

TERMS AND CONDITIONS

DEFINITIONS

- “Principal member”: A person who does not exceed the maximum entry age as per the product information leaflet, who is a member of this policy, who accepts the conditions as stated herein and the premiums indicated in the schedule to this policy and who is fully described in the schedule to this policy. The person must have the ability to afford and pay the monthly premiums stated in the schedule. The principal member must be a permanent resident of South Africa. The principal member where specified will be a person who qualifies for the eligibility conditions as specified in the schedule to this policy.
- “Spouse”: A person who is below age 65 at entry who is married to the principal member by law, tribal custom or under the tenets of any religion and where applicable, a relationship between two people of the same gender. The principal member may, due to a life changing incident, apply to NUMSA Financial Services in writing to change the spouse details. The spouse as nominated in the schedule to this policy document shall be the only spouse covered under this definition.
- “Child”: An unmarried child of the principal member including a posthumous child, stepchild, child of any common law spouse of the principal member, illegitimate or legally adopted child, providing that proof of any child is submitted to NUMSA Financial Services and acceptance acknowledged by the underwriter. A child who is stillborn shall be covered for funeral benefits if the death occurred after the 26th week of pregnancy. Only two stillbirth claims will be accepted per family during the term of the policy.
The principal member must inform NUMSA Financial Services in writing of any births of immediate children within 3 (three) months of the birth for the children to be covered under this policy.
- “Unmarried Children”: Are covered to below age 21 and to below age 26 years if a full-time student. Unmarried children who are mentally retarded or totally and permanently disabled prior to age 22, who are unable to care for themselves are covered to death, cessation age of the principal member or withdrawal. (In both instances, proof satisfactory to the underwriter of the condition of disablement or confirmation of full-time study must be submitted at claim stage. This does not include part-time and correspondence students).
- “Beneficiary”: Is the person fully described in the schedule to this policy who has been elected by the principal member to receive the benefits or direct the usage of the benefits claimed as a result of death of the principal member. The nominated beneficiary may not be younger than 18 years.
- “Basic death benefits”: The amounts as described fully in the schedule to this policy on which a death benefit will be paid on death of any life covered under this policy.
- “Accident”: An unlooked for, unforeseen event which could not reasonably have been expected that directly caused the death of an insured life. Accidental death excludes self-inflicted injury, suicide, a criminal act, drug abuse or alcohol abuse (where a person is deemed unfit for driving because the blood alcohol limit exceeds the prescribed limit as applicable by Law).
- “Extended family member”: A person for whose funeral costs, the principal member is financially responsible for in the event of his/her death and shall include but not be limited to: parents, parents in law, grandparents, uncles, aunts, brothers, sisters, nephews, nieces, grandchildren, own children above 21 years and domestic workers. There is a maximum joining age as stipulated in the schedule to this policy and cover will be limited in accordance to age at entry. Cover will not decrease due to age i.e. cover at entry will always be applicable unless principal member elects to change benefits. The principal member may, due to a life changing incident apply to NUMSA Financial Services in writing to change the details of the extended family members within three months of the occurrence of that event.
An extended family member may be covered on a maximum of two policies and a maximum benefit of R30,000 will be payable on any one life under this benefit.
- “Complainant”: Refers to a specific complaint relating to a financial service rendered by a financial services provider or representative to the complainant on or after the date of 30 September 2004, and in which it is alleged that NUMSA Financial Services (Pty) Ltd:
 - o has contravened or failed to comply with a provision of the FAIS Act and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage;
 - o has willfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
 - o has treated the complainant unfairly.

ADDITIONAL BENEFITS:

Only applicable if applied for and appears on your policy schedule. NB Only applicable to the lives as per the product information leaflet.

Vehicle Access Benefit: This is an additional benefit that provides the use of an Avis rental vehicle in the event of the death of the principal member, spouse, dependent children and extended family members. This benefit is only applicable to funerals conducted by Doves Funerals.

Repatriation Benefit: This is an additional benefit that provides for the transportation of the mortal remains from one location to another in respect of death of the principal member, spouse, dependent children and extended family members. This benefit is only

applicable to funerals conducted by Doves Funerals within the borders of South Africa..

CANCELLATION

The principal member, NUMSA Financial Services in conjunction with Union Life, reserves the right to cancel this policy at any time after giving the other party one (1) months written notice notice of such intention.

EXCLUSIONS AND WAITING PERIODS

- There is a six (6) months waiting period for claims due to natural causes for lives below age 65 at entry.
- Lives aged 65 years and above at entry will have a nine (9) months waiting period for claims due to natural causes for all benefits.
- Immediate cover for accidental death. (refer to the definition of accident)
- Claims will not be paid if death occurred as a result of the principal member's, dependent's or extended family member's (where applicable) involvement in unlawful activities.
- Death as a result of suicide is subject to a 24 month waiting period. No suicide claim shall be entertained if it occurred within this 24 month period (calculated from the policy inception date).

REVISION OF TERMS AND CONDITIONS

NUMSA Financial Services, in conjunction with Union Life reserves the right to amend, revoke, vary or alter any of the terms and conditions of this policy provided that NUMSA Financial Services shall give the principal member at least 3 (three) months written notice of such revision.

- The underwriter reserves the right to review the premium rate in line with inflation, market and actual claims experience of the business and in general on the scheme anniversary date.

CLAIMS PROCEDURE

- In the event of a death of any of the lives covered on this policy, NUMSA Financial Services, Union Life or Doves must be contacted as soon as possible. NUMSA Financial Services and/or Union Life must be notified within six (6) months of the date of death, and the following documentation must be submitted:
 - o Certified copy of death certificate
 - o Certified copy of principal member's ID
 - o Certified copy of deceased's ID
 - o For a disabled child, confirmation of the disability grant, copy of the medical application or medical report is required
 - o In the event of a claim in respect of a child who is over age 21 and a full time student, a letter of confirmation from the recognised educational institution must be submitted
 - o Completed BI 1663/DHA 1663 may be requested
- Failure to lodge a claim or submit documents within six (6) months after the death or the date of claim respectively, may invalidate your claim.
- Claims, in respect of dependants, will only be paid where such dependants have been nominated on the original application form.
- Union Life reserves the right to request any further documentation or information as it may deem necessary to accurately assess a claim.

EXAMINATION PERIOD AND CONDITIONS OF COVER

From the date that NUMSA Financial Services receives the first premium, there is a 30 day period in which the applicant still has an option to cancel the policy. NUMSA Financial Services must be notified in writing to have the policy cancelled and any premiums that may have been paid or deducted, will be refunded. If no such notification is received within 30 days from payment and/or deductions of the premium, in writing, NUMSA Financial Services will consider the policy taken up.

The policy, cover and waiting periods will be effective from the commencement date that appears on the policy certificate (which is determined according to receipt of the first premium payment). The policy and cover will continue as long as future premiums are paid.

For cash payments:

- o Premiums may be paid in cash using the EASY PAY facility. An EASY PAY card with your details will be issued to you together with your policy certificate.
- o The cut-off date for the commencement of cover is the 15th of the month (e.g. if the first cash premium is paid on or before the 15th, then the commencement date will be the 1st of the same month. If the first cash premium is paid after the 15th of the month, then the commencement date will be the 1st of the next month).

GRACE PERIOD AND REINSTATEMENT OF A LAPSED POLICY

A grace period of two (2) calendar months is allowed for the payment of a missed premium. If payment of an outstanding premium is not paid within the grace period, then the policy will lapse. The policy may be reinstated by resuming premium payments within six (6) months of the last premium payment. No arrear premium payments will be accepted. A three (3) months waiting period for claims will be applicable on all lives from the date of reinstatement.

IMPORTANT WARNING

It is very important that you are quite sure that the product or transaction meets your needs and that you feel you have all the information you need before making a decision.

It is recommended that you discuss with the intermediary or insurer the possible impact of the proposed transaction on your finances, your other insurance/assurance policies or your broader investment portfolio. You should ask for information about the flexibility of any proposed policy.

Where paper forms are required, it is advisable to sign them only once they are fully completed. Feel free to make notes regarding verbal information, and to ask for written confirmation or copies of documents.

Remember that you may contact either the Long-Term Insurance Ombudsman or the Registrar of Long-Term Insurance, whose details are set out below, if you have any concerns regarding the products sold to you or advice given to you.

COMPLAINTS AND COMPLIANCE

If you feel the representative, NUMSA Financial Services (Pty) Ltd, has not complied with the Policyholder's Protection Rules, FAIS Act, Long-term Insurance Act, and or related Laws kindly contact The Compliance Officer on contact details provided below.

If your complaints remain unresolved to your satisfaction, you may refer your complaint to Ombud for Long-term Insurance or Registrar of Long-term Insurance or Ombud for Financial Services Providers.

All complaints must be submitted in writing and e-mailed or mailed to:
Fax: 086 211 6404

E-mail: complaints@nfs.co.za

Postal address: P.O. Box 787252, Sandton, 2146

- Upon receipt of a written complaint NUMSA Financial Services will provide written acknowledgement of receipt of the complaint within three (3) weeks.
- We will endeavour to resolve your complaint within a period of not more than six (6) weeks from receipt of a written complaint. Should there be any delays in this, we will advise you timeously.
- Should you not be satisfied with our final response with regard to your complaint, you may direct a written complaint to the Office of the Ombud for Financial Services Providers within the six (6) months period after receipt of our response to you.
- The contact details for the Ombud for Financial Services Providers are as indicated below.

DETAILS OF THE NUMSA FINANCIAL SERVICES COMPLIANCE OFFICER

Compliance Officer

23 Impala Road, Chislehurst, Sandton, 2196

Tel: (011) 783 3578

Fax: 086 546 3578

E-mail: compliance@numsafs.co.za

PRODUCT SUPPLIER, UNDERWRITER AND ADMINISTRATOR

Union Life is the product supplier authorised to render services as an underwriter under the Long-term Insurance Act 52 of 1998. See contact details of the product supplier below:

Union Life Limited

Reg No. 1935/007508/06

FSP No. 15107

P.O. Box 17181, Durbanville 7551

Tel: 0861 666 335

Fax: (021) 976 8276/78

E-mail: info@unionlife.co.za

www.unionlife.co.za

FOR ANY ENQUIRIES, PLEASE CONTACT NFS WHO IS ALSO THE INTERMEDIARY:

NUMSA Financial Services (Pty) Ltd

Reg. No. 2010/015839/07

FSP No. 43560

Tel: 0860 11 22 88

Fax: 086 211 6399

P.O. Box 787352, Sandton, 2146

Email: nfs@numsa.co.za

DETAILS OF THE OMBUDSMAN FOR LONG-TERM INSURANCE:

Ombudsman for Long-Term Insurance

Private Bag X45, Claremont, 7735

Tel: (021) 657 5000

Fax: (021) 674 951

www.ombud.co.za

DETAILS OF OMBUD FOR FINANCIAL SERVICE PROVIDERS:

The Office of the Ombud for Financial Service Providers

P.O. Box 74571, Lynnwood Ridge, 0040

Tel: 0860 324 766

Fax: (012) 348 3447

E-mail: info@faisombud.co.za

www.faisombud.co.za

DETAILS OF THE REGISTRAR OF LONG-TERM INSURANCE:

P.O. Box 35655, Menlo Park, 0102

Tel: (012) 428 8000

Fax: (021) 346 6941

DETAILS OF THE REGISTRAR OF FINANCIAL SERVICES PROVIDERS:

P.O. Box 35655, Menlo Park, 0102

Tel: (012) 428 8000

Fax: (021) 346 6941