

CREDIT INSURANCE

Welcome Pack



abacus

Insurance you
can count on

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Our Credit Insurance offerings are:

- ✔ Affordable
- ✔ Reliable
- ✔ Easy to understand

WELCOME



Dear Valued Policyholder,

We wish to extend you a hearty welcome to Abacus.

The insurance Policy(ies) you've purchased will ensure that you leave behind happy memories, knowing you can count on us when you can't pay your debt due to death, disability or loss of qualifying income, or in the event that the product you've purchased on credit gets lost, stolen or damaged. Please ensure that you understand the cover you've selected and the benefits you're entitled to. Read the contents of this booklet carefully and take note of the following:

1. Please ensure that you understand the benefits applicable to the Policy(ies).
2. Most importantly, you have to pay your Credit Instalment (inclusive of your insurance premium) in order to keep the benefits of the Policy(ies) in place.
3. For any queries or to register a claim, or if you require this document in Afrikaans, Zulu, Xhosa, Tswana or Sotho, please contact Abacus on 0800 777 444. Alternatively, visit the store where you purchased the Policy(ies).
4. Your policy will only become active upon receipt of a cover-confirmation SMS from Abacus Insurance.

Thank you for putting your faith in Abacus.

Regards,

A handwritten signature in black ink, appearing to read "Renee Griessel".

Renee Griessel
CEO

Ensure that you leave behind
happy memories, knowing you
can count on Abacus.

We have many years experience as
insurance partners of some of your
most trusted brands.



LIFE CREDIT INSURANCE

Death, Disability and Loss of Income

WHAT ARE YOU COVERED FOR?

Life Credit Insurance covers the amount you still owe in terms of your Instalment Agreement, excluding any arrears and interest on arrears, in the case of Death, Temporary or Permanent Disability, and Loss of Qualifying Income.



DEATH

If you die accidentally or from natural causes.



TEMPORARY OR PERMANENT DISABILITY

If you become disabled to the degree that you're unable to earn an income for a period of 3 months or longer.



LOSS OF QUALIFYING INCOME

If you lose your income disclosed during the credit application.

Please note: You can provide your own insurance, as long as it meets the Instalment Agreement requirements.

LIFE CREDIT INSURANCE

Death, Disability and Loss of Income



WHAT ARE YOU COVERED FOR?

Life Credit Insurance covers the amount you still owe in terms of your Instalment Agreement, excluding any arrears and interest on arrears, in the case of Death, Temporary or Permanent Disability, and Loss of Qualifying Income.

For additional cover that includes a cash payout and/or funeral bundle of your choice, please select Comprehensive Life Plus.

WHAT ARE YOUR CHOICES?

COMPREHENSIVE LIFE PLUS

- ✓ **Funeral Bundle**
- ✓ **Debt Cover**
- ✓ **Cash Back**

Settles the **amount you still owe** on your Instalment Agreement and gives you **cash back** equal to the **amount you've already paid**, so that your family isn't burdened with debt.

You also get to choose a **funeral bundle** that includes a **cash payout** of up to R10 000, and **airtime** to the value of R300.



COMPREHENSIVE LIFE

- ✔ Debt Cover
- ✔ Cash Back

Settles the **amount you still owe on** your Instalment Agreement, so that your family isn't burdened with debt.

It also gives you **cash back** equal to the **amount you've already paid** to cover any extra expenses.

BASIC LIFE

- ✔ Debt Cover

Settles the **amount you still owe on** your Instalment Agreement so that your family isn't burdened with debt.

COMPREHENSIVE LIFE PLUS

Debt Cover, Cash Back and Funeral

WHAT ARE YOU COVERED FOR?



WHAT COVER DO YOU GET?

Covers the **amount outstanding** on your Instalment Agreement and gives you that **same amount in cash back**, so that your family isn't burdened with debt.

A **funeral bundle** of your choice gives them peace of mind, knowing you've made all the hard decisions for them. It includes a **generous cash payout** and **airtime** to help with all those unexpected expenses.

✓ **Funeral Bundle**

✓ **Debt Cover**

✓ **Cash Back**

Airtime immediate and Cash Payout within 48 hours.
Airtime does not mean that the claim has been approved.
Burial service on the date chosen by the family.
Call Abacus on 0800 777 444 and we'll take care of everything.

Funeral Cover Value

Includes amongst other things:

Cash Payout
Airtime
Removal in 24 hours (radius of 50km)
National Repatriation
Free Storage
Preparation of Body
Assistance with Admin and Claims
Death Certificate and Certified Copies
Casket
Standard Resident Grave
Hearse
Family Car
Personalised Programmes
Grave Marker
Fresh Flowers
Tent at Home
Chairs at Home
2 Steel tables at Home
Toilet at Home
Bus
Tents and Decor at Gravesite
Gravesite Chairs
Lowering Device and Grave Carpets
Gravesite Refreshments
Catering Service
Church/Sexton/Organist



PLATINUM R185 R75 000	GOLD R135 R50 000	SILVER R105 R35 000	BRONZE R90 R25 000
R10 000	R5 000	R3 000	R2 500
R300	R300	R300	R300
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
Leather Dome	Exclusive Dome	Standard Dome	Economy Casket
R3 000	R1 500	R1 000	R1 000
✓	✓	✓	✓
2 up to R4 000	2 up to R2 000	1 up to R1 000	1 up to R1 000
100	80	60	50
✓	✓	✓	✓
R2 500	R1 500	R1 000	R1 000
R2 500	R1 500	R1 000	R1 000
100	100	40	40
✓	✓	✓	✓
2 up to R2 000	1 up to R1 000	-	-
1 up to R1 500	1 up to R1 000	1 up to R1 000	-
✓	✓	✓	✓
30	20	12	12
✓	✓	✓	✓
R2 000	R1 500	R1 000	R700
R6 000	R3 000	R2 000	R1 000
R1 500	R1 500	R1 000	R1 000

COMPREHENSIVE LIFE

Debt Cover and Cash Back

WHAT ARE YOU COVERED FOR?



WHAT COVER DO YOU GET?

Settles the **amount you still owe** in terms of your Instalment Agreement in case of Death, Temporary/ Permanent Disability or Loss of Qualifying Income, so that your family doesn't have to bear the burden of debt.

It also gives you **cash back** equal to the **amount you've already paid** to cover any extra expenses.

- ✔ Debt Cover
- ✔ Cash Back

For additional cover that includes a funeral bundle of your choice, select Comprehensive Life Plus.

BASIC LIFE

Debt Cover

WHAT ARE YOU COVERED FOR?



DEATH



DISABILITY



LOSS OF
INCOME

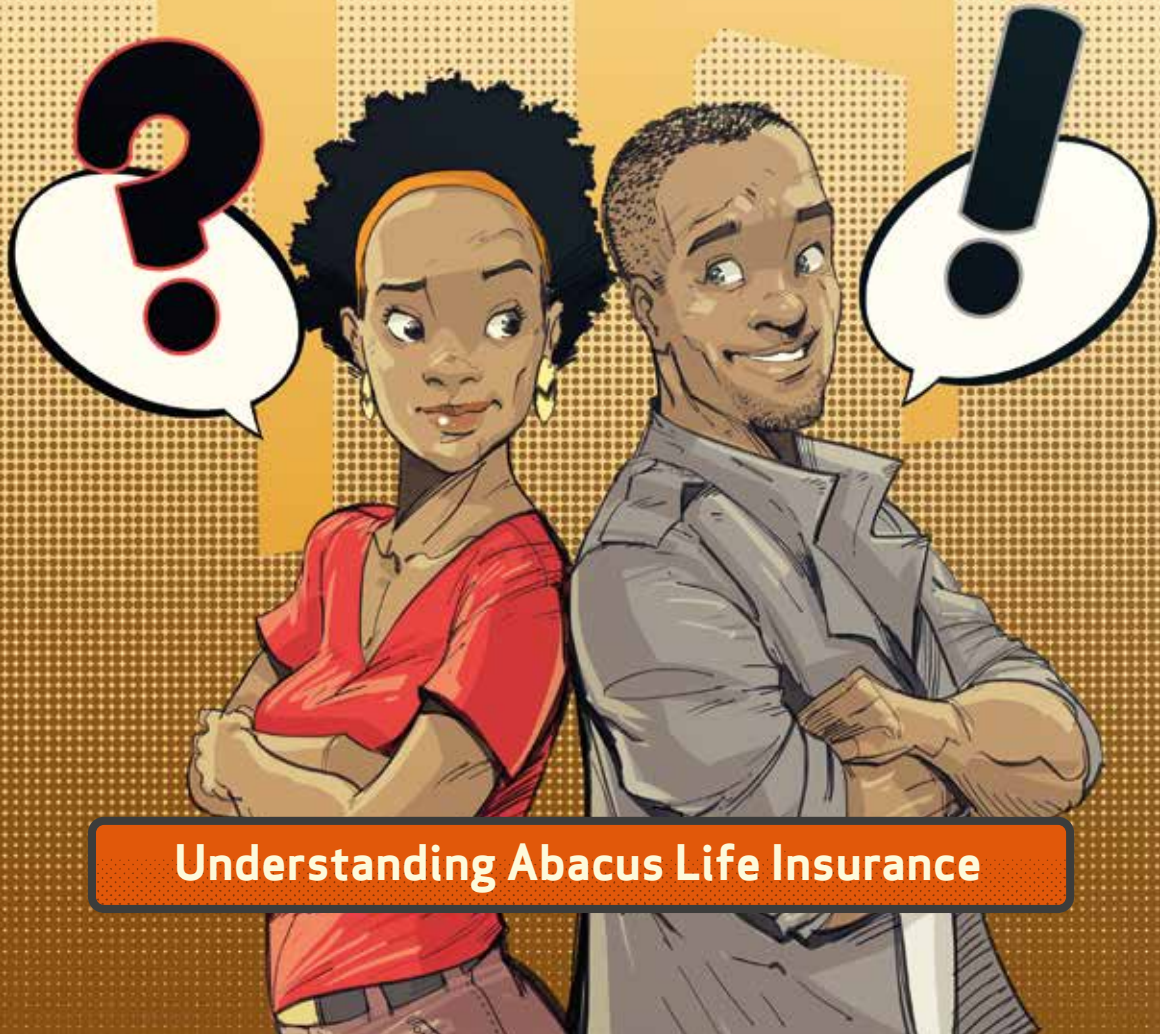
WHAT COVER DO YOU GET?

Settles the **amount you still owe** in terms of your Instalment Agreement in case of Death, Temporary/Permanent Disability or Loss of Qualifying Income so that your family doesn't have to bear the burden of debt.

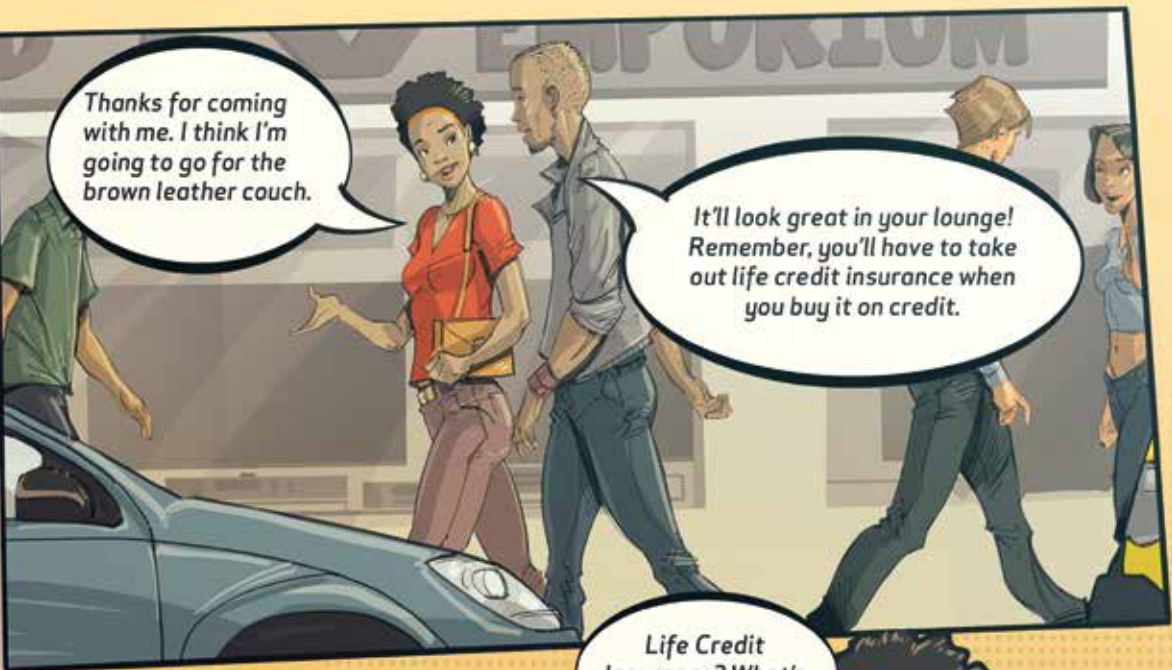
Debt Cover

For additional cover that includes a cash payout and/or a funeral bundle of your choice, please select Comprehensive Life Plus.

LET'S TALK



Understanding Abacus Life Insurance



Thanks for coming with me. I think I'm going to go for the brown leather couch.


It'll look great in your lounge! Remember, you'll have to take out life credit insurance when you buy it on credit.

Life Credit Insurance? What's that about?

It's insurance that ensures sure your goods get paid off if you die, become disabled or lose your income.

That IS important. What options can I choose from?






There are 3 options. Let's start with Abacus Basic Life. If anything should happen to you, the amount you still owe will be paid. The debt on your account will be settled.

Makes sense. What's the second option?

So the second option is Abacus Comprehensive Life. This settles the outstanding amount on your account, and you'll get cash back.


Cash back?

Let's say you bought a couch for R5000. You are involved in a bad accident and aren't able to pay your instalments. You've already paid R3000 worth of instalments. The R2000 you still owe will be settled, and you'll get R3000 cash back!


A man and a woman are walking along a stone path in a park. The woman is wearing a red shirt and purple pants, and the man is wearing a grey jacket and blue pants. They are both looking at each other and talking. In the background, there are other people walking and some trees.

Hmmm...sounds like a good option. What's the third option?


Well, that's the most comprehensive option, Abacus Comprehensive Life Plus.

A close-up of the woman's face. She has dark skin, short dark hair with an orange headband, and is wearing large yellow earrings. She is smiling and looking towards the man.


Comprehensive Life Plus! That sounds like it covers everything.

A close-up of the man's face. He has dark skin, short dark hair, and is wearing a grey jacket over a white shirt. He is smiling and looking towards the woman.


That's right, it does. Your debt will be settled, you'll receive cash back, and you can choose an Abacus Funeral Bundle.

A close-up of the woman's face. She is looking at the man with a questioning expression.

A funeral bundle? What does that include?

A close-up of the man's face. He is smiling and looking towards the woman.

The Funeral Bundle ensures that, if something happens to you, all the funeral arrangements will be taken care of.




Wow! I've never heard of anything like this before.

Yeah, we both know how expensive and emotional planning a funeral is. The Abacus Funeral Bundle offers 4 unique options for you to choose from. You make the hard funeral decisions so that your loved ones don't have to.

What are my options?

The options are Bronze, Silver, Gold and Platinum Funeral Bundles that all come with a cash payout and airtime.

Let's start with Bronze. This will, for example, give you a coffin, catering and more, from only R90 a month.



Then there are the Abacus Silver and Gold Funeral Bundles. These bundles offer you a more exclusive casket, catering, transport and more. The value of the Gold is obviously better than the Silver.

And the Abacus Platinum option?

That's the top-of-the-range bundle, worth R75 000, plus a cash payout of R10 000. You'll get a leather dome casket, a tent, flowers, chairs, personalised programmes and so much more.

That's great! But how would my loved ones organise all this?



It's simple. All they need to do is to call Abacus immediately on 0800 444 777. They will take care of the rest. An Abacus consultant will take you through a step-by-step process on how to claim.



So everything will be taken care of?



Yes! However, it's important to know the terms and conditions along with exclusions. For example, you can't lie, commit fraud or take your own life.





A man and a woman are shown from the chest up, facing each other in conversation. The man is on the left, wearing a grey button-down shirt, and the woman is on the right, wearing a red top and a yellow headband. They are in a park-like setting with green foliage in the background.

That makes sense.

It's reliable, easy to understand and affordable. In fact, I took out Comprehensive Life Plus with the Platinum funeral bundle when I bought my new TV cabinet.

Now that I know, I'll definitely be taking out Life Credit Insurance and a funeral bundle when I get my new couch.

Abacus really is the simplest way to make sure you leave behind nothing but happy memories, not bad debt.

PRODUCT CREDIT INSURANCE

Loss, Damage and Theft

WHAT ARE YOU COVERED FOR?



LOSS



DAMAGE



THEFT

WHAT DOES LOSS, DAMAGE AND THEFT MEAN?

LOSS

Should you lose your product, and you've taken reasonable care, the amount you still owe in terms of your Instalment Agreement, excluding any arrears and interest on arrears, will be settled, or your product will be replaced if you have Comprehensive cover.

DAMAGE

If your product is accidentally damaged beyond repair but not through negligence, the amount you still owe in terms of your Instalment Agreement, excluding any arrears and interest on arrears, will be settled, or your product will be replaced if you have Comprehensive cover.

THEFT

If your product is stolen and you've taken adequate precautions, the amount you still owe in terms of your Instalment Agreement, excluding any arrears and interest on arrears, will be settled, or your product will be replaced if you have Comprehensive cover.



WHAT COVER DO YOU GET?

COMPREHENSIVE PRODUCT

In case of loss, accidental damage or theft of your product, it will be **replaced with the same or similar product**.

After your product has been replaced, the original Instalment Agreement continues.

✔ **Product Replacement**

BASIC PRODUCT

Settles the amount you still owe in terms of your Instalment Agreement in case of loss, accidental damage or theft of your product.

You'll have to enter into a new Instalment Agreement if you wish to purchase a new product.

✔ **Debt Cover**

COMPREHENSIVE PRODUCT

Product Replacement

WHAT ARE YOU COVERED FOR?



WHAT COVER DO YOU GET?

In case of loss, accidental damage or theft of your product, where you've taken reasonable care, have not been negligent and your account is in good standing, it will be **replaced with the same or similar product.**

After your product has been replaced, the original Instalment Agreement continues.

✔ Product Replacement

BASIC PRODUCT

Debt Cover

WHAT ARE YOU COVERED FOR?




WHAT COVER DO YOU GET?

In case of loss, accidental damage or theft of your product, where you've taken reasonable care and have not been negligent, the amount you still owe in terms of your Instalment Agreement, excluding any arrears and interest on arrears, will be settled in full.


You'll have to enter into a new Instalment Agreement if you wish to purchase a new product.

✔ Debt Cover



I saw a poster in the furniture store for product credit insurance. Do I need to take this out when I buy my new TV?

Yes, it's very important. There are two policy options to choose from.




OK. What's the first option?

Abacus Basic Product Insurance. This settles the account if the product you purchased on credit gets lost, accidentally damaged, or stolen.

What products does it cover?

LET'S
TALK



Everything from a TV to a lounge suite. Just remember to make sure your TV licence is up to date when you claim.

A comic book illustration featuring a family of four. A woman with short dark hair and an orange headband is in the upper left, looking thoughtful with her hand to her chin. A man with a shaved head is in the lower left, looking up at her. Another woman with long dark hair and an orange headband is in the lower right, smiling. A young boy is partially visible behind her. The background is a yellow and green halftone pattern.

What's the second option?

Abacus Comprehensive Product Insurance. A product bought on credit will be replaced if it's accidentally lost, irreparably damaged, or stolen. So if your TV gets stolen, you will get a brand-new TV back! Your monthly instalments will continue, so you don't need to take out a new policy.

If you claim for a cellphone, you'll pay an excess before it's replaced. An excess is a portion of the claim you must pay yourself. You'll also need to report stolen items to the police.

Two great options!
I'll be taking out Comprehensive Product Insurance when I get my TV this weekend.

Understanding Abacus Product Insurance

SUMMARY OF TERMS AND CONDITIONS

LIFE AND PRODUCT CREDIT INSURANCE

For Abacus Basic Life, Comprehensive Life, Comprehensive Life Plus, Basic Product and Comprehensive Product Insurance

PRE-CONDITIONS

What you must or must not do in order to claim the benefits under the Policy:

- There must be no misrepresentation/fraud
You must comply with any notice periods as set out in the Policy:
 - Submit claim with ALL the required documentation within 14 (fourteen) days after the insured event has taken place
 - 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, approved, rejected or disputed. If it is authorised, your account will be settled immediately and payment of the cash back benefit will be done within 48 hours of the approval of the claim
 - If your claim is rejected you may request reasons from the Insurer
- You must continue to pay your Premium/Instalment Agreement even if you have a dispute with Abacus regarding the payment of your insurance claim
- If your claim is rejected or if the amount paid in respect of the claim is disputed, you may within 90 (ninety) days from the date of receipt of such rejection or amount, query the rejection or amount
- In the event of your claim being rejected and you take no legal action within 6 (six) months after the expiry of the 90 (ninety) day query period, all benefits afforded under this Policy in respect of any such claim shall lapse
- You may not transfer the Policy benefits to another person

IMPORTANT

Life/Product Credit Insurance is compulsory when entering into an Instalment Agreement. You may bring your own life/product insurance that covers the events required by the Credit Provider or take the Life/Product Credit Insurance offered by the Credit Provider.

If you take an Abacus Policy, it will only become active upon receipt of a cover confirmation SMS message from Abacus.

Please refer to your Policy document for detailed Terms and Conditions.

Your policy will automatically lapse in the event that the credit provider has to write off your Instalment Agreement as a bad debt.

If you are in arrears on your Instalment Agreement, Abacus will not have received the Insurance Premium payable by you and therefore no benefit in terms of this Policy will be paid.

If you pay your arrears in FULL the benefits of this Policy will be reinstated and your claim will be reassessed.

When you register a claim for a cellphone, you will have to pay an excess as per your Policy document.

When you register a claim for a TV, please make sure that your TV licence is up to date.

EXCLUSIONS

What's not covered under your insurance type – Life or Product Credit Insurance

LIFE CREDIT INSURANCE

For Abacus Basic Life, Comprehensive Life and Comprehensive Life Plus

DEATH OR DISABILITY arising from the following:

- Abuse of alcohol, drugs or narcotics
- Willful self-inflicted injury or suicide
- Active participation in war, civil commotion, riots or any similar events
- The use of nuclear, biological or chemical weapons, or any radioactive contamination
- Participation in criminal activities
- Participation in hazardous activities
- Any pre-existing condition that affected you in the 12 months prior to the inception date of the Policy, unless previously disclosed
- No benefits will be paid if you are disabled within the first 3 months of this Instalment Agreement

LOSS OF QUALIFYING INCOME arising from the following:

- Loss of Qualifying Income within the first 3 months of your Instalment Agreement
- Loss of Qualifying Income as a result of:
 - Lawful dismissal or cancellation of contract
 - Voluntary retrenchment or termination of employment
 - Resignation or retirement
 - Voluntary forfeiture of your Qualifying Income
 - Participation in an unprotected strike

FUNERAL BENEFIT:

- If no beneficiary(ies) are nominated, any cash payout (as per your chosen Funeral Bundle) will go to your estate
- Your funeral benefit will continue after the expiry of your Instalment Agreement. Your premium payment will be adjusted accordingly and communicated to you in writing
- An option of cremation is available on all bundles
- For assistance with a cremation, please contact Abacus on 0800 777 444

PRODUCT CREDIT INSURANCE

For Abacus Basic Product and Comprehensive Product Insurance

THEFT, DAMAGE OR LOSS arising from the following:

- If you did not take reasonable care (negligent) to prevent loss, damage or theft
- If your product is stolen from an unattended vehicle where it was clearly visible
- Normal wear and tear (mechanical breakdown)
- Scratches, dents, chipping and cracking
- If loss/damage is caused during any war, riot, dangerous sport or any similar events
- Product that is damaged or confiscated by customs or other authorities

HOW DO YOU CLAIM?



EASY STEPS TO CLAIM

You or your beneficiary need to follow the claims process within 14 (fourteen) days after Death, Disability or Loss of Qualifying Income or if your product is lost, accidentally damaged or stolen.

DEATH

1. If there's been a death:
PLEASE contact us immediately on 0800 777 444

ALL OTHER CLAIMS

2. To claim, contact Abacus in one of the following ways:
 - Via the store where you entered into the Instalment Agreement
 - Email to: claims@abacus-insurance.co.za
 - Facsimile: 011 339 1526
 - Telephone: 0800 777 444
3. Attach all the documents that are indicated on the form. See 'How to register your life/product claim' on the next page for a full list of documents required for each claim type.

CLAIMS MANAGER	COMPLAINTS MANAGER
T 0800 777 444	T 0800 777 444
F 086 674 1495	F 086 271 6089
E claims@abacus-insurance.co.za	E complaints@abacus-insurance.co.za

PLEASE NOTE: If your claim is rejected or if the amount paid in respect of the claim is disputed, you may, within 90 (ninety) days from the date of receipt of such rejection or amount, query the rejection or amount or refer to the Ombudsman. See Disclosures for contact details. In the event of your claim being rejected and you take no legal action within 6 (six) months after expiry of the 90 (ninety) day query period, all benefits afforded under this Policy in respect of any such claim shall lapse.

HOW TO REGISTER YOUR LIFE/PRODUCT CLAIM

When you want to claim a benefit in terms of your Policy(ies), you or your beneficiary have to follow the process below within 14 (fourteen) days after your death, disability or loss of Qualifying Income. You need to follow the same process if your product is lost, accidentally damaged or stolen.

1. To claim, contact Abacus in one of the following ways:

- Via the store where you entered into the Instalment Agreement
- Email to: claims@abacus-insurance.co.za
- Fax: 011 339 1526
- Telephone: 0800 777 444 option 2 (toll-free)

2. DOCUMENTATION REQUIRED

Death:

- Death Certificate
- ID copy of the deceased person
- ID copy of the beneficiary(ies)(if applicable)
- Bank statement for each beneficiary(ies) (if applicable)
- Letter of authority from applicable magistrate confirming the heir(s) of your deceased estate (if applicable)
- Bank statement of heir(s) (if applicable)

Disability:

- Certificate by a qualified medical doctor that you are physically or mentally impaired to such an extent that you can't earn the Qualifying Income for a period of 3 months or longer or permanently
- Your Bank statement
- Copy of your ID
- In the event that your Qualifying Income included a voluntary payment from a third party e.g. spouse of family member, and such voluntary payment gets discontinued, an affidavit by the third party as to why the voluntary payment has been discontinued

Loss of Qualifying Income:

- An affidavit stating how your Qualifying Income was lost and any proof required by the Insurer to the effect that you have lost the Qualifying Income for example a retrenchment letter or proof of closure of business or similar documents
- In the event that your expenses and costs relating to your disability have the result that you cannot afford the instalment payable in terms of your Instalment Agreement anymore, an affidavit stating how your expenses increased as a result of the disability and copies of all the relevant invoices and statements

Loss/Damage/Theft:

- Sworn affidavit indicating what happened to the product that has been lost, accidentally damaged, or stolen
 - SAPS case number
 - Cellphone theft excess to be paid
 - Your TV licence must be up to date for TV claims
 - An investigation might be performed at the premises of all loss, accidental damage or theft
3. You will be assisted to register a claim.
 4. In the event that your claim or the supporting documentation is incomplete or illegible, your claim will be rejected as invalid. You may submit the claim again and it will be assessed if you comply with all the requirements.
 5. The Claims Department will investigate the claim and will, within a reasonable period, let you know if the claim was approved or rejected.
 6. If your claim is rejected, you may request reasons from the Claims Manager (details on previous page).
 7. You may make representations to us if you disagree when your claim is rejected, or if you disagree with the amount paid to you in respect of the claim, within 90 (ninety) days of receipt of the notice that your claim's been rejected. If you have any queries please contact the Complaints Manager (details on previous page).
 8. 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 lapse.
 9. We may investigate all circumstances that led to the rejection of your claim and may in this regard contact your employer or any third party.
 10. If your claim is found to be fraudulent in any respect, it will be rejected and legal action will be taken.
 11. You are welcome to contact the Claims Manager during office hours to enquire about the progress of your claim (details on the previous page).
 12. Should you be dissatisfied with the manner in which your claim is being dealt with, please contact the Claims Manager or Complaints Manager (details on previous page).

DISCLOSURES

IMPORTANT, PLEASE READ CAREFULLY, DISCLOSURES TO POLICYHOLDERS IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT, 2002; POLICYHOLDER PROTECTION RULES AND OTHER LEGAL REQUIREMENTS. (THIS NOTICE DOES NOT FORM PART OF YOUR INSURANCE CONTRACT OR ANY OTHER DOCUMENT).

As an insurance policyholder or prospective insurance policyholder, you have the right to the following information:

1. ABOUT THE INSURERS

Abacus Insurance Limited

Physical Address:

5th Floor, 27 Stiemens Street, Braamfontein, 2001

Postal Address:

PO Box 4208, Johannesburg 2000

Toll-free: 0800 777 444 Fax: 011 339 1526

Abacus Life Limited

Physical Address:

5th Floor, 27 Stiemens Street, Braamfontein, 2001

Postal Address:

PO Box 4208, Johannesburg, 2000

Toll-free: 0800 777 444 Fax: 011 339 1526

Abacus Life (FSP Number 47062) and Abacus Insurance (FSP 47063) are authorised Financial Services Providers.

Claims Manager

Telephone: 0800 777 444 Fax: 086 674 1495

Email: claims@abacus-insurance.co.za

Complaints Manager

Telephone: 0800 777 444 Fax: 086 249 8496

Email: complaints@abacus-insurance.co.za

1.1. Fees and commission payable to the Intermediary:

1.1.1. by Abacus Insurance: 20% (twenty percent) of the premium charged in respect of a product protection insurance Policy;

1.1.2. by Abacus Life Limited: 3.25% (three comma two five percent) of the premium charged in respect of the Credit Life Policy.

1.2. Product Insurance constitutes a non-life policy of insurance.

1.3. Life Credit Insurance constitutes a life policy of insurance.

1.4. Manner of Payment of Policy(ies):

You have received a quotation with the Policy(ies). In this quotation you will find all the details of the Insurance Premiums payable by you in terms of the Policy(ies). You will note that your Insurance Premium is included in the total monthly instalment you have to pay in terms of your Instalment Agreement and is payable with your monthly instalment in advance. Please make sure you understand the contents of this quotation.

Period of Grace for Premium Payment

You shall be entitled to a period of 15 (fifteen)

days from the Premium due date, which is the same date as your Instalment due date.

Stop Payment of Instalment

If the Premium is not paid on the date it was due to be paid as a result of payment having been stopped by you, the Policy(ies) may be cancelled from the date that the Premium was due to be paid.

Your Policy will automatically lapse in the event that the Credit Provider has to write off your Instalment Agreement as a bad debt.

If you are in arrears on your Instalment Agreement, the Insurer will not have received the Insurance Premium payable by you and therefore no benefit in terms of the Policy(ies) will be paid. If you pay your arrears IN FULL, the benefits of the Policy(ies) will be reinstated and your claim will be reassessed.

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 affects this Policy. If a premium escalation is required, the Insurer will give you 31 days' written notice and supply you with detailed reasons as to why the escalation is necessary and any impact this may have on you.

2. ABOUT THE INTERMEDIARIES

The person who sold you the Policy(ies)

2.1. Pepkor Trading Proprietary Limited (hereafter Pepkor Trading) is a private company duly incorporated and licensed as a Credit Provider and Financial Services Provider according to the laws of the Republic of South Africa.

2.2. Pepkor Trading does not receive in excess of 30% (thirty percent) of its income from the Insurer.

2.3. Pepkor Trading
FSP Number: 3247
Physical Address: 5th Floor, 27 Stiemens Street, Braamfontein, 2001
Postal Address:
PO Box 4208, Johannesburg, 2000
Telephone: 010 211 1100
Fax: 010 211 1090

- 2.4. Pepkor Trading is in possession of a valid professional indemnity insurance cover.
- 2.5. Pepkor Trading is authorised to carry on business as a registered financial services provider in respect of the following products:
 - 2.5.1. Non-life insurance: Property (product/cellphone insurance);
 - 2.5.2. Life insurance: Life, Disability, Loss of Qualifying Income (Life Credit Insurance).
- 2.6. Pepkor Trading is mandated by the Insurer to act on their behalf.
- 2.7. **Abacus Compliance Department:**
Telephone: 0800 777 444 Fax: 011 339 1526
Email: compliance@abacus-insurance.co.za
- 2.8. Connect Financial Solutions Proprietary Limited and JD Consumer Electronics and Appliances Proprietary Limited (trading as Incredible Connection and HiFi Corp) are duly appointed juristic representatives of Abacus Life, FSP 47062 and Abacus Insurance, FSP 47063 and authorised to collect premium on their behalf.
- 4.6 You cannot renew your Policy if you have cancelled or terminated your Instalment Agreement for any reason. Any right you may have had in terms of this policy will cease immediately upon the cancellation of your Instalment Agreement.
- 4.7 The Insurer may cancel your policy if the Insurer gives you 31 (thirty-one) days' written notice of its intention to cancel this Policy.
- 4.8 You may cancel your policy at any time by giving the insurer 31 (thirty-one) days' notice in writing. Please note that this type of insurance is a condition to your Instalment Agreement. If you cancel your Policy, you need to replace it with a similar Policy, otherwise you will not be complying with your obligations in terms of your instalment agreement and the credit provider may then cancel your Instalment Agreement.
- 4.9 You are entitled to a free copy of the wording and Schedule of the Policy(ies).

3. QUERIES

Please contact 0800 777 444 or e-mail customer@abacus-insurance.co.za

4. OTHER MATTERS OF IMPORTANCE

- 4.1 You must be informed of any material change to the information referred to in this disclosure.
- 4.2. If the information was given to you orally, it must be confirmed in writing within 31 (thirty-one) days.
- 4.3. If any complaint to the Intermediary or Insurer is not resolved to your satisfaction, you may submit the complaint to the Registrar of non-life/life Insurance, or FAIS Ombudsman.
- 4.4. A polygraph or any lie detector test is not obligatory in the event of a claim and the failing of such a test, where voluntarily undertaken, may not be the sole reason for the rejection of a claim.
- 4.5. If your Premium is paid by debit order:
 - 4.5.1. It may only be in favour of one person and may not be transferred without your approval;
 - 4.5.2. The Insurer must inform you at least 31 (thirty-one) days before the cancellation thereof, in writing, of its intention to cancel such debit order.

5. WARNING

- Never sign a blank or partially completed Application Form
- Complete all forms in ink
- Keep all documents handed to you
- Never feel pressurised to buy the Policy(ies)
- Incorrect or non-disclosure by you of relevant facts may influence an Insurer on any claims arising from your contract of insurance

6. PARTICULARS OF THE OMBUDSMEN AND FINANCIAL SERVICES BOARD

The Ombudsmen are available to advise you in the event of claims problems that are not satisfactorily resolved by the Insurance Intermediary or the Insurer.

Ombud - Financial Services Providers

Postal address: PO Box 74571, Lynnwood Ridge, 0040
Telephone: 012 762 5000 Fax: 086 764 1422

Short-term (Non-Life) Insurance Ombudsman

Postal address: PO Box 32334, Braamfontein, 2017
Telephone: 0860 726 890 Fax: 011 726 5501

Long-term (Life) Insurance Ombudsman

Postal Address: Private Bag X45, Claremont, 7735
Telephone: 0860 103 236 Fax: 021 674 0951

Financial Sector Conduct Authority

Postal Address: PO Box 35655, Menlo Park, 0102
Telephone: 0800 203 722 Fax: 012 346 6941



abacus

Insurance you
can count on

CONTACT US

T: 0800 777 444

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compliance@abacus-insurance.co.za

complaints@abacus-insurance.co.za

queries@abacus-insurance.co.za

claims@abacus-insurance.co.za

www.abacus-insurance.co.za

Underwritten by Abacus Life Limited a Registered Life Insurer and
an Authorised Financial Services Provider

Underwritten by Abacus Life Limited a Registered Non-Life Insurer and
an Authorised Financial Services Provider