

WELL DONE!

As part of *The Unlimited family* you are now on a journey where you get unique, unbeatable value you cannot get anywhere else.



This benefit is provided through our service provider Legal and Tax Services (Pty) Ltd with registration number 2001/011518/07.

YOUR AGREEMENT

All you need to know

The  **Unlimited**
Shifting **Lives**

THE UNLIMITED FAMILY MEMBERSHIP AGREEMENT

LEGAL ADVICE AND ASSISTANCE LINE

This benefit is provided through our service provider Legal and Tax Services (Pty) Ltd with registration number 2001/011518/07.

This benefit will be added to your The Unlimited Membership if you have one with us. Please read the terms below carefully and keep them safely with your The Unlimited Family Membership Agreement terms (which will apply to these benefits too). If you need copies please call us on 0861 990 000.

1. WHAT BENEFITS DO YOU GET AND WHEN CAN YOU USE THEM?

- 1.1. For 12 months you get access to legal advice through the Legal Advice and Assistance Line.
- 1.2. This is provided at no additional cost to you for 12 months, calculated from the date you accepted this benefit.

2. WHAT SERVICES DO YOU HAVE AND WHEN CAN YOU USE THEM?

- 2.1. For any questions on your service benefits please **call** us on **0861 990 000** for assistance.
- 2.2. **Legal Advice and Assistance Benefit ("Legal Advice Benefit")**
 - 2.2.1. The Legal Advice Benefit provides you with unlimited telephonic legal advice during business hours on any personal legal matter.
 - 2.2.2. Advice on the Legal Advice Benefit is provided by the Service Provider's qualified in-house legal advisors. In addition to advising you, the Service Provider's legal advisors will try to resolve your problem by communicating with third parties on your behalf.

3. HOW DO YOU ACCESS YOUR BENEFITS

- 3.1. The Service Provider's Legal Advice Benefit and Hours Of Operation (Business Operation)
 - 3.1.1. Monday to Thursday: 8:30am to 4:30pm; and
 - 3.1.2. Friday: 8:30am to 3:30pm (collectively "Business Hours").
- 3.2. Before Calling; Have all Your documents and information available when you call. Have your facts organised in a logical manner (perhaps make a note of these facts and the questions you have for the legal advisor). This will assist the legal advisor to assist you in the best possible manner. Have your membership number ready.
- 3.3. Your Call Will Be Logged;
 - 3.3.1. Unless your matter is extremely urgent, your call will be logged and placed in a queue for the next available legal advisor. The legal advisor is required to contact you within approximately 3 (three) business hours.
- 3.4. Staying In Touch With Your Legal Advisor;
 - 3.4.1. After your initial telephone consultation, the legal advisor may decide to communicate with the other party in the matter. Your legal advisor may give the party a certain time period within which to respond (usually 14 (fourteen) days). In this event, the guidelines with regard to follow-up contact between you and the legal advisor are as follows:
 - i. if the legal advisor succeeds in contacting the third party and receives a response or new information about your matter, the legal advisor will contact you;
 - ii. if you have not heard from your advisor within the specified time period (usually 14 (fourteen) days), it means that your advisor has not received a response. In this case, it is your responsibility to call your advisor to discuss the next steps in pursuing Your case.
 - 3.4.2. In any event, it is vitally important that after every conversation with your advisor, you are both clear as to who has responsibility to make the next contact, and when.
- 3.5. Requests For Information/Documents;
 - 3.5.1. Legal matters often involve a back-and-forth exchange of information and documents. If your legal advisor requires You to supply him with information or documentation, please try to supply this as soon as possible. Failure to do so will delay the progress of your claim.
- 3.6. Whilst the Service Provider will endeavour to provide accurate advice, neither the Service Provider, nor The Unlimited, their employees, agents, or representatives shall be liable for any damages or consequential damages that may arise out of or in connection with any advice given or work done (or not given or done) by any of the aforementioned notwithstanding any mistake, error of judgment or negligence.

4. WHAT BENEFITS DO YOU GET AND WHEN CAN YOU USE THEM?

- 4.1. **We will not provide legal advice on you carrying on a business, any venture for gain, or transaction or undertaking where there is a profit motive.**
- 4.2. If you have committed Fraud or have not given us all your correct details (now or when you claim or use a service benefit).
- 4.3. You cannot use these services outside the Republic of South Africa or for matters that relate to legal issues that are outside South Africa.

5. FOR COMPLAINTS AND COMPLIANCE

It is important to us that you are happy with your benefits. If you are unhappy for any reason, please call us on 0861 990 000 and give us a chance to see if we can set things right.