abacus-insurance.co.za
Complaints:	Telephone Number:	0800 777 444
	Facsimile Number:	086 249 8496
	Email Address:	complaints@abacus-insurance.co.za
Life Insurance Ombudsman:	Telephone Number:	0860 103 236
	Facsimile Number:	021 674 0951
	Email Address:	info@ombud.co.za
	Postal Address:	Private Bag X45, Claremont, 7735
Financial Sector Conduct Authority	Telephone Number:	0800 203 722
	Facsimile Number:	012 346 6941
	Email Address:	info@fsca.co.za
	Postal Address	P.O. Box 35655, Menlo Park, 0102