

Summary of the terms and conditions of a funeral policy

Funeral Benefits

The policy provides a cash benefit to be paid if principal or any dependent dies. The benefit selected on the application form will be insured with Safrican Insurance Company.

Client

Any person (policyholder) who requires funeral insurance for his/her family. The policyholders legal or common law spouse, biological children and direct or extended family members.

Premiums

Premiums is due monthly, payable in advance. Premiums are payable on or before 7th of the month for the month. If any premium remains unpaid, a 60-day grace period will apply where after the policy will be cancelled by Alpha and Omega Financial Services, and Safrican Insurance Company's liability in terms of policy will lapse.

Policies reinstated after 60 days, will be subjected to a normal waiting period and different conditions may apply.

Exclusions

- Active participation in war, terrorism, any illegal activity, and riot.
- No benefit is payable if the insurer is notified of claim later than 6 months after the deceased date of death.
- No client or any members may be insured more than once on the same policy.
If additional benefits are required a separate policy must be taken.
- Each benefit is limited to a maximum of R30 000 per life assured.
- Still born benefits (first-twenty-six (26) weeks of pregnancy, will only be payable to the biological parents, who must also be the policy holder.

Waiting Period

- Six (6) natural causes of death.
- Twelve (12) months waiting period for members (75-94years) on standard policies.
- Twenty-four (24) months waiting period suicide.
- No waiting period for unnatural causes of death provided that the first (1st premium) was received.
- If a policy has lapsed/cancelled normal waiting period will apply.
- An increase in cover is subjected to a normal waiting period

General Information

Each main member must complete an application form in full which forms part of the policy document. The main member and family members will be insured according to the information provided on the application form. Any incorrect information provided to Alpha and Omega Financial Services may result not being paid by the Insurer

- Valid claims will only be paid if;
 - Premiums are up to date.
 - All the required documentation received must correct and clear.
 - The main member must select his/extended family members at inception of the policy.
 - Additional/Changes to policy may only be allowed if there is a life changing event like marriage, newborn baby, adoption or adoption of children
 - A deceased member may not be replaced with a new member.

Right to cancel

The member may at any time cancel the policy subject to there being no refund of premiums in respect of risk cover already enjoyed and all arrear premiums are paid in terms of the policy conditions.

A full calendar month notice period must be given for cancellation.

Claim procedures

In the event of a death Alpha and Omega Financial Services /Insurer must be notified of the death within six (6) months after date of death. Failure to do so may result in the claim being forfeited/repudiated by Safrican Insurance.

Claim Documents to be submitted:

- Safrican Claim Notification Form
- Mandate to pay the undertaker (where the funeral home must be paid) signed by the policy holder
- Certified copy of death certified; Certified copies of principal member and deceased ID documents.
- Certified copy of claimant's ID document
- Copy of the completed, signed and dated application.
- Notice of death -DHA-1163 (page 1-3)
- Proof of banking details for beneficiary, stamped bank statement not older than three (3) months.
- In case of unnatural causes of death, a completed police report.
- In case of still born, a clinic card and BI 1663.
- Documents to be certified by a Commissioner of Oaths

Safrican Insurance Company reserves the right to request any further documentation or information as it may deem necessary to accurately assess a claim.

Any claims submitted for members who are not listed or insured will be repudiated.

If any claim is fraudulent, or any fraudulent means or devices are used, or anyone acting on the insureds behalf to obtain any benefit of the policy, the benefits afforded may be forfeited.

Disclosure

Alpha and Omega Financial Services is an authorized Financial Service Provider (FSP 44679)

The product is insured by Safrican Insurance Company Limited, License no 15123

The intermediary earns an income from commission, included per policy, not more than 30% of policy premium charged.

Alpha and Omega Financial Services is exempted from having a Professional Indemnity Cover.

Complaints

Complaints should be directed to Alpha and Omega Financial Services in writing. If not resolved after 21 days, you may contact Safrican Insurance Company Limited.

Intermediary	Complaints Officer
Alpha and Omega Financial Services (Pty) Ltd 526-16th Road, 33 Constantia Square Office Park, Randjespark, Midrand, 1686 ZA Tel : 010 023 0773 Email: info@alphandomegafs.co.za www.alphandomegafs.co.za	Lindiwe Mukhuba Tel: 010 023 0773 Cel:072 215 5706 Email: lindiwe@alphandomegafs.co.za
Compliance Officer	Insurer
Leona Prinsloo Tel: 0833102563 Email: lprinsloo@mweb.co.za FSCA CO No :4920	Safrican Insurance Company Limited Safiran House 21, 9th Street Houghton Estate service@safiran.co.za Tel:011 778 8000 Fax:011 778 8183 www.safiran.co.za
Financial Sector Conduct Authority (FSCA)	The Ombuds for Long-term Insurance
<u>Physical Address</u> 41 Mantroosberg Road Ashlea Gardens Pretoria 0002 <u>Postal address</u> PO Box 35655, Menlo Park 0102 Contact Centre:0800 20 37 22 Tel:+27 (0)12 428 8000 Fax:+27 (0)12 346 6947 Email: info@fsc.co.za www.fsc.co.za	<u>Physical Address</u> 3 rd floor, Sunclare Building, 21 Dreyer Street, Claremont, Cape Town 7700 <u>Postal address</u> Private Bag x45, Claremont, Cape Town 7735 Tel:+27 (0)21 657 5000 0860 103 236 Fax:+27(0)674 0951 Email: info@ombud.co.za www.faisombud.co.za

Declaration

I have read through the terms and conditions. I understand the rules and conditions of this policy. I declare to the best of my knowledge and understand that the particulars on the application form are true and correct. I am satisfied that the plan chosen by me, best suits my needs. I am able to afford the monthly funeral insurance premium. I am not replacing an existing Funeral Policy with this policy.

Record of Advice

The funeral benefit that Safrican Insurance Group pays will be in rand value. I nominate the following beneficiary to receive the benefit as a cash lump sum from Safrican Insurance Company.

We comply with POPIA Act regulations to ensure that personal information is safe and secure.

Beneficiary

Full name and surname	
ID Number	

Signature Date