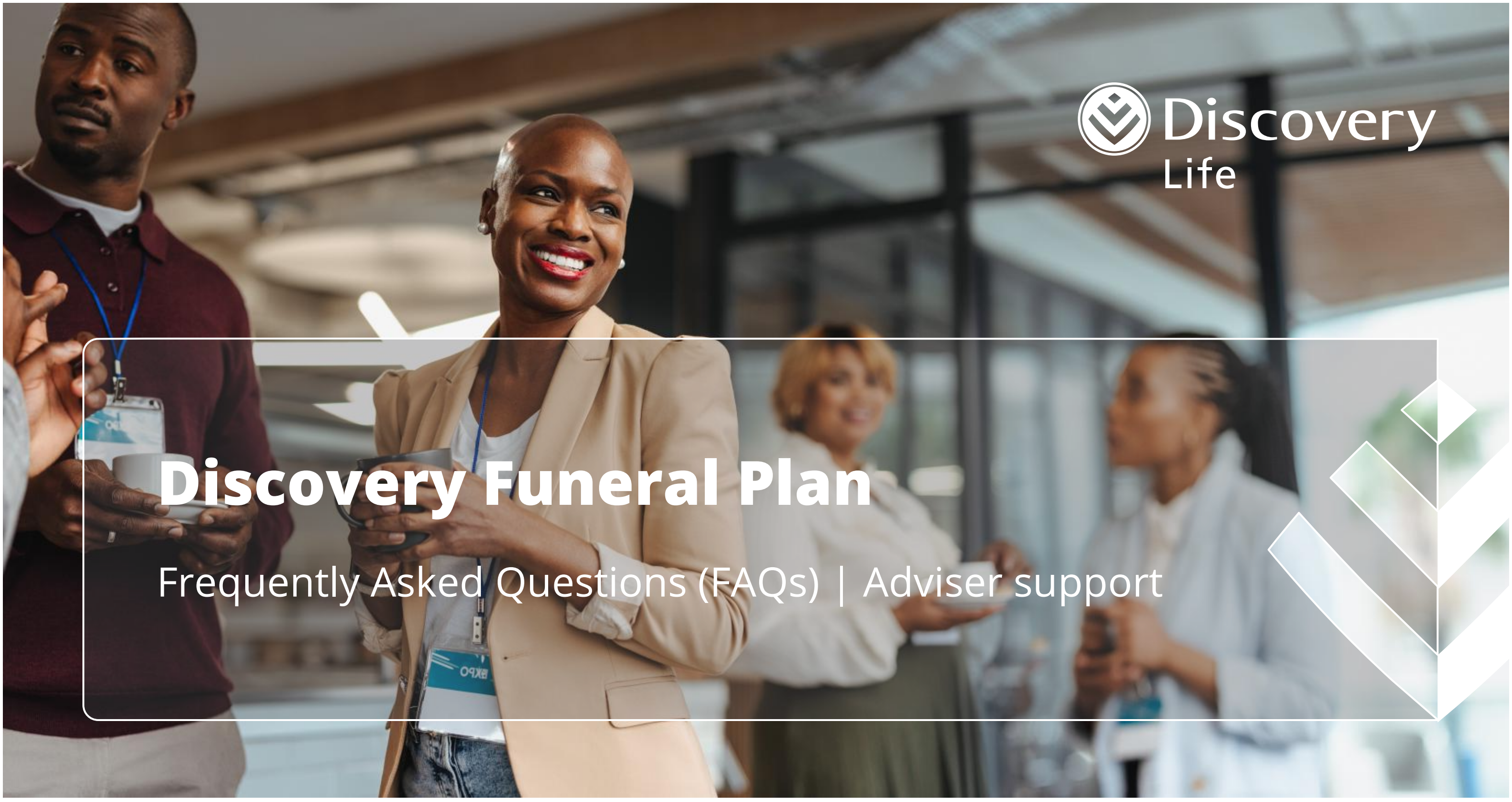

Discovery Funeral Plan

Frequently Asked Questions (FAQs) | Adviser support

Welcome to the Discovery Funeral Plan FAQs, designed specifically for financial advisers. This resource provides clear, concise answers to common questions about our funeral cover offerings, helping you support your clients with confidence and accuracy.

Discovery Funeral Plans offer flexible, comprehensive funeral cover tailored to meet the diverse needs of South African families. These plans are:

1. Administered by Phakama Administration Services.
2. Underwritten by Discovery Life, a licensed life insurer and an authorised financial services provider (FSP) and registered credit provider (NCRCP3555).

This guide will assist you in understanding product features, eligibility criteria, benefits, servicing processes, and more ensuring you have the information you need at your fingertips.

1 WHO IS PHAKAMA ADMINISTRATION SERVICES?

Phakama Administration Services (Pty) Ltd is an administrator with over 30 years' experience in the industry. They offer a managed service and administration system for long-term and short-term insurance products.

NEW BUSINESS QUERIES

2 HOW DO I SUBMIT NEW BUSINESS THROUGH PHAKAMA?

Phakama Administration Services has an online channel where you can digitally complete the application form for a Discovery Funeral Plan. You must use either Google Chrome or Mozilla Firefox as your web browsers to access their website.

Note: We only accept the current, updated application form, which is also available on Adviser 360 using this path: **Marketing Support > Life insurance > Funeral Plan** or on this link: www.discovery.co.za/portal/intermediary/life-marketing

After completing the online application form, you must **scan and upload** the following documents **separately** and in **PDF format**:

1. New Discovery Funeral Application
2. Legislated Disclosure Notice (this is a compliance requirement from Discovery Life)
3. The stop order authorisation form (which is included on the application form ,if applicable, for payroll deductions)

4. Replacement policy schedules (if applicable)

You can download the above documents from Adviser 360.

Please make sure that each of the above attachments is not more than 3 MB in size.

We have created a four-step guide to help you submit new business applications.

3 WHAT DOCUMENTS ARE REQUIRED AT APPLICATION STAGE?

- Funeral Application form
- Salary advice not older than 3 months
- Legislation disclosure notice
- Record of Advice (incorporated in the application form; kindly ensure that this is completed)
- Bank Statement for debit order policies

4 WHEN WILL AN APPLICATION NOT BE PROCESSED?

Your application will not be processed if:

- You use an invalid ID number.
- You use invalid or incomplete banking details.
- The application form and supporting documents are not in PDF format.
- The premium is not correct on the signed documents.
- You do not give a valid cell phone number (this is compulsory).
- You do not complete the beneficiary details (this is compulsory).
- You do not include the required compliance documents.
- The documents are outdated versions.
- The signatures are older than three months (according to the dates next to the signatures).
- We do not accept electronic signatures. However, all applications require a wet (physical) signature.
- The financial adviser code does not validate.

The following steps need to be followed in order to submit application forms:

1. Complete an application form manually.
2. Scan each form separately (forms required as per above).
3. Email the forms with the supporting documents to FuneralPlan@discovery.co.za for processing.

Please make sure that each of the above attachments are no more than 3 MB in size.

Note:

- You may only submit one application per email. Phakama will not process emails with more than one application.
- The applications that you capture online are processed within 48 hours.
- The applications that you submit by email to Phakama are processed within six days.

5 HOW CAN I GET A QUOTE?

You can request a quote through the quoting tool by following this link Discovery Life . You will need to first register a profile using your broker code if it is your first time logging in. Once you've registered a profile, you will login and use the step-by-step guide (Learning | Funeral Quoting Platform) on DIT to navigate on the platform.

6 DO WE ACCEPT ELECTRONIC SIGNATURES?

Yes, please see electronic signature document for what is acceptable

7 HOW DO ZERO-SUM ASSURED POLICIES WORK?

- There will be an option to take out a Funeral Plan with a principal life that has a zero-sum assured.
- This will allow payroll business to cover lives other than themselves.
- This option will not be available to debit order business.
- Clients changing from a payroll payment method to debit order, will be allowed to keep an existing policy with this structure.

Under this policy a spouse life we be charged principal life premiums; and the principal will have a zero premium and zero sum assured.

SERVICING FUNERAL PLANS

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HOW DOES THE CLIENT UPDATE THEIR POLICY DETAILS?

The client can call Phakama on 0860 37 20 30 and change their policy details; alternatively, the client can complete a servicing form and you will need to send it back to funeralplan@discovery.co.za with the relevant signatures (both yours and the client's). The turnaround time for servicing request is 6 working days provided there are no outstanding requirements.

9

CAN THE CLIENT CHANGE THEIR COVER TYPE OR COVER AMOUNT?

Yes, a servicing application form must be completed to action this change, and all relevant terms and conditions would apply.

10

HOW DO I SUBMIT EXISTING BUSINESS CHANGES THROUGH PHAKAMA?

To make changes on a client's policy:

1. You can download the servicing application form from Adviser 360.
2. Both the financial adviser and client must complete and sign the servicing form.
3. You must scan and email the servicing form in PDF format to Phakama at funeralplan@discovery.co.za.

Please make sure that each of the above attachments are no more than 3 MB in size.

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HOW DO I UPDATE A CLIENT'S BENEFICIARY OR CONTACT DETAILS?

To update your contact details, please complete the Change of Contact Details form. Ensure the form is fully completed, dated, and signed. Once done, kindly forward it to FuneralPlan@discovery.co.za. To update beneficiary information, the client must complete the Beneficiary Nomination form, ensuring it is signed and dated, and then submit it to the same email address.

FUNERAL PLAN FEATURES

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ARE THERE ANY ADDITIONAL BENEFITS AND HOW ARE THESE PAID?

Additional benefits include grocery and education exclusively for the principal life and spouse, and the airtime benefit for all lives on the policy. These automatically included in the plan at no extra cost and paid in cash together with the funeral cover amount.

13

HOW MANY FAMILY MEMBERS AND EXTENDED FAMILY MEMBERS CAN BE COVERED?

Discovery Funeral Plans allow you to add up to 21 members on the Funeral Plan. This includes:

- Main member
- One spouse
- Up to 5 children
- Up to 4 parents and parents-in-law
- 10 extended family members.

If you reach the limit for the number of children insured or insured as parents or parents-in-law, the remaining children or parents may be added as extended family if the limit for extended family has not been reached. Only one spouse may be insured as a spouse on the policy, the remaining spouses may also be added as extended family subject to the limit of extended family members. Cover for a child will end when they turn 21. Once they turn 21, they may be registered as an extended family member. This change may be done by completing a servicing application form.

14

WHAT REWARDS CAN CLIENTS GET FROM THE DISCOVERY FUNERAL PLAN?

Discovery Funeral Plan is designed to financially protect and reward your clients. Discovery Funeral Plan rewards you by providing you with:

- Premium discounts of 15% if you have a qualifying plan from a medical scheme administered by Discovery Health
- Annual CashBacks equal to one month's premiums
- Up to 100% of your premiums back at age 65.

15 WHICH PLANS QUALIFY FOR THE ANNUAL CASHBACK?

This benefit is only available on the Classic and Classic Max Funeral Plans. There is no annual CashBack at the first anniversary of the policy. Annual cashback is payable from the second policy anniversary onwards while the policy is still in-force. The Cashback benefit is not available on Essential Plans

16 HOW DOES THE CLASSIC MAX PLAN WORK?

The Classic Max plan does not include any rider benefits as the benefit already sits at the regulated maximum. The Classic Max plan includes the **Cover Boost benefit**, which:

- Boosts cover by R10 000 after 3 years of continuous the cover.
- The boost only applies to children (insured as children on the policy) parents (insured as such) and extended family lives.
- The additional R10,000 received as a boost will continue to grow with CPI after the 3 years.
- The boosted cover is free and will not be included at an additional premium after the 3-year period or before. When premiums increase during the third year, it will be solely due to annual CPI increases and not due to the Cover Boost benefit.
- Lives added to the policy through servicing will qualify for the Cover Boost, after their cover has been in place for a continuous period of three years.

17 ARE THERE ANY WAITING PERIODS?

Yes, a waiting period applies for all new business.

- This will mean that any claims as a result of natural causes in this period will not be covered for the first 6 months of the policy. However, should you or a life assured die of natural causes during the waiting period Discovery Life will refund the premiums for that life assured.
- Suicide or self-inflicted death within 12 months from the start of the policy will not be covered.
- There is no waiting period for accidental death

Waiting periods also apply in the following scenarios:

- When cover is increased (e.g., upgrading from a R10,000 plan to a R30,000 plan): the additional R20,000 will be subject to the standard waiting periods for natural death and suicide.
- When a new life is added to the policy: the standard waiting periods will apply to the newly added life.

18 UNDER WHAT CIRCUMSTANCES IS THE WAITING PERIOD FULLY WAIVED?

If a client replaces an existing funeral policy from another insurer with a Discovery Funeral Plan within 30 days of cancelling the previous policy, the waiting period will be fully waived, provided the following conditions are met:

- The sum assured remains the same
- The lives insured remain unchanged
- The waiting period under the previous policy was fully served and equivalent to Discovery's standard 6-month waiting period
- The client provides a policy schedule or proof of cover from the previous insurer — no waiver will be granted without this documentation.

Additionally, the waiting period will be fully waived in the event of death resulting directly from an accident, regardless of how long the policy has been in force.

19 WILL COVER REMAIN IN-FORCE SHOULD MY CLIENT RELOCATE TO ANOTHER COUNTRY?

We require written notification if a client permanently or temporarily relocates to another country for work or any reason other than vacation. This is necessary for us to assess and accept the new geographical risk under the policy.

In the event that a client passes away outside the borders of South Africa, the claim will be assessed provided all required claim documentation is submitted.

PAYMENT AND PREMIUM INFORMATION

20

HOW TO ENROL A NEW STOP ORDER FACILITY?

To add a new stop order facility you need to complete a new stop order form that can be found on Adviser ***360***.

21

WHAT REFERENCE MUST MY CLIENT USE IF THEY WANT TO MAKE A MANUAL PAYMENT?

If the client must make a manual payment to bring a policy up to date, they should use their policy number as a reference number.

Phakama's banking details

First National Bank

Account name	Discovery Life Ltd – DL Funeral Deposits Account
Account number	62805159193
Account type	Cheque
Branch name	RMB Corporate Banking
Branch code	255005
Reference number	Policy number

In the event that a client passes away outside the borders of South Africa, the claim will be assessed provided all required claim documentation is submitted.

22

HOW TO CALCULATE PREMIUMS?

Premiums are typically calculated based on factors such as age of the live/s assured, the type and level of cover selected as well as whether or not additional dependents or extended family members are included. We have a standard premium calculator that can be used to calculate premiums. Please use the below link.

CLAIMS PROCESS

23

HOW TO LODGE A CLAIM?

You will need to complete a Discovery claim form.

Obtain and certify the following documents:

- The death certificate
- The notification of death or stillbirth (DHA-1663) (obtainable from doctor or funeral undertaker or official)
- Copy of ID of both the deceased and beneficiary or owner if relevant
- Proof of claimant's relationship to the deceased if the deceased is not the principal life assured e.g. marriage certificate, sworn affidavit, unabridged birth certificate if applicable
- In the event of unnatural death:
- A statement by police must be completed
- Road traffic accident report (if applicable)
- Proof of banking details of beneficiary or owner (bank statement not older than three months)

Forward the completed application form and supporting documentation to claims@phakama.co.za or call 012 348 8310 (choose option 1).

24

HOW LONG DOES IT TAKE FOR A CLAIM TO BE PROCESSED?

24 hours after submission of all valid claim documents – subject to claim approval.

25

HOW IS THE PAYOUT MADE?

Payouts are made as a lumpsum to your nominated beneficiary, who would then use the funds to cover the cost of the funeral. It is imperative to nominate a beneficiary because on all policies where there are no nominated beneficiaries; funds will be paid to the late estate thus defeating the purpose of cover due to the amount of time it takes for an estate to be concluded.

26 **WHAT DOES AUTO LAPSE MEAN?**

This occurs when a client's policy is cancelled due to non-payment of premiums. If two or more premiums are missed, the policy will be cancelled. If your client needs to make a manual payment, they can either contact Phakama for assistance or use the banking details provided below.

ADSOL ACCESS AND VALIDATION ERRORS

27 **HOW DO I OBTAIN ADSOL ACCESS?**
(SOP IN PLACE AND AVAILABLE ON THIS PROCESS)

Process:

The user is required to complete the form and route to Broker Roll-Out Office Administrator/ Phakama so we have a central repository of all requests.

Please send your requests for first level review and validations to nonhlanhland@discovery.co.za.
If access is required to Broker House or Franchise Level data, the request must come from the broker House or Franchise.

We will check with our Distribution Channel who the authorized persons will be before allowing the relevant access. We will then channel requests to Phakama for implementation.

The ADSOL training material will be made available to all registered users.

Monthly, we will do a review:

1. Leavers/ role changes (terminate access/ amend).
2. Not using the system for three months or more – terminate.
3. Compliance/ Audit – we will have to discuss with them whether they want limited duration access or indefinite.

28 **WHAT CAN I DO IF I GET A 'BROKER VALIDATION' ERROR?**

If you get a validation error for your financial adviser code, please email COMMISSIONS@discovery.co.za to update your accreditation.

Once resolved, you can use the following URL to capture the application form:
https://live.adsol.co.za/generic/iframe/memNewApplication.aspx?SESSIONID=ADABB044-133E-4B30-A032-DA3191802597

POLICY DOCUMENTS

29 **HOW CAN I VIEW A COMPREHENSIVE SUMMARY OF MY CLIENT'S POLICY?**

You can obtain policy information by contacting Phakama at FuneralPlan@discovery.co.za. Alternatively, you can download the participation certificate or policy schedule by clicking on the three-line menu icon at the top left of your screen and navigating to the "Documentation" dropdown on ADSOL.

WHO TO CONTACT

30 **WHO DO I CONTACT IF I HAVE ANY QUERIES?**

Please use these channels to submit any questions and queries about the Discovery Funeral Plan.

New business queries and existing business:

- Telephone: 0860 37 20 30
- Email: FuneralPlan@discovery.co.za

Claims

- Telephone: 012 348 8310 (choose option 1)
- Email: claims@phakama.co.za

Commissions queries:

- Telephone: 0860 34 56 78 (choose option 1)

Training needs and product related questions:

- Email: Massmarketfuntraining@discovery.co.za

31 HOW DO I LODGE A COMPLAINT?

All complaints can be emailed to complaints@phakama.co.za.

If you have a complaint relating to the lack of information received about our product or policies, please contact us at:

- Telephone: 0860 372 030
- Email: FuneralPlan@discovery.co.za

32 HOW DOES MY CLIENT CANCEL THEIR POLICY?

The client has a right to cancel any benefit or policy at any time by providing Discovery Life 31 days' notice of termination. This needs to be provided by means of a dated and signed cancellation form from the policy owner. No benefits are payable on or after the cancellation of your policy. No premiums will be refunded to you.