



Terms and Conditions

Herewith a full list of the terms and conditions agreed to in applying for this product online:

Underwriter and Insurer:

Frank Financial Services (Pty) Ltd, is a juristic representative of The Standard Bank of South Africa Limited (FSP 11287). Standard Bank is an authorised financial services provider distributing and servicing long-term insurance products underwritten by Liberty. In return Standard Bank receives a profit share from Liberty as sole income for these services. (Standard Bank holds more than a 50% shareholding in Liberty.)

Underwritten by Liberty Group Limited ("Liberty")
1 Ameshoff street
Braamfontein
2001
0860 238 881

About the currency and laws that apply to this agreement

Your policy agreement is subject to South African law and all payments and payouts will be in rands from and to a South African bank account. In the event that the law or the interpretation thereof changes, we may change the terms of this policy. We will notify you of any such changes. As required by law we hold the necessary professional indemnity insurance. We are authorised to directly market and offer long-term insurance products. There is no conflict of interest between Standard Bank and Liberty. The Conflict of Interest policy is available on the Standard Bank Website.

Confidentiality and sharing of information

As agreed, personal information will be stored, processed and only used by our partners. This may include the exchange of information regarding the payment history of the person who is responsible for the monthly payments. Please note that for risk management purposes we may exchange claim information with other insurers. Where you provided personal information of a third party, eg your beneficiaries, you confirm that you provided the information with due permission.

Full generic disclosures – to be read in conjunction with the product disclosure document

Your cover will start after you've made your first payment, on your cover start date. As long as you make your payments every month, cover will continue until you claim, you turn 65 or you die, product dependent. Due to a number of factors, including risk factors that may have an impact on the pricing of the product, we may annually adjust monthly payments. We will notify you in advance of any adjustments. However, your monthly payment will increase by no more than 6% each year, for the first five years. The cover payout will not increase. You can apply to change your cover at any time. Changes will be effective from the 1st of the month following the request for change, as long as we have received the adjusted monthly payment. If you have increased your cover, any waiting periods and exclusions will apply to the increased portion, as will any new terms and conditions.

Annual Increases

After the first five years, we may annually adjust monthly payments by more than 6% if the pricing assumptions we used to calculate the monthly payment vary from our expectation of future experience. This includes factors such as interest rates, the average age and demographics of the lives assured on the product as a whole and the claims incidences, lapse rates and renewal costs of providing the policy.

We reserve the right to adjust the benefits payable and the monthly payment of this policy if any of the following affects this policy or Liberty Group: Any change to or new legislation or regulation (including tax legislation or regulation) and the legal interpretation or understanding of any change to or new legislation or regulation (including tax legislation or regulation). We will let you know about any change at least 31 days before it happens.

Your exclusions

Please read the product disclosure document supplied during the online application process for details on the product specific exclusions. Note that we won't pay out in the event of suicide, or if your claim is as a result of self-harm, within 24 months of the cover start date. In the event where you apply to increase your level of cover, a new cycle of 24 months of exclusion will apply to the added cover. We also won't pay out if your claim is related to activity that involves breaking the law or intentionally putting yourself in a position where you are exposed to war or war-like activities.

Provide a non-reactive HIV test

You have 90 days from the cover start date to complete an HIV test through any of our laboratory partners. We will pay for the test and the results are kept completely confidential. If you do not go for the test or if your HIV test is reactive, your cover will be converted to accidental cover only, which means that you are only covered in the event that your claim is due to an accidental cause. If your cover is converted, we will send you a new agreement. The converted cover, including waiting periods and exclusions, will be deemed to have started from the cover start date of the original cover you took out. Your monthly payment may also be adjusted. If you need any assistance in arranging the HIV test, please call us on **0860 225 534**.

What you need to do to remain covered

Check your answers to the medical and lifestyle questions

The medical and risk assessment questions that you answered, when you took out the product, are the basis for this agreement and are included in the summary of cover you will get with your policy document. Please go through the answers and make sure that you agree with them. Contact us immediately if you find any inaccuracies. The answers that you gave during online process will be verified in the event of a claim and any errors could result in an unsuccessful claim.

Keep making payments

You need to ensure that there is money in your chosen bank account on the monthly payment date. Our payment system may check on or around your debit date and deduct the agreed premium(s) if funds are available. If you have missed a payment, we may attempt another deduction. If this payment is also not successful, we won't provide cover for that month but the policy won't be cancelled as long as the next payment is made. If your next payment is also missed, your cover may be cancelled.

Tell us about changes to your lifestyle or occupation

Any changes to your lifestyle (not your health) could affect this cover. Let us know if any of the following changes:

- Your smoking habits
- Your participation in any risky sports or activities
- Your occupation
- Your intent to spend more than 30 consecutive days outside South Africa in one of the following regions: the Middle East, Asia, South or Central America or in the rest of Africa.

After being informed of any of these changes, we may adjust the agreed payout and monthly payments or not be able to provide cover. However, if you don't let us know, any future claims could be affected or even refused.

To claim, complain or cancel

Claims

In the event that you or your beneficiaries need to claim, use the following contact details:

Call: **0860 225 535**

Email: **claims@standardbankinsurance.co.za**

A claims agent will guide you through the claims process and request all the information that is necessary to assess the claim efficiently. This includes verifying information that we have on record as well as any information received at claims stage.

Fraudulent claims

If any claim under this policy involves fraud, misrepresentation or false information, the agreement may be cancelled. In this case, no payouts will be made and no monthly payments will be refunded.

Complaints:

If at any point you are unhappy with our financial services or products, first give us the opportunity to resolve the matter as quickly as possible by using the following contact details:

Call: **0860 238 883**

Email: **complaints@standardbankinsurance.co.za**

Address: PO Box 3034, Cape Town, 8000

Compliance at Standard Bank's direct life insurance services:

If you are not satisfied with the result of the complaint resolution or have a compliance-related query, please use the following contact details:

Call: **0860 225 534**

Email: **compliance@standardbankinsurance.co.za**

Address: PO Box 3034, Cape Town, 8000

Should you still be dissatisfied with the outcome, you can direct complaints about our products to the Ombudsman for Long-term Insurance and complaints about our services to the FAIS Ombud:

Products:

Ombudsman for Long-term Insurance

Call: **0860 103 236**

Email: **info@ombud.co.za**

Fax: **021 674 0951**

Address: Private Bag x45, Claremont, 7735

Website: **www.ombud.co.za**

Services:

Office of the FAIS Ombud

Call: **0860 324 766**

Email: **info@faisombud.co.za**

Fax: **012 348 3447**

Address: PO Box 74571, Lynnwood Ridge, 0040

Website: **www.faisombud.co.za**

Cooling-off Period

If you decide to make changes to or cancel the agreement within 31 (thirty-one) days of receiving this agreement document (cooling-off period), we will refund any amount due to you, where relevant. The cooling-off period only applies if a claim has not been submitted or if no cover amounts have been paid out. If this agreement is cancelled at any time after the cooling-off period, payments made to us will not be refunded, as cover would have been provided.

Cancellation of this policy agreement

You can cancel this policy at any time by sending us a cancellation request in writing, eg by email, fax or letter.

Email: **service@standardbankinsurance.co.za**

Address: PO Box 3034, Cape Town, 8000

The agreement will come to an end on the last day of the calendar month for which you have already made your payment and no cover will be provided after that date. This policy will automatically come to an end in the event of your death. If this policy agreement is cancelled, you may have to apply for a new policy.