

# ALL YOUR PRODUCT BENEFITS UNPACKED.



Unlimit Your Life.

## THE UNLIMITED

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## **LIFE INSURANCE POLICY ("POLICY")**

### **THIS IS A LIFE INSURANCE POLICY, NOT A FUNERAL POLICY**

Your use of your insurance benefits is always subject to the terms of this policy, statutory notices, amendments, endorsements and addendums issued by us in terms of your policy; and must be read together with, and shall form a part of, this policy.

### **TREATING THE CUSTOMER FAIRLY (TCF)**

We are committed to ensuring that all our customers are treated fairly and that every member of our team understands what TCF means to our business. Being a brand-led business means that we put the customer at the centre of everything we do.

The systems and processes we have put in place ensure that all of our customers are treated fairly at every interaction.

We only partner with and select suppliers of benefits and services that are able to demonstrate their respect in treating customers fairly and they uphold the TCF principles for all interactions of the customer relationship, for which they are responsible.

It is important that they are in alignment and agree to our TCF objectives in every interaction that they may have with our customers.

### **WE WOULD LOVE TO HEAR FROM YOU**

If you have any questions, or need assistance with your policy, you can get in touch with us in the following ways:



Facebook (look for The Unlimited);



X, formerly Twitter, (our handle is @Unlimitedza); find us on



LinkedIn as theunlimited; or



on our website [www.theunlimited.co.za](http://www.theunlimited.co.za); or



call us on 0861 990 000

## **SPECIFIC TERMS & CONDITIONS FOR THE POLICY**

### **ACCURACY OF INFORMATION**

It is very important that you give The Unlimited and the Insurer honest and accurate information at all times. If you give The Unlimited and/or the Insurer false or incorrect information, your policy may be invalid or you may not be covered in full or in part. The Unlimited and the Insurer may rely on the accuracy and truthfulness of any information provided by you during any conversation and including in any proposal/application form or other information supplied by you or by The Unlimited on your behalf to the Insurer, including any relevant recorded phone calls made to or received by you.

If any claim or part thereof under this policy is in any way fraudulent, or if any fraudulent means or devices are used by you or anyone acting on your behalf, providing information regarding the claim for you, to obtain any insurance benefit under this policy (whether successfully, or not), or if any event is caused by or arises out of your intentional conduct, or any person acting on your behalf with your connivance; and/or any fraudulent information and/or documentation, whether created by you or any other party is provided by you or anyone acting on your behalf or with your connivance to us in substantiation or support of any claim under this policy and whether or not the claim itself is fraudulent; and/or if the quantum, in whole or part, of any claim is exaggerated by any degree whatsoever by you or anyone acting on your behalf or with your connivance, for any reason whatsoever and whether or not the claim itself is fraudulent; then any insurance

benefits afforded in terms of this policy in respect of such claim will be forfeited and we will have no liability whatsoever to you in respect of such claim in its totality.

If the Insurer or The Unlimited fail to enforce any provision strictly or at all, this does not mean that we waive any of our rights thereto, nor does it mean that we may not enforce it thereafter.

### WHO IS THE INSURER FOR THE POLICY?

Centriq Life Insurance Company Limited, a licensed life insurer and an authorised financial services provider (FSP Number 7370) (the Insurer), is the insurer which provides you with your insurance benefits.

### GENERAL DEFINITIONS (What these words mean when used in this policy)

Subject to all the terms and conditions of this policy:

1. **accident** means an external, violent, unexpected and visible event, but which occurs at a time and place that can be identified. For example, a motor vehicle accident, an assault or burns.
2. **additional dependant** means any person, whose name and date of birth you have given to us and who are totally financially dependent on you. This means that from the date you add an additional dependant to this policy and throughout the lifetime of this policy, you (the policyholder) are totally responsible for the livelihood and support of your dependant and pay for their food, water, medicine, shelter and clothing. They must also be a member of your family through blood or by a recognised legal relationship.
3. **child/ren** means your biological children, stepchildren, adopted children and children who are related to you by blood or a legally recognised relationship. The child/ren must be under the age of 21 and totally financially dependent on you. This means that from the date you add a child to this policy and throughout the lifetime of this policy, you (the policyholder) are totally responsible for the livelihood of your child/ren and pay for their food, water, medicine, shelter and clothing.
4. **due date** means the date of your premium deduction every month (your salary pay date).
5. **grace period** means the period of 15 (fifteen) days following a failed premium collection (calculated from the premium due date), within which you can make a payment to us. During the grace period, all insurance benefits will remain in force. In the event of a claim occurring during the grace period, if the claim is approved you authorise us to deduct all outstanding premiums from the claim settlement amount.
6. **insured event** means a single accident which results in an insured person's admission/s to hospital because of an accidental injury and from any cause not excluded under this policy.
7. **insured person** means you, your spouse and/or any child or other additional dependant who is covered under this policy. They must be South African citizens or, if they aren't, they must have residential rights in South Africa.
8. **Insurer** means the company which provides you with your insurance benefits and who receives the premium every month.
9. **premium** means the amount payable to the Insurer every month for the insurance cover (the insurance benefits) under this policy. The premium is disclosed separately in the insurance benefits section of this policy.
10. **premium deduction** means the collection of your premium on the due date every month. The collection method will be via Persal (the National and Provincial Government's personnel salary system).
11. **spouse/partner** means a named person who you are married to by civil law, tribal custom or in terms of any religion, this includes your life partner. Your spouse or life partner must normally live with you in South Africa and you must be interdependent on each other. When we use the word "partner", we refer to your spouse (as described above) or your life partner, whomever is named on your policy.
12. **start date** means the date of your first successful premium deduction and is the date on which all your insurance benefits are available (subject to waiting periods).

13. **waiting period** means the period specified in this policy/the **insurance benefits** section during which we need to successfully collect a specified minimum number of premiums from you before you are entitled to claim under this policy. Please note, the specified minimum number of premium deductions required to meet the waiting periods start from when a person is added to the policy and cover for the applicable insured person will also only begin once the Insurer has received the required minimum number of premiums for that person.
14. **we/us** means The Unlimited Group (Pty) Limited, acting on our own behalf or on behalf of the Insurer. We provide the intermediary services and binder functions on behalf of the Insurer in respect of the insurance benefits you have chosen. The Unlimited Group (Pty) Limited is an authorised Financial Services Provider (FSP No. 21473).
15. **you/your** means the policyholder and includes additional lives insured/dependants, where applicable.

### **IMPORTANT PLEASE READ CAREFULLY**

The policy is issued to you at your own request and without us providing you with any advice, we only provide factual information. Please read it carefully and ensure that it is appropriate to your needs. If not, please contact us. Also see **CANCELLATION OF YOUR INSURANCE BENEFITS** below.

### **HOW WILL WE COMMUNICATE WITH YOU?**

1. We will communicate with you via SMS, WhatsApp to the cell phone number you provided us, email or letter. This will be the agreed method of giving you any notice required by this policy or by law. If you have a preference over how we communicate with you, please tell us.
2. It is important to keep all the contact information (current cell phone number, email address, physical and/or postal address) you have recorded with us (including the details of your dependants and beneficiary) updated. If any of these contact details change, it is your duty to let us know as soon as possible. We will always communicate with you using your last known details to fulfil your insurance benefits and to process any claims you may have. Please contact us on 0861 990 000.

### **FOR COMPLAINTS AND COMPLIANCE**

1. It is important that you are happy with your policy. 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.
2. If you are still not happy, then refer to 'How to submit a complaint' in the **STATUTORY NOTICE OF DISCLOSURES AND OTHER LEGAL REQUIREMENTS** section below.

### **SPOUSE, CHILDREN AND ADDITIONAL DEPENDANTS/BENEFICIARIES (WHERE RELEVANT)**

1. You (the policyholder) are covered by the insurance benefits. You can cover your spouse, children and additional dependants (**as defined**). The number of children and additional dependants that you can add is stated in the **insurance benefits** section of this **policy**, at an additional cost to you, where applicable.
2. You must provide us with the name, surname and dates of birth of your spouse, each of your children and additional dependants (**as defined**), or they will not be covered. It is important that we have the correct details of your spouse, the children and additional dependants (where additional cover is given and selected at an additional premium). If any amendments are required, or you would like to understand who can be covered, please contact us for assistance.
3. **Important to note:**
  - 3.1. Details of your spouse, as defined, must be on record. Your spouse or life partner must normally live with you in South Africa and you must be interdependent on each other.
  - 3.2. For your children or additional dependants, to be covered for an insured event, they must be:
    - 3.2.1. on record; and

- 3.2.2. totally financially dependent on you. This means that from the date you add a child or additional dependant to this policy and throughout the lifetime of this policy, you (the policyholder) are totally responsible for the livelihood and support of the insured child or additional dependant and pay for their food, medicine, shelter, money, education and clothing; **and**
- 3.2.3. be a member of your family through blood or by a recognised legal relationship.

**IMPORTANT:** You may add your child to this policy from the day they are born alive (and up to the age of 21).

4. Failure to provide us with the details above, or if you do not meet these requirements, can result in the rejection of a claim or the Insurer voiding the policy or parts thereof. At the time of a claim, it is your responsibility to prove that you and your spouse are interdependent and that you normally live together. You must also prove that your dependants are a member of your family through blood or by a recognised legal relationship and are totally financially dependent on you as described above.

## **PAYMENT AND NON-PAYMENT OF PREMIUMS**

It is your responsibility to pay your premium every month or you will not be covered.

### **1. Payment of premiums:**

- 1.1. If you are a Government employee and have given us your Persal number:
  - 1.1.1. you have authorised your employer to deduct the premium from your salary via Persal (National and Provincial Government's personnel salary system);
  - 1.1.2. you agree that, should any changes in terms of this policy resulting in either the cancellation of the policy or an increase in premium be required, such changes need to be communicated to Persal first and the change may only be effective up to 60 days later. This means that you may have another premium deduction before the change is effective.  
**For example:** if an instruction to cancel this policy is received by Persal on the 25th of June, the cancellation may only be effective up to 60 days later during the following month, or the month after in August (and the premium will still be deducted from your salary in July).
- 1.2. The premium is due in advance and this policy will not be binding on us or the Insurer until your first successful premium deduction.
- 1.3. This policy is month-to-month. It will renew on the same terms each time your premium deduction is successful.

### **2. Unpaid premiums:**

- 2.1. If the Insurer does not receive the premium by the due date every month, you will have NO cover. **The Insurer will not double deduct missed premiums the following month.**
- 2.2. You have a grace period of 15 (fifteen) days, calculated from the due date within which to make a manual payment to us. During the grace period, all insurance benefits will remain in force. However, in the event of a valid claim occurring during this period, the outstanding premium can be deducted from the claim settlement amount. If we do not receive payment within the 15 days, you will not have cover.  
**Example: premium due date is the 1<sup>st</sup> of May. If you miss a premium deduction, you will only have until the 16<sup>th</sup> of May to make a manual payment to us. If you don't, you will not have cover.**

### **3. Debit order collections of premiums:**

- 3.1. If the Government is unable to deduct the premium in favour of the Insurer from your salary via Persal, you have authorised us to deduct the premium from any of your bank accounts which you have given us. Your debit order will be presented to your bank on the same day as the due date unless you reject the request from your bank to authenticate your debit order mandate.

- 3.2. In the event of your debit order being unsuccessful, we use a tracking system that allows us to process your debit on another date if need be to improve the likelihood of a successful debit order collection. This allows you to keep your policy active, but it remains your obligation to see that all premiums are paid manually when any collection of premiums fail.
- 3.3. If your premium is not received, you agree that we may, at our discretion, try and collect from your account a further 3 times. At each attempt the grace period of 15 (fifteen) days will apply.
  - 3.3.1. if we cannot collect the premium after 4 consecutive attempts, the policy will automatically end. This means that your policy will be cancelled. **PLEASE NOTE:** You and any person insured will not be entitled to any insurance benefits during any month where we do not successfully collect a premium from you.
- 3.4. **IMPORTANT:** your premium may be collected on a different date from the due date because of a public holiday or weekend, without notifying you. Any bank charges incurred as a result will be for your own account.
- 3.5. If you dispute your monthly debit order with the result that the debit order is reversed by your bank, and provided the debit order mandate is not cancelled, we may, subject to the terms of this policy, resubmit the debit order mandate for collection in the month following the dispute/s.

### AMENDMENTS TO COVER OR PREMIUMS

1. **We reserve the right to amend, add or change the premium, insurance benefit waiting period or terms and conditions of this policy, including your cover, by giving 31 days' written notice to you of our intention to do so.**
2. Any variations and or changes, referred to above, including any premium rate adjustment will be binding on you and can be applied at any time to the existing terms and conditions after 31 days' notice of these changes have been sent to you, but please remember that it may still take up to 60 days from the date of communication to you to become effective.
3. If you choose to cancel your policy during the 31-day notice period of amendment to the policy, you will not be entitled to a refund of premiums already paid.

### WHEN DOES YOUR COVER START AND WHEN DOES IT AUTOMATICALLY END?

1. On receipt of your first premium by the Insurer, your policy will start (the start date). The start date of your policy will be the date of your first successful premium deduction.
2. **Please note:** the instruction for your first premium deduction will need to be communicated to Persal first and your start date may only be effective up to 45 days later. This means that you may only have your first premium deduction in the following month/s.  
**For example:** if an instruction for your first premium deduction is received by Persal on the 25<sup>th</sup> of June, your first premium deduction may only happen up to 45 days later during the following month, or the month after in August (and the start date of your policy will only happen on the date of that first premium deduction).
3. You are entitled to your insurance benefits from the start date, subject to any waiting period that may apply.
4. If you are unsure when your cover starts, please contact us to confirm the start date of your policy.
5. You must be under the age of 65 to be covered under this policy. The policy will automatically end when you turn 70 or immediately on the death of the policyholder.
6. Any insurance benefits that apply to your dependants will also end should this policy end for any reason or when your dependants:
  - 6.1. in the case of children, turn 21; and
  - 6.2. in the case of adults, turn 70.

## CANCELLATION OF YOUR POLICY

1. You can cancel your policy at any time. CALL US ON 0861 990 000 OR EMAIL US ON CUSTOMERCARE@THEUNLIMITED.CO.ZA. Please remember that your cancellation may take up to 60 days to take effect.
2. There is a cooling-off period of 31 days (calculated from when you received these terms and conditions OR from a reasonable date on which it can be deemed that you received them) in which you can cancel and receive a refund, **BUT ONLY IF YOU HAVE NOT USED** any of the insurance benefits. Cancellation of your policy will include cancellation of ALL of your insurance benefits.
3. The Insurer can cancel or void the policy (or sections thereof) at any time if you do not fulfil your duties under this policy or if you misrepresent material facts, are dishonest or fraudulent in your actions, by us notifying you:
  - 3.1. Immediately in writing of cancellation/voidance for fraudulent or dishonest actions or the non-payment of premiums; and
  - 3.2. Of cancellation after 31 days' notice in writing (or such other period as may be mutually agreed and/or otherwise prescribed by this policy).
4. When this policy is cancelled (by you or by the Insurer), all cover and benefits under it will end from the date it is cancelled.

## TRANSFER OR CASH-IN

Your policy, or any rights in your policy, cannot be transferred to another person. You cannot take out a loan against your policy. Your policy is month-to-month and does not pay out any profits, nor can it be cashed-in for money.

## REPLACEMENT INSURANCE

We do not provide financial advice to customers. If this policy, or any part of this policy is replacing an existing policy you have, make sure that you have carefully compared the insurance premiums, insurance benefits and terms and conditions.

## CLAIMS PROCESS CONDITIONS

These are detailed claims conditions that must be in place or complied with by you so that you can enjoy the insurance benefits.

1. **When can you claim?**
  - 1.1. As soon as we have received your first premium (the start date), you are entitled to cover and to claim your insurance benefits if an insured event occurs; however, if there is a waiting period, you or any person insured, will not have cover until the waiting period has ended. You can further only claim for the insurance benefits covered if we successfully receive your premium every month; and if you comply with all the terms, conditions, limitations and exclusions contained in this policy.  
**PLEASE NOTE:** Where the insurance is varied or extended, the insurance provided by any additional benefit, special clause, variation and extension, schedule or addendum is subject to the terms, conditions, exclusions and limitations of this policy from the date of change.
  - 1.2. **The insured event must have happened in South Africa, it must be after the start date and an exclusion must not apply.**
2. **Time period to submit a claim?**
  - 2.1. Your claim form and supporting claim documents must be submitted to us by you or the nominated beneficiary or alternative claimant (where applicable) within 30 days of the insured event. If we do not receive the information we need, the Insurer will close your claim.
3. **How do you claim your insurance benefits?**
  - 3.1. It's simple, CALL US on 0861 990 000 and we will guide you through the process.
  - 3.2. Please see **YOUR INSURANCE BENEFITS** section and claim forms for the required documents to finalise your claim.
  - 3.3. On approval of a valid claim, the cash payout can be used for any purpose you see fit.
4. **General requirements for any claim:**
  - 4.1. **We have the right to request additional supporting documents at any time** if we are unable to validate the claim with all the information requested in this policy and the claim forms.



- 4.2. **IMPORTANT:** Details of the additional information we may require will be provided with your claim form. If we request the additional information from you, it is because it is necessary for us to finalise the claim. We will require your co-operation in providing us with the additional information.
- 4.3. **If we approve your claim, you (or any other approved claimant) will be required to provide us with a copy of the claimant's identity document and South African bank statement that clearly shows the name and address of the account holder, the account number, as well as the bank date stamp.**
- 4.4. **All costs incurred in submitting a claim are for your account.**
- 4.5. **Your claim documents can be sent by any of the methods below to:**  
**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: tuclaims@iua.co.za  
Fax number: 086 206 4069
- 4.6. If you do not comply with our reasonable requests, do not co-operate in the investigation of claims or you do not give us specific claim documents/information, the Insurer may close or repudiate your claim.
- 4.7. **There are some more important details which you will find in this document under the section STATUTORY NOTICE OF DISCLOSURES AND OTHER LEGAL REQUIREMENTS. Please make sure you read and understand it and if you have any questions, please call us on the number we have provided.**
- 4.8. Payment made to any approved claimant will discharge our and the Insurer's liability and obligations arising out of the event/s which led to the claim.
- 4.9. In the event that a benefit is paid as a result of any misrepresentation, non-disclosure, misdescription or fraudulent action, the beneficiary/claimant will be obliged to repay or return the benefit received under this policy and we will be entitled to take legal action to recover the benefit and/or any costs associated with such legal action.
5. **Claim repudiations:**
- 5.1. If the Insurer repudiates your claim, we will notify you of the repudiation. If you wish to challenge the repudiation, you will have 90 (ninety) days to make written representations to us or the Insurer (complaints@centriq.co.za). You may also lodge a complaint to the FAIS Ombud, to the National Financial Ombud Scheme, or Financial Sector Conduct Authority within 180 (one hundred and eighty) days of the expiry of the above 90 (ninety) day period. You further have 180 (one hundred and eighty) days from the expiry of the above 90 (ninety) day period to institute legal action and if you do not, you may no longer have any claim.
- 5.2. **There are more important details about this process in the STATUTORY NOTICE OF DISCLOSURES AND OTHER LEGAL REQUIREMENTS section below.**

## **GENERAL POLICY EXCLUSIONS**

General exclusions are specific items, losses or events that are not covered by this policy.

1. The Insurer will NOT cover any claim if you have:
  - 1.1. Added additional dependants who are not related to you through blood or a legally recognised relationship and who are not totally financially dependent on you for their livelihood, support and payment of their food, water, medicine, shelter and clothing at the time of the incident that led to a claim under this policy;
  - 1.2. Added children who are either over the age of 21 or not totally financially dependent on you for their livelihood, support and payment of their food, medicine, shelter, education, money and clothing at the time of the incident that led to a claim under this policy;

2. The Insurer will NOT cover any claim where at the time of the incident that led to a claim under this policy:
  - 2.1. The insured event occurred before the start date of this policy;
  - 2.2. You failed to pay any premium on or before the due date, subject to the provisions of this policy.
3. The Insurer will NOT cover any claim where at the time of the incident, or immediately before, you or any life insured:
  - 3.1. Partook in any actions of war, invasion, act of foreign enemy, hostilities, civil war/unrest, rebellion, riot, revolution, terrorist attack;
  - 3.2. Were exposed to nuclear reaction or radiation of any kind;
  - 3.3. 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 a reasonable person would choose to avoid);
  - 3.4. Was driving or operating any motor vehicle, motorcycle or similar without a valid driver's licence and/or permit;
  - 3.5. Attempted suicide or intentional self-harm/injury;
  - 3.6. 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);
  - 3.7. Partook in any of the below high-risk activities/occupations:
    - 3.7.1. any sport as a professional;
    - 3.7.2. parachuting, skydiving, hang gliding, wrestling, boxing or martial arts;
    - 3.7.3. racing, speed or endurance tests on or in power driven vehicles or crafts;
    - 3.7.4. flying other than as a passenger in a licensed passenger carrying aircraft piloted by a duly qualified person;
    - 3.7.5. mountaineering of any nature, wall/rock climbing and bouldering;
    - 3.7.6. bungee-jumping, scuba-diving, steeple-chasing, water-skiing, rugby, ice hockey, winter sports, polo;
    - 3.7.7. game hunting;
    - 3.7.8. quad biking;
    - 3.7.9. digging or sinking of mine pits or shafts, underground mining activities or the manufacture or use of explosives;
    - 3.7.10. 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.

## SANCTIONS

1. This policy excludes cover, and the Insurer is not liable to pay for any claim, nor provide any insurance benefit under this policy to the extent that the provision of such cover, payment of such claim or provision of such insurance benefit would expose either us or the Insurer to any sanction, prohibition or restriction under United Nations resolutions or any trade, economic, personal or other sanctions, laws or regulations of the European Union, United Kingdom, United States of America and the Republic of South Africa or any other country or political or economic zone.
2. The Insurer has the right to cancel any insurance benefit/policy, section and/or item should we or the Insurer become aware that you, your dependents or beneficiaries are listed on one of the sanctions lists which we or the Insurer are required to screen against.

YOUR INSURANCE BENEFITS

A. ACCIDENTAL INJURY CASH BENEFIT (ACCIDENT CASH BENEFIT)

1. Specific additional definitions for your accidental injury cash benefit
- 1.1. **accidental injury** means an injury sustained because of an accident which causes you or any other insured person to be admitted to a hospital by a doctor for a period of 24 hours in a row or more, and which injury could not have been attended to as an out/day patient or at home.

1.2. **additional treatment** means any treatment you or another insured person receives for conditions other than the treatment received or required to be received directly related to the insured event for which you or any other insured person are covered.
2. Important information about your accidental injury cash benefit
- 2.1. This is not a hospital plan. **THERE IS NO COVER FOR ILLNESS CLAIMS OR HOSPITALISATION FOR ILLNESS.**

2.2. This is **not a medical scheme**. The cover is not the same as a medical scheme and is not a substitute for medical scheme membership.
3. Benefit: accidental injury cash benefit
- We will pay an insured person the daily amount stated in the **benefit limits table** below, following their admission to hospital for a full day (that is 24 hours in a row), because of an injury caused by an accident (accidental injury).

Benefit limits	Premiums payable to the Insurer
<p>Your maximum benefit limit is <b>R100 000.00 (one hundred thousand Rand) per insured event</b>, per insured person. An insured person will be covered for <b>R1 000.00 (one thousand Rand) per day, for up to 100 days</b>, for each full day spent in hospital because of an accidental injury.</p> <p><b>Who is covered?</b></p> <div><div>1. <b>You</b>, the policyholder</div><div>2. If you choose to cover <b>your spouse</b>, we require that:<ul style="list-style-type: none"><li>we have your spouse’s name and date of birth on record; and</li><li>we have received the additional premium for your spouse</li></ul></div><div>3. <b>Children (up to a maximum of 5) and additional dependants (up to a maximum of 3)</b></div></div> <p>If you choose to cover your children and/or additional dependants, we require that:</p> <ul style="list-style-type: none"><li>we have their names and dates of birth on record;</li><li>children and/or additional dependants must be related to you through blood, or a legally</li></ul>	<p>The premium for you is R37.67 per month.</p> <p>The following <u>additional</u> premium/s will be payable for including your:</p> <ul style="list-style-type: none"><li>spouse - additional R13.16 per month;</li><li>children (up to a maximum of 5) - additional R13.13 per month;</li><li>additional dependants (up to a maximum of 3) - additional R13.79 per month for each additional dependant</li></ul>

<p>recognised relationship and they must be totally financially dependent on you i.e. you are responsible for their livelihood;</p> <ul style="list-style-type: none"> <li>• we have received the additional premium/s for all additional lives insured, where applicable</li> </ul> <p><b>Maximum payout (accidental injury cash benefit only)</b></p> <p>If you have any other health insurance policies, the maximum daily limit per insured person for hospitalisation for an accidental injury cannot exceed R3 900.00 from all policies combined. We are not liable to pay or contribute more than our pro rata portion of the maximum payable daily limit, subject to the maximum limit provided by this policy, whichever is the lesser.</p>	
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4. **Waiting periods specific to your accidental injury cash benefit**  
There is no waiting period for your accidental injury cash benefit.
5. **Who will we pay?**  
We will pay you, by payment into your South African bank account.
6. **Compulsory documents/information required for accidental injury cash benefit claims:**  
PLEASE NOTE: The medical information, in the form of hospital admission forms/hospital records detailing treatment that you need to provide us with, must be obtained by you from the clinic/hospital or the doctor/nurse that treated the insured patient.
  - 6.1. Completed claim form.
  - 6.2. Please provide copies of the specific medical information we require to process your claim, as follows:
    - 6.2.1. the date and time of the insured person's admission into and discharge from the hospital/clinic;
    - 6.2.2. contact details of the hospital;
    - 6.2.3. The final diagnosis of the accidental injury/injuries and the reason for the time spent in hospital;
    - 6.2.4. all medication and treatment administered to the insured person;
    - 6.2.5. the details of any procedures the insured person underwent; and
    - 6.2.6. the long-term prognosis for the insured person's injuries.
  - 6.3. Where an incident was, or should be, reported to the SAPS, you may have to provide us with a copy of the police or accident report.
7. **Specific additional exclusions for your accidental injury cash benefit**
  - 7.1. Please refer to the GENERAL POLICY EXCLUSIONS which will be applicable to this insurance benefit.
  - 7.2. We will also NOT pay any ACCIDENTAL INJURY CASH BENEFIT claim:
    - 7.2.1. if any injuries are treated in a casualty unit or if injuries are, or should be, treated as an outpatient or a day case at a hospital;
    - 7.2.2. if additional treatment is required and/or where the treatment of another or underlying medical condition/ complication and/or illness prolongs the stay in hospital

- e.g. underlying condition of diabetes prolongs an accidental injury admission;
- 7.2.3. if the treatment received was only for pain relief, physiotherapy and/or traction, soft tissue injuries including all admissions for the treatment of sprain and strain injuries;
  - 7.2.4. for any elective or planned medical procedures whatsoever;
  - 7.2.5. for treatment of mental or psychological conditions; any pregnancy related treatment or operations.

## B. 24-HOUR MEDICAL ADVICE AND INFORMATION HOTLINE ("MEDICAL ADVICE LINE") BENEFIT

1. Who provides your 24-hour medical advice and information hotline ("medical advice line") benefit?  
CIMS SA (Pty) (Ltd) is the service provider which will provide your 24-hour medical advice and information hotline ("medical advice line") benefit.
2. Benefit coverage

Benefit coverage	Premiums payable to the Insurer
<p><b>Who is covered?</b></p> <ol style="list-style-type: none"> <li>1. <b>You</b>, the policyholder</li> <li>2. If you choose to cover <b>your spouse</b>, we require that: <ul style="list-style-type: none"> <li>• we have your spouse's name and date of birth on record;</li> <li>• we have received the additional premium for your spouse</li> </ul> </li> <li>3. <b>Children (up to a maximum of 5) and additional dependants (up to a maximum of 3)</b></li> </ol> <p>If you choose to cover your children and/or additional dependants, we require that:</p> <ul style="list-style-type: none"> <li>• we have their names and dates of birth on record;</li> <li>• children and/or additional dependants must be related to you through blood, or a legally recognised relationship and they must be totally financially dependent on you i.e. you are responsible for their livelihood;</li> <li>• we have received the additional premium/s for all additional lives insured, where applicable</li> </ul>	<p>The premium for you is R31.33 per month.</p> <p>The following <u>additional</u> premium/s will be payable for including your:</p> <ul style="list-style-type: none"> <li>• spouse - additional R9.84 per month;</li> <li>• children (up to a maximum of 5) - additional R9.87 per month;</li> <li>• additional dependants (up to a maximum of 3) - additional R9.21 per month for each additional dependant</li> </ul>

3. **Benefit: medical advice line**  
An insured person has access to the 24-hour medical advice and information hotline. Qualified nursing staff are available 24 hours a day to provide general and emergency medical information and advice via telephone.

4. **How do you access the medical advice line benefit?**

You must contact the 24-hour call centre on 0861 990 000 and provide your policy number, personal particulars, the place and telephone number where you or your representative can be reached; and a brief description of the medical situation and the nature of the assistance required.

5. **Specific terms and conditions for your medical advice line benefit**

Neither our service providers, nor their agents and/or employees, are liable or responsible for the negligence, whether gross negligence or otherwise, wrongful acts and/or omissions of any person or persons or legal entity which provide direct or indirect services to you in terms of this policy.

**IMPORTANT: STATUTORY NOTICE OF DISCLOSURES AND OTHER  
LEGAL REQUIREMENTS (IN TERMS OF THE FINANCIAL ADVISORY AND  
INTERMEDIARY SERVICES ACT “FAIS”)**

**As an insurance policyholder, you have the right to the following  
information:**

**DETAILS OF THE INTERMEDIARY (BINDER HOLDER)**

Company Name:	The Unlimited Group (Pty) Ltd (The Unlimited)
Physical Address:	No. 3 The Boulevard, Westway Office Park, Intersection of Spine Road and The Boulevard, Westville, KwaZulu-Natal, South Africa, 3610
Postal Address:	Private Bag X7028, Hillcrest, 3650
Telephone Number:	0861 990 000
Fax Number:	0865 009 307
Email Address:	<a href="mailto:info@theunlimited.co.za">info@theunlimited.co.za</a>
Website:	<a href="http://www.theunlimited.co.za">www.theunlimited.co.za</a>
Company Registration Number:	2002/002773/07
FSP License Number:	21473
VAT Number:	4360161139
Details of FAIS Compliance:	Moonstone Compliance
Compliance Officer:	Ms CL Payne
Postal Address:	25 Quantum Street, Technopark, Stellenboch, 7600
Telephone Number:	021 883 8000
Fax Number:	021 883 8005
Email Address:	<a href="mailto:cpayne@moonstonecompliance.co.za">cpayne@moonstonecompliance.co.za</a>

a.	<b>Conflict of interest</b>	In accordance with our conflict management policy, we place a high priority on our customers’ interests. We will try to identify, manage and as far as reasonably possible avoid any such instances. Our “Conflict of Interest” policy is available on our website at <a href="http://www.theunlimited.co.za">www.theunlimited.co.za</a> .
b.	<b>Cooling-off rights</b>	<p>As this is a month-to-month 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: If there has been no insured event and no benefit has yet been claimed or paid, you have the right to cancel the policy by giving us written or telephonic notice within 30 days of you receiving this Statutory Notice of Disclosures OR from a reasonable date on which it can be deemed that you received this Statutory Notice of Disclosures.</p> <p>The Insurer will comply with your request for cancellation within 31 days of receiving your cancellation notice and will refund all premiums or monies paid by the premium-payer provided there has been no claim.</p>
c.	<b>Insurance cover</b>	The Unlimited holds professional indemnity and fidelity insurance.

d.	<b>Intermediary Services</b>	The Unlimited does not provide advice as defined in the FAIS Act, we only provide factual information. To ensure that you make a financial commitment to a product that is appropriate to your needs, as determined by you, you must request all the necessary documentation and information you feel necessary for you to make an informed choice before you make a final decision.
e.	<b>Written mandate to act on behalf of the insurer</b>	Yes, The Unlimited acts as a non-mandated intermediary in terms of a Binder Agreement with the Insurer. The Unlimited earns binder fees in respect of the binder functions and incidental activities undertaken on behalf of the Insurer.
f.	<b>Whether more than 10% of the insurer's shares are held or whether more than 30% of total remuneration was received from the Insurer</b>	The Unlimited does not hold more than 10% of the Insurer's shares and has not received more than 30% of the total remuneration from one insurer in the preceding calendar year. The Unlimited is not an associate company of the Insurer.
g.	<b>Waiver of rights</b>	The law does not allow a financial services provider to request or induce in any manner a customer to waive any right or benefit conferred on them in terms of legislation, nor allow a financial services provider to act on any such waiver. Any such waiver is null and void.
h.	<b>Financial Intelligence Centre Act (FICA)</b>	Please note that in terms of the Financial Intelligence Centre Act, the Insurer as well as The Unlimited, are obliged to report suspicious and unusual transactions that may facilitate money laundering to the authorities. We also conduct sanctions screening to ensure that we are not conducting business with individuals who appear on sanctions lists. If you are a Domestic Prominent Influential Person or a Foreign Prominent Influential Person in terms of the FICA Act please let us know by calling our call centre.



i.	<b>Legal status</b>	<p>The Unlimited is an authorised financial services provider (FSP21473).</p> <p>Licence limitations:</p> <ul style="list-style-type: none"> <li>• we must inform the Registrar of any business information change within 15 days;</li> <li>• we must maintain a list of all our Key Individuals and Representatives, and we must provide a copy of the register to the Registrar;</li> <li>• we accept responsibility for services provided by our Representatives, whilst acting in the scope of their employment/contracts and confirm that some services are rendered under supervision – please refer to the FSCA’s webpage to view a full list of our Representatives. Steps to follow: <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.fsca.co.za">www.fsca.co.za</a></li> <li>2. Click on “Regulated Entities”</li> <li>3. Under the heading “Regulated Entities and Persons” click on “FAIS”</li> <li>4. Click on “Financial Service Providers”</li> <li>5. Insert our FSP Number 21473 in the field “Search for FSP No”</li> <li>6. Click on “Details” and select the information that you wish to view.</li> </ol> </li> <li>• we may not provide business under a licence that has not been changed in accordance with the provisions of the FAIS Act;</li> <li>• our insurance products must qualify as financial products, as contemplated by the FAIS Act. We are licensed to provide intermediary services in respect of Category 1, Long-Term Insurance Sub-categories A, B1, B2, B1-A, B2-A and Short-Term Insurance Personal Lines (A1), Short-Term Personal Lines A1 and Short-Term Insurance Commercial Lines.</li> </ul>
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## DETAILS OF THE INSURER

That underwrites the insurance benefits, and which is a licensed life insurer and an authorised financial services provider.

Company Name:	Centriq Life Insurance Company Limited
Physical Address:	The Oval, Second Floor, West Wing, Wanderers Office Park, 52 Corlett Drive, Illovo, 2196
Postal Address:	PO Box 55674, Northlands, 2116
Telephone Number:	011 268 6490
Fax Number:	011 268 6495
Website:	<a href="http://www.centriq.co.za">www.centriq.co.za</a>
Company Registration Number:	1943/016409/06
FSP Licence Number:	7370
VAT Number:	4310210481
Details of internal Compliance Department:	
Telephone number:	011 268 6490
Email address:	<a href="mailto:compliance@centriq.co.za">compliance@centriq.co.za</a>

## HOW TO SUBMIT A COMPLAINT

### Step 1: Initial Complaints Process

If you have a complaint about this policy or our service in general, you can write to us at [info@theunlimited.co.za](mailto:info@theunlimited.co.za) or call our Customer Care line on 0861 990 000/ 031 716 9600 or fax us on 0865 009 307. Please view our full Complaint Process on [www.theunlimited.co.za](http://www.theunlimited.co.za).

## Step 2: Dispute Resolution Process

Should the outcome of your complaint not be in your favour, then you have the right to request The Unlimited to have the matter reviewed.

We will notify you of the name and contact details of The Unlimited representative that will be tasked to facilitate the dispute resolution process; and

When a decision has been reached you will be provided with the outcome of such decision together with reasons.

## Step 3: Representation to the Insurer

Should you not be satisfied with the outcome of your dispute resolution by The Unlimited, and feedback is provided that is not in your favour, you may make representation to Centriq Life Insurance Company Limited by addressing your concerns to:

The Complaints Specialist:

Telephone: 011 268 6490

Email: [complaints@centriq.co.za](mailto:complaints@centriq.co.za)

## Step 4: External Dispute Resolution

**We encourage clients to endeavour to resolve a complaint with us and/or the Insurer first, before submitting a complaint to the relevant Ombudsman. However, you may use any of the channels provided as you see appropriate.**

If you remain unsatisfied or if our feedback provided to you is not in your favour, then you have the right to have the decision/process reviewed by an authorised external party being:

### National Financial Ombud Scheme

Cape Town physical address: Claremont Central Building, 6<sup>th</sup> Floor, 6 Vineyard Road, Claremont, 7700

Johannesburg physical address : 110 Oxford Road, Houghton Estate, Illovo, Johannesburg, 2198

Share call number: 0860 800 900

Email: [info@nfosa.co.za](mailto:info@nfosa.co.za)

Website: [www.nfosa.co.za](http://www.nfosa.co.za)

### The Financial Advisory and Intermediary Services (FAIS) Ombudsman

If you are not satisfied with the way the product was sold to you or the disclosures that were made to you, you may submit your complaint in writing to the FAIS Ombud at:

Postal Address: PO Box 41, Menlyn Park, 0063

Physical Address: Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010

Telephone number: 012 762 5000

Sharecall: 086 066 3274

Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za)

### The Financial Sector Conduct Authority (FSCA)

Postal Address: PO Box 35655, Menlo Park, 0102

Physical Address: Riverwalk Office Park, Block B; 41 Matroosberg Road (Corner of Garsfontein and Matroosberg Roads), Ashlea Gardens, Extension 6, Menlo Park, Pretoria, 0081

Telephone: 012 428 8000 or 0800 203 722

Website: [www.fsc.co.za](http://www.fsc.co.za)

## OTHER IMPORTANT MATTERS

- You must be informed of any material changes to the information in this notice. If the information was given orally, it must be confirmed in writing within 31 days.
- If any complaint to The Unlimited or the Insurer is not resolved to your satisfaction, you may submit the complaint to the Long-Term Insurance Ombudsman or the FAIS Ombud.
- If your premium is paid by means of debit order, it may only be in favour of one legal entity or person and may not be transferred without your approval.
- Unless you commit fraud, the Insurer must give you at least 31 days' notice in writing of its intention to cancel cover.
- The Insurer must give reasons for rejection of your claim.
- The Insurer may not cancel your insurance merely by informing The Unlimited. There is an obligation to make sure that the notice has been sent to you.
- You are entitled to a copy of the policy documents and copy of the voice log of the sale free of charge.
- Polygraphs or similar tests are not obligatory, and claims may not be rejected solely based on a failure of such test.
- Should you have any complaints about the availability or adequacy of the information we have given you, please let us know on 0861 990 000.
- Your policy documents contain the name, class and type of policy, special terms and conditions, exclusions, waiting periods, as well as details of procedures to follow in the event of a claim. Should anything not be clear, please contact The Unlimited on the numbers provided above.

## WARNING

- Do not sign any blank or partially completed application forms.
- Complete all forms in ink.
- Keep all documents you receive.
- Make a note of what was said to you.
- Don't be pressurised to buy the product.
- Incorrect or non-disclosure by you of material facts may have a negative impact on the assessment of a claim under your policy.

## HOW WE USE YOUR PERSONAL INFORMATION

Please read this section carefully as it contains important information about the personal details that you have given to us. Please make sure that you provide this section of the Statutory Notice of Disclosures to any other party related to this insurance as it contains information about the protection of your, as well as their personal information. Information about the parties to this policy (agreement) or persons whose interests are protected by this agreement may be processed for the various legal reasons outlined below.

This section of the Statutory Notice of Disclosures is intended to summarise key privacy disclosures. We handle the personal information you provide to us in accordance with this section, read with the Privacy Policy available at:

[www.theunlimited.co.za](http://www.theunlimited.co.za).

The policyholder ("**you**") hereby warrants and understands that we, including our authorised agents, partners and service provider/contractors may:

### 1. **Collect information:**

- 1.1. From you directly; from your use of our products and services; from your engagements and interactions with us; from public sources, shared databases and from third parties.
- 1.2. That you provide to us and store it in a shared database, verify it against legally recognised sources and use it, for example, for any decision concerning the continuance of your agreement/policy or the meeting of any claim you submit. Such information may be given to any insurer or its agent and authorised agents, partners and service provider/contractors.
- 1.3. Including (amongst others), information about your criminal or credit history, insurance history, marital status, national origin, age, sex, sex life, language, birth, education, financial history, identifying number, email address, physical address, telephone number, online identifiers, social media profile, health, disability, pregnancy, biometric information (like fingerprints, your signature or voice), race or ethnic origin, trade

union membership, political persuasion, financial history, criminal history and your name.

- 1.4. That you warrant you are authorised to provide to us in respect of personal information of third parties. In doing so you indemnify us, including our authorised agents, partners and service provider/contractors, against any and all losses by or claims made against them and us as a result of you not having the required authorisation.
2. **Process your information for the following reasons (amongst others):**
  - 2.1. To enable us to underwrite policies and assess risks fairly, for the performance of your insurance agreement and the enforcement of our contractual rights and obligations:

**Note:** Any personal information provided to us, including sensitive health information and that of minor children, will be collected and used to allow us to fulfil our obligations to you in terms of this agreement and to assess risks fairly. In addition, the Personal Information may be shared internally with our departments (who need this information) or externally with third parties to comply with insurance obligations or legal requirements or in the exercise of our rights. Please contact us should you have any objections.

- 2.2. To comply with legislative, regulatory, risk and compliance requirements, codes of conduct and industry agreements or to fulfil reporting requirements and information requests.
  - 2.3. To process payment instruments and payment instructions (like a debit order).
  - 2.4. To do affordability assessments, credit assessments and credit scoring.
  - 2.5. To manage and maintain your agreement/policy or relationship with us.
  - 2.6. To disclose and obtain information about you from credit bureaus regarding your credit history.
  - 2.7. To enable you to participate in the debt review process under the National Credit Act 34 of 2005.
  - 2.8. For security, identity verification and to check the accuracy of your information.
  - 2.9. Where required, we may transfer your personal information outside of South Africa in compliance with the law.
  - 2.10. For customer satisfaction surveys, promotional and other competitions.
  - 2.11. Using automated means (without human intervention in the decision-making process) to make decisions about you or your application for any product or service. You may query the decision made about you.
  - 2.12. To conduct market and behavioural research, including scoring and analysis to determine if you qualify for products and services; and to market to you or provide you with products, goods and services. If you purchase products or services from us, we can market other similar products and services to you even after this agreement ends and share market innovations with you.
  - 2.13. Payment of the premium also entitles you to be notified of further product offerings as well as preferential pricing if you buy additional benefits from us.
3. **Share your information with the below persons (amongst others) who are bound to keep it secure and confidential:**

<ul style="list-style-type: none"><li>▪ Attorneys, tracing agents, &amp; debt collectors when enforcing agreements</li></ul>	<ul style="list-style-type: none"><li>▪ Debt counsellors &amp; payment distribution agents during any debt review process</li></ul>
<ul style="list-style-type: none"><li>▪ Payment processing service providers, merchants, banks to process payment instructions</li></ul>	<ul style="list-style-type: none"><li>▪ Insurers and other financial institutions when providing insurance or assurance</li></ul>

▪ Our partners, service providers, agents, sub-contractors to offer and provide products and services to you	▪ Regulatory authorities, ombudsman, governments, local and international tax authorities & credit bureaus when we must share it with them
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4. **The Unlimited automatically updates and keeps your information accurate**

We may submit your information to, and receive information about you from, credit institutions (such as credit bureaus) to update, process and monitor your information to guide us in making decisions about product development and suitability of offerings, affordability, market conduct and activities related to our business. We may also do this to ensure the quality and accuracy of your identity and contact information to ensure we can make positive contact with you; and your status as a home loan holder, vehicle owner or credit card holder to offer suitable goods and services to you that are affordable and that you may be interested in.

5. **Your rights:**

You have data protection rights which are described in detail on [www.theunlimited.co.za](http://www.theunlimited.co.za). To request access to your information, contact us at the contact details provided above.