

KEY INFORMATION & DISCLOSURES DOCUMENT

theunlimited.co.za



Unlimit Your Life.

THE UNLIMITED

FSP 21473

KEY INFORMATION DISCLOSURE DOCUMENT (“KID DOCUMENT”)

This document contains important information about your life insurance policy as required by Rule 11 (5) of the Policyholder Protection Rules, please make sure that you read and understand it. Please keep this document together with your membership wording (including your life insurance policy) and if you have any questions, please contact us.

PLEASE NOTE:

- This document serves as evidence of the fact that you have agreed to the cover provided in the life insurance policy.
- Although your life insurance policy is administered by **The Unlimited**, the Life Insurer providing you with the life insurance benefits is **Santam Structured Life Limited**, a licensed life insurer and an authorised financial services provider.
- You must read this and keep this document safe.
- You can call us at any time on **0861 990 000**. You can also contact us on:



Facebook (look for **The Unlimited**);



Twitter (our handle is **@theunlimited**);



LinkedIn as **theunlimited**; or



on our website **www.theunlimited.co.za**.

- You have been provided with your life insurance policy terms and conditions which explain how your life insurance policy works, as well as general and special limitations and exclusions, details of the Life Insurer, the life insurance premiums payable, and other requirements and rules that form an integral part of the agreement between you and the Life Insurer.
- **Please make sure that you read the full terms and conditions, and if you have any questions, please call us on 0861 990 000.**
- Below, we provide a summary of key information. For comprehensive information, always refer to your full life insurance policy terms and conditions:

| | | |
|----|---|---|
| a. | Your membership with us | <ul style="list-style-type: none">• You have a membership with The Unlimited Group (Pty) Limited (“The Unlimited”).• The membership provides you with access to non-insurance benefits and services which are provided by The Unlimited, for which you pay the payment every month. Included in this payment is the life insurance premium/s which is disclosed to you.• Included as part of the membership are your life insurance benefits (the “life insurance policy”), which are underwritten by Santam Structured Life Limited.• The non-insurance membership services and benefits and the life insurance benefits make up the whole product (your membership). |
| b. | The type of insurance policy that you have | <ul style="list-style-type: none">• Your insurance policy is a life insurance policy.• This is not a medical scheme and the cover is not the same as that of a medical scheme, nor is it a substitute for medical scheme membership.• THIS LIFE INSURANCE POLICY DOES NOT COVER ILLNESS AND IT IS NOT A FUNERAL POLICY. |

| | | |
|----|--|---|
| c. | When your life insurance benefits will be available | <p>The start date of your life insurance policy will be the date we successfully collect your first payment (which includes your life insurance premium). You are entitled to your life insurance policy cover from the start date, subject to any waiting period that may apply. This is a month-to-month life insurance policy and your cover will continue month-to month if we successfully collect your payment (including the life insurance premium) from you.</p> |
| d. | Cancellation of your life insurance policy | <p>You may cancel your life insurance policy at any time with no early termination penalties by calling us on 0861 990 000, or alternatively via post or email. Postal Address: The Unlimited, Private Bag X7028, Hillcrest, 3650 Email Address: info@theunlimited.co.za</p> <p>The Life Insurer may also cancel your life insurance policy in writing:</p> <ul style="list-style-type: none"> • immediately for fraudulent or dishonest actions; • for non-payment of life insurance premiums (subject to the 15 days' grace period); and • after 31 days' notice to you. |
| e. | Cooling-off rights | <p>As this is a month-to-month life insurance policy (duration of less than 31 days), a cooling-off period in terms of the Policyholder Protection Rules is not required. We do, however, offer the following cooling-off rights:</p> <p>If there has been no insured event and no life insurance benefit has yet been claimed or paid, you have the right to cancel the life insurance policy by giving us written or telephonic notice within 5 business days of your terms and conditions being sent to you OR from a reasonable date on which it can be deemed that your terms and conditions were sent to you.</p> <p>The Life Insurer will comply with your request for cancellation within 31 days of receiving your cancellation notice and will refund all life insurance premiums or moneys paid by the premium-payer, minus any cost of any risk cover enjoyed.</p> |
| f. | Life insurance premiums payable | <p>The life insurance premium/s for your life insurance benefits combined is as follows:</p> <ul style="list-style-type: none"> • R9.34 per month for you (the main member) and your spouse; • R1.58 extra per month if you have chosen to cover your children (max. of 5); and • R4.39 extra per month for each additional dependant you choose to cover (max. of 3). <p>Please remember that all child/ren and/or additional dependants that you choose to cover on your life insurance policy must be a member of your family through blood or by a recognised legal relationship and totally financially dependent on you. This means that from the date you add a child or additional dependant to this life insurance policy and throughout the lifetime of this life insurance policy, you (the main member) are totally responsible for the livelihood and</p> |

| | | |
|----|--|---|
| | | <p>support of the insured child or additional dependant and pay for their food, medicine, shelter, money, education and clothing.</p> <p>We will always give you 31 days' notice of any increase to your life insurance premium.</p> |
| g. | How and when your life insurance premiums must be paid | <p>Your life insurance premiums (which forms part of your payment to The Unlimited) are paid monthly in advance on the due date you agreed with us (on your call log or application document).</p> <p>The life insurance premiums will be paid by debit order (as part of your payment), using the bank account details you provided us. To ensure you are always covered under the life insurance policy and to avoid cancellation and unpaid debit order costs, please make sure you have sufficient funds in your account.</p> <p>IMPORTANT: We may debit your payment (including your life insurance premium) on a different date from the day agreed if there is a better chance of collecting your life insurance premium and keeping you covered.</p> <p>REMEMBER: If the due date falls on a public holiday or a weekend, the payment (including your life insurance premium) will be collected on the first business day before or after the due date.</p> |
| h. | December collections of life insurance premiums | <p>In December, we may collect your payment (including your life insurance premium) on an earlier date than your standard due date and we will give you 31 days' notice of our intention to do so.</p> <p>We will usually attempt to collect your payment (including your life insurance premium) during the first or second week of December, e.g. by the 7th of December.</p> |
| i. | What happens if you do not pay your life insurance premiums | <p>If you do not pay your payment (including your life insurance premium) as agreed, you will not be covered. You will be entitled to a grace period of 15 days after the due date to pay your payment (including your life insurance premium).</p> |
| j. | Remuneration | <p>From the total life insurance premium you pay, the Life Insurer pays The Unlimited:</p> <ul style="list-style-type: none"> • up to the statutory regulated commission of 3.25%, in terms of the Long-Term Insurance Act; and • up to 41.75% (binder fee) for certain administrative (binder) functions performed on behalf of the Life Insurer. |
| k. | Nature & extent of your life insurance benefits | <ul style="list-style-type: none"> • Accidental injury cash benefit: your maximum benefit limit is R150,000.00 (one hundred and fifty thousand Rand) per insured event, per insured person. An insured person will be covered for R1,500.00 (one thousand five hundred Rand) per day, for up to 100 days, for each full day spent in hospital because of an accidental injury. Remember, this is not a medical aid and does not cover hospitalisation for illness. |

| | | |
|----|--------------------------------|---|
| | | <ul style="list-style-type: none">• Extended Death Cash Benefit (Money Back Benefit): In the event of your (the main member) death, your family will be paid all the payments back that you have paid to us. The amount will be calculated from the first successful collection of your payment up to the last payment successfully collected before your death. |
| l. | Nominated Beneficiaries | <p>You must nominate a beneficiary and provide us with the full details of your nominated beneficiary prior to your death.</p> <p>This means that you must choose a person who will receive the claim money in the event of your death and a successful claim e.g. you may wish to choose your spouse, or another family member, such as a sister or brother.</p> <p>For any other insured events, you (the main member) are the person who will claim and receive the benefit of a successful claim.</p> |
| m. | Waiting periods | <p>Waiting periods (where applicable) apply to you and your dependants and start from the first payment (including your life insurance premium) received. If you choose to add new dependants after the start date of your life insurance policy, the waiting periods will start from the date they are added.</p> <p>Accidental injury cash benefit: there is no waiting period for this benefit.</p> <p>Your accidental death (death caused by an accident): there is no waiting period for this benefit.</p> <p>Your natural death: there is a waiting period of 12 months. This means that we must have received a minimum of 12 payments (including your life insurance premium) for you before your claimant can claim on this benefit. Should you miss a payment, your waiting period will not restart, we will just continue to count the number of successful payments (including your life insurance premium) from your next successful debit order collection.</p> <p>Your death by suicide or self-inflicted death: there is a waiting period of 24 months. This means that we must have received a minimum of 24 payments (including your life insurance premium) for you before you can claim on this benefit.</p> <p>IMPORTANT: Should you miss a payment, your waiting period/s will not restart, we will just continue to count the number of payments (including your life insurance premium) received from your next successful debit order collection.</p> |

| | | |
|----|--|---|
| n. | Exclusions on the life insurance policy | <p>The exclusions are specific items, losses or events that are not covered by this life insurance policy. Below is a list of the general exclusions on your life insurance policy.</p> <p>The Life Insurer will NOT cover any claim if you have:</p> <ul style="list-style-type: none">• added a spouse that does not normally live with you and where you are not interdependent on each other;• added children or additional dependants who do not meet the specific criteria for cover under your life insurance policy; and• failed to pay the life insurance premium on the due date or were still within the life insurance benefit specific waiting period/before the start date of the life insurance policy. <p>The Life Insurer will NOT cover any claim where at the time of the incident or immediately before it, the main member or any insured person:</p> <ul style="list-style-type: none">• partook in any actions of war, invasion, act of foreign enemy, hostilities, civil war/unrest, rebellion, riot, revolution, terrorist attack;• partook in any high-risk activities or occupations or Self-inflicted harm;• was exposed to nuclear reaction or radiation of any kind;• attempted to commit or had wilful involvement in any unlawful/illegal act or wilful exposure to a needless peril or dangerous conduct (a conscious decision to expose yourself to a potential risk of injury or death that the reasonable person would choose to avoid);• was driving or operating any motor vehicle, motorcycle or similar without a valid driver's licence and/or permit;• committed suicide or any intentional self-harm that results in death, unless the waiting period is met;• attempted suicide or Intentional self-harm/injury;• committed fraud or attempted fraud, or did not tell us the truth or did not give us all the correct details, including about your health (now or when you claim);• partook in any of the below high-risk activities/ occupations:<ul style="list-style-type: none">• any sport as a professional;• parachuting, skydiving, hang gliding, wrestling, boxing or martial arts;• racing, speed or endurance tests on or in power driven vehicles or crafts;• flying other than as a passenger in a licensed passenger carrying aircraft piloted by a duly qualified person;• mountaineering of any nature, wall/rock climbing and bouldering;• bungee-jumping, scuba-diving, steeple-chasing, water-skiing, rugby, ice hockey, winter sports, polo;• game hunting;• quad biking;• digging or sinking of mine pits or shafts, underground mining activities or the manufacture or use of explosives; and |
|----|--|---|

| | | |
|----|---|--|
| | | <ul style="list-style-type: none"> consumed, used and/or abused any intoxicating substance (for example, however not limited to, medication, illegal narcotics/drugs as well as alcohol and/or alcohol poisoning); including driving under the influence of such intoxicating substances whether tested for substance use or not. |
| o. | How to claim | <p>Claiming is easy! Simply call us on 0861 990 000 within 45 days of your claim arising (the insured event happening) and we will provide you with the necessary claim forms and a list of information and documents that we require.</p> <p>Claim documentation can be sent to us via any of the following channels:</p> <p>THE UNLIMITED – CLAIMS DEPARTMENT Postal Address: Private Bag X7028, Hillcrest, 3650 Physical Address: No.3 The Boulevard, Westway Office Park, Intersection of Spine Road and The Boulevard, Westville, KwaZulu-Natal, South Africa, 3610 Email Address: claimsdocs@theunlimited.co.za Fax Number: 086 206 4069</p> <p>IMPORTANT: Please ensure that all documents and information requested is comprehensive and complete so that we can finalise your claim. If you do not provide us with all the required information, the Life Insurer may reject the claim.</p> |
| p. | The assessment of risk based on the information you provided to us | <p>The information you have provided us with is considered material to our assessment of the risk, so it must be accurately and properly disclosed. The accuracy and completeness of all answers, statements or other information provided by or on behalf of you are your responsibility.</p> |
| q. | Your obligation to keep the information you have with us updated | <p>It is important to keep all the information you have recorded with us (including the details of your children, dependants and beneficiary) updated.</p> <p>Please contact us to update your details with us, to get further information about your life insurance cover and to check that your chosen dependants qualify for the cover under this life insurance policy. If you add people that do not qualify, it could lead to a claim being repudiated or cover voided.</p> |
| r. | How we will communicate with you | <p>Our main method of communication with you will be by SMS or WhatsApp to the cell number you have given us or email to the email address you have given us. This is also the agreed method of giving you any notice required by this life insurance policy or by law.</p> <p>Let us know if you would prefer us to send you a letter or to give you a call.</p> |