

IMPORTANT DISCLOSURES IN TERMS OF THE POLICYHOLDER PROTECTION RULES AND THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT, 2002

GENERAL INFORMATION

1. This document is furnished to you in compliance with section 48 of the Long-Term Insurance Act, 1998 and the General Code of Conduct in terms of the Financial Advisory And Intermediary Services Act, 2002.
2. Sanlam Developing Markets Limited (Sanlam) is the underwriter of the Phakama Voluntary Umbrella Group Scheme Policy Number SDM051G01, and the benefits are provided to the members of the Group Scheme on a voluntary group scheme basis.
3. Phakama is a duly authorised Financial Services Provider and has been appointed by the Policyholder to act as Administrator on behalf of the Policyholder.
4. Cover in terms of this group policy is available to persons between the age of 66 (sixty six) years and 74 (seventy four) years, age next birthday, in respect of the couple funeral plan.
5. Cover in terms of the Couple Funeral Plan is available to all assured lives stipulated in the application form, provided that the number of claims payable shall at all times be limited to the number of assured life (lives) covered in terms of the Group Policy.
6. Any advice or assistance required in respect of your policy must be obtained directly from the Sanlam Developing Markets Call Centre.
7. If this Group Policy replaces another policy, you must contact the Sanlam Developing Markets Call Centre to be advised of any negative consequences of replacement.
8. No medical examination is required for a person to become a member.
9. The cover in respect of assured lives commences on the last date upon which Sanlam approves the application by the member for the benefits; and receives the first premium payable in terms of this group policy.
10. A period of grace of 30 (thirty) days is permitted for the payment of premiums. If the premium is not paid within this period, Sanlam has the right to reject claims, subject to the provisions of the Long-Term Insurance Act, 1998.
11. Withdrawal of the premium authorisation will not be valid for the term of notice of cancellation.
12. No premiums will be refunded should the policy be cancelled.
13. Sanlam shall be entitled to amend the benefits in terms of the group scheme by means of a 30 (thirty) day written notice to the Administrator of this group scheme. Notice to the administrator shall constitute proper and sufficient notice to the members of the group.
14. The rules and conditions of this plan are consistent with the provisions of the Long-Term Insurance Act, 1998 and with the terms of the Phakama Voluntary Umbrella Group Policy.
15. All assured lives in terms of this Group Policy must be permanently resident in the Republic of South Africa.
16. Sanlam shall be entitled to cancel the Group Policy by means of a 3 (three) calendar month written notice to the members. Notice to the administrator shall constitute proper and sufficient notice to the members of the group.
17. All waiting periods and exclusions shall apply in respect of increased benefits with effect from the inception date of the increased benefits.

TERMS & CONDITIONS: PAYMENT OF PREMIUMS

1. The premium, conditions and benefits shall from time to time be revised and adjusted by Sanlam in order to ensure that the scheme remains actuarially sound. In addition Sanlam may amend benefits and premiums at all times by means of 30 (thirty) day written notice to the member. Notice to the administrator shall constitute proper and sufficient notice to the members of the group.
2. Premiums shall be calculated with reference to an assured life's current age at the inception date of the cover and shall not increase incrementally with each birthday of an assured life (lives), subject at all times to Sanlam's right to increase the premiums payable as provided for in terms of the Group Policy.
3. Premiums shall be payable by the member to the Insurer monthly in advance on or before the 7th (seventh) day of each month for which insurance cover is granted without deduction or set off.
4. Cover ceases when the Group Policy is cancelled, has been terminated by the Insurer or has lapsed, the member terminates his/her membership to the group scheme, the member terminates the cover in terms of the main benefit plan, upon the death of the member, if the premium is not validly received by Sanlam within the period of grace, or when the dependent child, other than a still born child and a mentally or physically disabled child, reaches the age of 21 years, in the event of a child under the age of 26 (twenty six) years but who is a full time student, and is unmarried, at any registered university, technikon or tertiary education institution, reaches the age of 26 (twenty six) years.
5. The cover granted is whole life, and shall remain in force until the death of the assured life, as long as premiums are paid; and is voluntary for members of the broker's schemes brought in by the clients of the administrator, the Brokers, as members of the group scheme.
6. If the premium has been paid as prescribed, cover is immediately effective upon the death of an assured life due to an accidental death.
7. Sanlam shall be entitled to apply set-off or deduct any unpaid premiums against the benefits payable in terms of the Group policy.
8. The member is responsible to ensure that the monthly premium is paid.
9. The group policy does not accumulate cash or a surrender value and may not be converted into a paid up policy. No loans will be allowed in terms of this policy.

WAITING PERIODS AND EXCLUSIONS

1. No insurance cover shall be granted or benefits paid in the event of the death other than the accidental death of an assured life in terms of the Group Policy within 6 (six) months from the inception date.
2. No insurance cover shall be granted or benefits paid:
 - in the event of death other than death caused by directly by or arising from violent, unforeseen, physical, external forces due to an accident, or which death occurs within 14 (fourteen) days after date of such an accident for a period of 6 months from the inception date of the cover;
 - in the event of suicide within 24 months from inception date of the cover;
 - in the event of death resulting directly or indirectly from, caused by, attributable to or accelerated by-
 - negligence, recklessness, transgression of the law or intentional exposure to danger;
 - the additional assured life being under the influence of illegal drugs or habit forming substances or resulting from the chronic abuse by the additional assured life of

- drugs; and
 - wilful self-inflicted injury
- If benefits in terms of the group scheme are increased at any stage, the waiting period shall again apply with regard to the increased benefits, from the date of the increase of the benefits.

CLAIMS PROCEDURES

1. In the event of a claim, the specified benefit will be paid to the member or beneficiary.
2. Claims must be submitted to Sanlam within 6 months of the death of the assured life.
3. Sanlam reserves the right to cancel the policy and to declare all premiums paid by the member in terms of the policy forfeited if there is any evidence of, or attempted submission of, a fictional claim, fraud or misrepresentation.
4. Claims must be accompanied by the following clearly legible documents:
 - An official or certified copy of the original death certificate;
 - A completed official claim form as prescribed by Sanlam from time to time;
 - Completed BI-1663 and BI-1680 forms
 - Clearly legible certified copies of the deceased member and payee's ID documents. In case of third party payments, a certified copy of the third party's ID document is required;
 - Either the policy schedule, if available or the application form;
 - Police statement, in event of death due to unnatural causes;
 - Bank details and a copy of a bank statement of the payee (or the third party in respect of third party payments) for payment of the benefit;
 - Any additional documents that Sanlam in its sole discretion deems necessary.

COMPLAINTS PROCEDURE

1. Please contact the Sanlam Developing Markets Call Centre and have the following information handy:
 - Policy number
 - Identity number
 - Nature of enquiry
2. Complaints which are not resolved to your satisfaction may be referred to Sanlam's Legal & Compliance department.
3. Complaints which are still not resolved may be referred to the Ombudsman for Long-Term Insurance or the Registrar of Long-Term Insurance.

RIGHT TO CANCEL

After Sanlam has accepted the member's application for insurance cover, the member may decide to instruct Sanlam to cancel the policy. The member must submit this instruction in writing to Sanlam within 30 days after receipt of this policy schedule. The member may only submit such cancellation instruction to Sanlam if no benefit has yet been paid or claimed or the insured event has not yet occurred. Sanlam may deduct the cost of any risk cover the member enjoyed under the policy before it was cancelled.

REPLACEMENT

If this policy is being purchased to replace another policy that has been cancelled or which will be cancelled in the near future, the member should be aware that it might be to their disadvantage to do so. The member must please contact the Sanlam Call Centre in order to be informed of these disadvantages and consequences and ensure that a Policy Replacement Advice Record is completed, if applicable.

CONTACT NUMBERS

1. **Phakama (Administrators)**
Tel: (012) 348 8310
Fax: 086 514 1115
Email: info@phakama.co.za
2. **Sanlam Developing Markets Queries (Underwriters)**
Tel: 0860 001 019
Fax: 0860 426 742
Email: gbccentre@sanlamsky.co.za
3. **Sanlam Legal and Compliance**
Tel: (011) 359 7700
Fax: (011) 388 0390
4. **Long-Term Insurance Ombudsman:**
Private Bag X45, Claremont, 7735
Tel: 0860 103 236
Fax: (021) 674 0951
Email: info@ombud.co.za