

SAMPLE - SUMMARY OF THE TERMS AND CONDITIONS (CODE XXXX – Policy number XXXXX)

FUNERAL BENEFITS

If an Insured or his/her Family Member dies, an amount elected in writing to Phakama by the Insured in terms of the policy and as indicated on the application form and membership certificate at the time of qualifying for the insurance, is paid.

Relations	
Member	R30 000
Spouse	R15 000
Child 14 – 21 years	R15 000
Child 6 – 13 years	R 7 500
Child 0 – 5 years	R 3 750

Insured

Any person over the age of <<<AGE>>> years at the time of qualifying for insurance in terms of the policy.

Family Member (if applicable)

Qualifying Spouse, Qualifying Child, Qualifying Parent and Extended Family Member.

Marriage (if applicable)

A marriage/union in accordance with the Marriage Act, 1961, the Recognition of Customary Marriages Act, 1998, or Civil Union Act, 2006, or the tenets of a religion, or a union where two persons live together as if married with the commitment of continuing to do so permanently and have been doing so for at least 6 months, and have successfully applied in writing to Phakama for the union to be registered before the death of one of them and one or both of them are not joined in a marriage or union with another person.

Qualifying Spouse (if applicable)

The person with whom the Insured is joined in Marriage who is over the age of <<<AGE>>> years at the time of qualifying for the insurance. If joined in Marriage with two or more persons, only that one nominated in writing to Phakama will be the Qualifying Spouse. If the Insured failed to nominate a Qualifying Spouse, the first spouse with whom he/she was joined in Marriage, will be the Qualifying Spouse.

Qualifying Child (if applicable)

Unmarried children of the Insured or his/her Qualifying Spouse under age <<<AGE>>> or unmarried full-time students who are <<<AGE>>> or older but under <<<AGE>>> or children who are incapacitated before the above ages, by a physical or mental infirmity from maintaining himself/herself.

Still-born Child (if applicable)

A child that has had at least <<<>>> weeks of intra-uterine existence but showed no sign of life after complete birth.

Qualifying Parent (if applicable)

The Insured's/Qualifying Spouse's father, mother or foster-parent or such person's spouse who is over the age of <<<AGE>>> years and nominated in writing to Phakama by the Insured and for whom an additional monthly premium as determined by <<<INSURER>>> is paid.

Extended Family Member(if applicable)

Any person, except a Qualifying Spouse or a Qualifying Child who is dependent on the Insured for maintenance and is nominated in writing to Phakama by the Insured and for whom an additional monthly premium as determined by <<<INSURER>>> is paid. The insured must provide proof that the person(s) are in fact dependant on the Insured for maintenance.

COMMENCEMENT OF INSURANCE

Insurance in terms of the Policy commences as follows:

- If the first premium is received by <<<INSURER>>> on or before the 7th day of a month, the insurance commences on the first day of that month.
- If the first premium is received by <<<INSURER>>> after the 7th day of a month, the insurance commences on the first day of the following month.

PREMIUMS

A monthly premium per Insured, determined by <<<INSURER>>>, is payable monthly in advance. The premiums payable in respect of the policy benefits are as reflected on the application form and on the membership certificate. If any premium is not paid timeously, <<<INSURER>>>'s liability in terms of the policy regarding that Insured and his/her Family Members lapses. <<<INSURER>>> may, however, reinstate your and your Family Member's cover on conditions which it may lay down from time to time.

EXCLUSIONS

- Certain exclusions with regard to war and terrorism apply.
- Certain limitations may apply if you are not physically present in the Republic of South Africa. If you are going to be outside the borders of the Republic of South Africa for a period longer than <<<>>> months, please inform Phakama immediately.
- No benefit is payable if <<<INSURER>>> is notified of a claim later than <<<>>> months after a deceased's date of death.

WAITING PERIOD

In the case of death due to natural causes, cover or any increase in cover has a waiting period of

- There is a <<<>>> (xxx) month waiting period for Principal Members, Spouses and Children.
- There is a <<<>>> (xxx) month waiting period for Extended Family Members.

If the Insured's or Family Member's benefits have lapsed and he/she again becomes insured in terms of the policy, the above waiting periods will apply again.

GENERAL

- Each Principal Member must complete an application form specifying his/her family members.
- Any incorrect information provided to Phakama may result in a claim not being honoured.
- Only valid claims due to accidental death will be paid immediately (i.e. there is no waiting period), provided that the first premium was received.

RIGHT TO CANCEL

The member may at any time cancel the policy subject to there being no refund of premiums in respect of risk cover already enjoyed and subject to the payment of premiums still due and payable at the time of cancellation in terms of the Policy provisions.

Debit order procedure

Should you not pay the monthly premium, your policy will lapse. In such event, no premium refunds or benefits will be due and payable to you.

Please therefore ensure that the debit order is deducted from your bank account on the relevant date. If it is not deducted, please contact our offices immediately.

CLAIM PROCEDURES:

In the event of a claim, report claims to the Client Service Centre immediately on 086 514 1115 or claims@phakama.co.za. Claim forms must be requested from Phakama and together with the relevant supporting documents, must be submitted to Phakama within <<<>>> days of the date of event. Failure to do so could result in the benefit being forfeited.

Copies must be clearly certified. The details of the Commissioner of Oath with all of the relevant details must be clear.

NB: Posted documents must be sent via registered mail.

Documents to be submitted:

- Fully completed Claim Notification Form
- Proof of death: (B1-5) original certified copy of the computer produced Death Certificate.
- (BI-1663) original certified copy of the Notification of Death
- Certified copy of Principal Insured's ID.
- Certified copy of deceased's ID document.
- Copy of Membership Certificate.
- Certified copy of marriage/registration certificate or sworn affidavit that the principal insured is married to the spouse or that the principal insured has lived with his/her partner for at least 6 months.
- Full time student: Letter from recognised education institution.
- Disabled child: Confirmation of disability grant and a copy of medical report relating to disability.
- In the event that a child's surname is different from the principal insured, an affidavit is required to explain the nature of the relationship to the principal insured.
- Still-born child: Certified copy of death certificate and the Notification/Register of Death/Still Birth (83/B1 – 1663) form, as well as a letter from the doctor/hospital in attendance, confirming the duration of the gestation period.

Claims, in respect of Family Members, will only be paid where such Family Members have been nominated on the original application/amended form.

The underwriter reserves the right to request any further documentation or information as it may deem necessary to accurately assess a claim.

The underwriter will endeavor to settle the claim within 2 business days of receiving all of the required fully completed documentation.

Faxed copies must be clearly certified. The details of the Commissioner of Oaths with all the relevant details must be clearly legible.

Documentation submitted, other than those listed, will not be accepted. **EXCEPT WHERE SPECIFIED ABOVE, AFFIDAVITS ARE NOT ACCEPTED.**

NOTIFICATION OF DEATH

Phakama must be notified in the event of an extended relation passing away, even if no claim is processed for the relation. Failure to inform Phakama of deceased extended relations will result in continued deductions of the extended relation's premiums. Refunds on premiums deducted for deceased extended relations will be processed from date of death where a claim was processed by Phakama. Where a claim was not processed by Phakama for any reason, refunds will be processed from the date that the correspondence was received informing Phakama of the death. Correspondence must include a copy of the death certificate of the Extended Relation. A maximum of six (6) months' premiums will be refunded.

ADMINISTRATION HELP LINE:

Tel: (012)348 8310

Fax: 086 514 1115

CLAIMS SUBMISSION:

Fax: 086 514 1115 or

claims@phakama.co.za

NEW APPLICATION SUBMISSION:

Fax: 086 514 1115



FSP DETAIL AND LOGO

INSURER DETAIL AND LOGO