

**Please read this document carefully. If you need help, please call 0860 123 999.**

Definitions: the following words have the following meaning in this document.

- 1 Insured persons**  
The people insured under this policy include the following, if the policy allows it:
- 1.1 Main member**  
You, the policy owner whose life is insured and are from the age of 18 years and younger than 65 when the policy starts.
- 1.2 Immediate family**  
Your spouse and up to five of your children under the age of 25 years.
- 1.3 Spouse**  
A person married to you under civil, common or customary law or regarded as your life partner with whom you live and have been residing with for at least two years, in a long term open and acknowledged relationship capable of being registered under the South African law. Your spouse must be younger than 65 when the policy starts. We only allow one spouse to be covered. If you get married after you have already taken the policy, you may add your new spouse as long as you do it within 12 months from the date of marriage.
- 1.4 Child**  
Your own natural or adopted child or any other legally dependent child (who you must support). Your child must be unmarried and younger than 21, unless they are a full time student. A student must be younger than 25. We only cover legally adopted or fostered grandchildren where proof of adoption or foster care is available when required. You may include a newborn, adopted or fostered child within 12 months of their birth, adoption or fostering. We also cover:
- 1.4.1** Stillborn children after 28 weeks of pregnancy - (A maximum of two claims are allowed).
- 1.4.2** Any disabled child of any age who you support fully, if you have medical proof that they are mentally or physically disabled.
- 1.5 Extended family**  
Other relatives who are under the age of 65 at the start of the policy, and who are financially dependant on you.
- 1.5.1 Other dependant relatives**  
Up to a maximum of 8 dependant relatives, who are under the age of 65 at the start of the policy.  
The other relatives can be:
- a dependent child (who this policy would not otherwise cover); or
  - an extra spouse or life partner (if you have more than one); or
  - any other relative you support, if you can prove they are related to you.
- 1.5.2 Parent**  
Your parent/s or your spouse's parent/s if they are under 75 when the policy starts. This includes a parent that adopted you or your spouse.  
Up to four parents may be covered under this policy at any time.
- 1.6 Beneficiary**  
The beneficiary is "a natural person, 18 years or older, nominated to receive the benefits on death of the Insured Person".
- On death of the main life insured, the death benefit will be paid to the beneficiary named on the application form, or any subsequent recorded change of beneficiary
  - ID numbers are required for beneficiaries.
  - Only one beneficiary may be nominated.
  - If you did not choose a beneficiary we will pay the benefit to your spouse covered in the same policy. If you have no spouse we will pay the benefit to your closest relative who can provide proof that they are related to you.
  - If any other insured person dies we will pay the benefit to you.
  - If there is a dispute among your relatives about who should receive the benefits, we will refer the family to the court to apply for a letter of appointment. Failing which we will decide together with Liberty Group who will receive the payment and our decision will be final.
- 1.6.1 Change of beneficiary**  
Beneficiaries can be added and/or removed by notifying Standard Bank in writing. A beneficiary cannot be named or changed using a will.
- The owner may appoint or remove a beneficiary at any time.
  - Any appointment or removal of a beneficiary is only valid if it is submitted to and recorded by Standard Bank according to our business practices at the time.
  - The owner may exercise all rights under this contract without the consent of any beneficiary.
- 1.6.2 Claim payment to the nominated beneficiary**  
Before a claim is paid out, the beneficiaries will be screened against the sanction lists as published in terms of section 25 of the POCDATARA ((Protection of Constitutional Democracy Against Terrorist and Related Activities Act, 2004 (Act No. 33 of 2004)).  
Should a beneficiary be found on the sanctions list the pay-out will not be concluded. "The related family will be required to obtain a letter of appointment from the magistrate court for nomination of an alternative person to receive the funds. This may lead to the claim payment being delayed.
- 2 Membership**  
You, and the people you name to be covered under this policy.
- You may name or replace members of your immediate or extended family for cover by letting us know.
- 2.1 Standard Bank customer**  
A person with a Standard Bank account where monthly payments can be collected from.
- 2.2 Non-Standard Bank customer**  
A person with with an account that is not a Standard Bank account, where monthly payments can be collected from.
- 2.3 Third Party Policies**  
A policy issued in the name of the policyholder and the monthly premiums are paid from another person's account.  
Third party policies are limited to a maximum of **R30 000** per policyholder, per Identity number. Third party policies are limited to a maximum of five policies debited from the premium payer's transactional account.
- 3 Commencement of cover**  
Cover commences once the first premium has been received.
- 4 Accident**  
An accident is a sudden external, violent, unexpected event, which results in injury or death to the insured person.
- 5 Us**  
Refers to Standard Bank.
- 6 We**  
Refers to Standard Bank and Liberty Group.
- 7 You**  
Refers to the person who buys the policy and is the policyholder and main life insured.
- 8 Consent to collect and share your personal information** Liberty Group or Standard Bank or both of them may need to collect and share certain personal information about you (and the other insured person in a joint policy) for administration purposes and to assess risks or consider claims for benefits under this policy.  
Liberty Group and Standard Bank may legally only collect, share and process information specifically related and relevant to this policy.  
Liberty Group and Standard Bank undertake to keep that information confidential and secure, and not to keep it for longer than it is needed.

You consent to Liberty Group and Standard Bank (including their staff, representatives and certain subcontractors):

- collecting any personal, medical or financial information about you that they regard as necessary from any person and processing it; and
- Sharing information in any related policy or other document with any other insurance company, directly or indirectly.

This consent may limit your right to privacy. But it applies only for the above purposes and you may ask at any time for access to the information collected, processed or shared. Your consent remains effective after you die.

**9 Applicable to both Standard Bank and Non-Standard Bank Account holders.**

**9.1 Monthly premiums collected via Debit order method. For customers whose monthly premiums are collected from their bank transactional account, the following will happen:**

We will take the premiums from your account every month on the date you choose;

- If there is not enough money, we will try to collect the premium during the month so that your policy remains active.
- Where the premium collection is successful on more than two consecutive occasions on a specific date other than your selected premium date, your debit date will automatically default to the successful date to ensure that your cover is maintained.
- If the Premium Debit Date falls on a weekend or public holiday, the nominated bank account will be debited on the first working day before or after the weekend or public holiday.
- Non-Standard Bank accounts attract a slightly higher premium due to interbank charges.

**9.2 Monthly premium collected via the Salary Deduction method**

Customers whose policy premiums are paid by salary deduction will have their monthly premiums deducted from their salary on date that they get paid.

Where the policyholder resigns from their current employer, or if the premium deduction from the salary is rejected, the premium collection method will be changed to a debit order. The debit order will be done from the policyholders transactional account.

Premiums deducted from an account other than a Standard Bank account will be slightly higher due to interbank charges.

**9.3** Customers who switch from salary deduction method to debit order or switch from Standard Bank to non-Standard bank account, are required to notify us via our service call centre or visit their nearest branch.

**10 Changes of premium rates**

Liberty Group does not guarantee premium rates and reviews them at least once each year.

When reviewing the premium rates, Liberty Group will investigate the extent to which the pricing assumptions used to calculate the premiums varied from the actual experience and Liberty Group's expectation of future experience. These assumptions include but are not limited to the expected:

- Claims incidences;
- Renewal costs of providing the policy;
- Lapse rates;
- Interest rates; and
- The average age and demographics of the lives assured on the product as a whole.

Furthermore, Liberty Group reserves the right to appropriately adjust the benefits payable and the premium of this policy if:

- Any legislation or regulation (including tax legislation or regulation) affecting this policy or Liberty Group is introduced or changed; or
- The legal interpretation or understanding of any legislation or regulation (including tax legislation or regulation) affecting this policy Liberty Group has changed.

Liberty Group and Standard bank will let you know about any change at least 31 days before it happens.

**11 Various plans are available under this policy**

We have various options that customers can choose from:

**11.1 Member only**

- Covers the policyholder only.

**11.2 Family options**

- FuneralPlan covers you and your immediate family and you can add up to eight extended family members at an additional premium per person added.

**11.3 Health and other Benefits available on FuneralPlan and FuneralPlan Lite**

- Trauma counseling for your family if you or another insured person dies;
- Emergency ambulance services and emergency medical treatment where an insured person is involved in an accident, medical treatment is subject to a maximum value of **R5 000**;
- We have arranged discounted fees at a nationwide network of doctors;
- Personal Health advisor services that include emergency medical advice;
- We have arranged discounts at a nationwide network of optometrists.
- Airtime voucher from **R100** up to **R200** per Identity number, following the death of the policyholder or the insured spouse for approved claims.

For more details and to access these Health and other Benefits please phone **0860 888 881**.

Member only (SBSA and Non-SBSA Customers)			
Insured Person	Benefit	Memorial benefit	Double Accidental death benefit
Member only	R10 000	R3 000	R20 000
Member only	R30 000	R5 000	R60 000
Member only	R50 000	R5 000	R100 000

Family cover options			
Option and insured person	FuneralPlan Lite	FuneralPlan	Non-SBSA customers
Main member	R8 500	R10 000	R10 000
Main Member and spouse double benefit for accidental death.	R17 000	R20 000	R20 000
Grocery Benefit (Main member only )	R970 each month for six months	R1 200 each month for six months	R1 200 each month for six months
Main Member memorial benefit	N/A	R3 000	R3 000
Spouse	R8 500	R10 000	R10 000
Child aged under 4 including stillborn children from 28 weeks pregnancy	R1 500	R2 500	R2 500
Child aged from 4 - 13 years	R2 400	R4 000	R4 000
Child aged from 14 - under 25 years	R3 600	R6 000	R6 000
Dependant relatives under 65 years at inception - maximum 8	N/A	R6 000	R6 000
Parents/in laws under 75 at inception - maximum 4 people	N/A	R6 000	R6 000

**Grocery Benefit**

The Grocery Benefit is paid to the nominated beneficiary after the death of the policyholder to qualifying policies. The benefit is paid monthly over six months or 12 months depending on the selected plan. The policy must have been in force for 18 months and all monthly premiums paid in full.

**The Memorial Benefit**

The Memorial benefit is paid after the death of the policyholder. The waiting period is 18 months and all monthly premiums paid in full. The benefit is paid to the nominated beneficiary one month after the last payment of the Grocery benefit.

## Higher benefits

The R50 000 option is not available for third party policies.

Option and insured person	Funera Plan-R30 000	FuneralPlan-R50 000	FuneralPlan Non SBSA – R30 000	FuneralPlan Non SBSA – R50 000
Main member	R30 000	R50 000	R30 000	R50 000
Grocery Benefit (Main member)	R1 500 each month for 12 months	R2 000 each month for 12 months	R1 500 each month for 12 months	R 2000 each month for 12 months
Main Member memorial benefit	R5 000	R5 000	R5 000	R5 000
Spouse	R30 000	R50 000	R30 000	R50 000
Main member and spouse double benefit for accidental death.	R60 000	R100 000	R60 000	R100 000
Child aged under 4 including stillborn children from 28 weeks	R7 500	R10 000	R7 500	R10 000
Child aged from 4 - 13 years	R10 000	R10 000	R10 000	R10 000
Child aged from 14 - under 25 years	R15 000	R20 000	R15 000	R20 000
Dependant relatives under 65 years at inception - maximum 8	R10 000	R15 000	R10 000	R15 000
Parents/in laws under 75 at inception - maximum 4 people	R10 000	R15 000	R10 000	R15 000

### 13 Maximum cover

An insured adult person is only allowed to be covered up to a maximum of **R50 000** per person and an insured child up to a maximum of **R30 000** per child. This includes any number of plans the insured person may be covered under. Where the insured person is covered beyond the maximum benefit per category either as an adult or child, only the maximum benefit will be paid and the additional policies will be:

- Refunded provided there was additional premium collected, or
- If no additional premiums was being paid the person will be deleted from the policy or policy cancelled if the deceased is the policyholder.
- if a person who dies is covered beyond their maximum benefit, it is the responsibility of their families to disclose cover in order to avoid overinsurance.

If death of the main insured or spouse is as a result of an accident, the benefit paid will be doubled, provided that one months premium has been received.

### 14 Waiting periods before cover starts

Different waiting periods apply before certain claims are covered.

- A waiting period means that no benefit will be paid if an insured person dies during the period specified.
- The waiting period starts when the policy commences.
- A person added after the policy start date will have to wait for their applicable waiting period before a benefit can be claimed.
- You must also have paid the monthly premiums during the waiting period.
- No waiting period applies for death by accident, as long as at least one monthly premium was paid.
- The waiting periods are as follows:
  - Six months and six months premium paid for death by natural

causes for you, your immediate family and extended family members;

- 24 months and 24 months premium paid for death by suicide;
- 12 months and 12 months premium paid for death of a parent (including parent-in-law) of natural causes;
- Grocery benefit and Policyholder Memorial Benefit the waiting period is 18 months and 18 months premiums paid.

### 14.1 Migration waiting period

Policyholders can apply to migrate from one plan to another. When migrating from a lower benefit plan to a higher benefit plan, an additional six months waiting period will be applied to the difference in amount between the two plans. In addition the Grocery Benefit and policyholder memorial benefit of the new plan will also have a new 18 months waiting period from date of migration applied to it. Should death occur prior to the additional six months waiting period of the new higher benefit plan being completed, then the old plan which is longer than six months will be paid. The old Grocery Benefit and policyholder memorial benefit will also be paid provided that each benefit has completed the 18 months waiting period respectively. Where the migration is from a family option to a member only option, then the Grocery benefit will fall away. and the applicable policyholder memorial benefit will be paid subject to the completion of the 18 months waiting period being met. Should death occur prior to the new member only benefit waiting period being completed and the old plan qualifies, in terms of a claim, then the old family plan benefit will be paid together with its applicable monthly Grocery Benefit and policyholder memorial benefit subject to the terms and conditions being met.

### 14.2 Waiver of Premiums

To qualify for the premium waiver benefit, the policy must have been in force for 12 months, with 12 premiums being paid.

Should the main insured die, the remaining family members on the policy will remain covered for a further 6 months and no premiums will be payable.

After 6 months, the spouse or any adult member on the policy, over the age of 18, will have the option to take over the policy and payment of premiums will resume. If the policy is not transferred to another member the policy and all related benefits will cancel.

No changes (other than administrative), will be allowed on the policy during the premium waiver period.

### 15 Claiming on your Funeral Plan

- A claim must be submitted within 12 months of the death of the insured person.

#### Payment of benefits

- Liberty Group will only pay the benefits of this policy if:
  - Your claim is valid;
  - You have paid all your premiums;
  - All the terms of cover have been met;
  - You have correctly filled in your age and other important information on the application form application form;
- We pay all approved claims within 48 hours after we have received the claim with all the correct documents.
- We will pay the first monthly Grocery Benefit within 30 days after we receive the claim with all the correct documents.
- If any of the insured persons die, we need proof of relationship to the claimant (the person making the claim), or the beneficiary.
- If the claimant has an account with another bank, the benefit may be paid later because of delayed transfers between banks.
- You can claim by:
  - Phoning our FuneralPlan Claims Helpline on **0860 123 999**;
  - or
  - Contacting your nearest Standard Bank branch.

#### Checklist for claims

We need to see the following important documents when a claim is lodged:

- Death certificate (Home Affairs form number BI-15);
- Original identity document of the person that died;
- Birth certificate if there is no identity document or a child under 18 died;
- Original identity document of the claimant;
- Marriage certificate or other proof of the relationship with the main member;

- Notice of registration of death (Home Affairs form number BI-1663);
- Burial order; and
- Bank statement of the claimant for non-SBSA customers.
- If any more documentation is required, we will notify the claimant of this prior to making our decision.
- a bank statement, if the claimant does not bank with Standard Bank.

We will make certified copies of all original documents.

#### 16 Surrender values

- This policy does not have any surrender cash value.
- This means you cannot cash it in and we will not pay anything if you stop paying your premiums.

#### 17 Fraud

If you are dishonest when you claim, you give up all benefits under this policy. Liberty Group may cancel this cover and you will lose all the premiums paid.

#### 18 Cession

Nobody may transfer any benefit under this policy to anyone else. For example you may not sell, donate, cede or assign any benefit or pledge it as security.

#### 19 Limited allowance for unpaid premiums

- After your first year where you have paid all your monthly premiums, we will allow you to miss one monthly premium.
- For each following year, and up to six monthly premiums in total for the life of the policy.
- If there is a claim after we have allowed you to miss the monthly premiums, we may deduct the same amount from the claim benefit.

#### 20 Lapse and reinstatement of policy

- If premiums are not paid for two months in a row, the policy will lapse (cancel).
- You may reinstate (restore) the policy within three months of the last premium payment by paying all the late premiums.
- You can only reinstate a policy once.
- We will not cover anyone before a policy is reinstated.
- If we are unable to recover missed premiums at reinstatement, there will be a waiting period that will apply for all benefits from date of reinstatement.
- We may ask for some information about your health or other risks before a policy is reinstated, and may change some terms of the policy if there is higher risk.

#### 21 Currency

Premiums and benefits are shown and are paid in South African Rands.

#### 22 Leaving out material information

If you:

- Do not disclose any material information that is relevant (for example about the health of an insured person or a serious illness); or
- Disclose any information that appears to be wrong (for example: date of birth);

Liberty Group Limited may regard any claim as invalid. It may also cancel the policy and you will lose all premiums you have paid.

#### 23 Changes to terms of the policy

- No changes to this policy are valid unless made in writing and duly authorised by an official of Standard Bank and Liberty Group.
- Standard Bank and Liberty Group may change or cancel any terms of this policy. You will be notified about any changes or cancellation at least 31 days in advance by writing to you at your last known address or email address.

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#### Cooling-off period

Every policyholder has a right to cancel their policy entered into with the insurer (or the right to cancel any changes requested by the policyholder to the insurer) within 31 days after receiving their policy summary issued by Standard Bank and Liberty Group and where no benefit was paid or a claim made or an event insured against has occurred. The Policy Summary is considered to have been received 10 days after the date that Policy Summary was issued by Standard Bank and Liberty Group.

After receiving any cancellation or change request, and subject to any law, Standard Bank and Liberty Group may take any of the actions below:

- Change the policy in line with the requested change;
- Inform the policyholder where in law the policy cannot be cancelled; or
- Cancel the policy and refund any premiums you have already paid less any expenses related to the cover you have enjoyed up until the cancellation of the policy.

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#### Cancellation

If you wish to cancel your policy, you need to provide us with 31 days' notice of your request to cancel the policy. If we wish to cancel your insurance policy, we will provide you with 31 days' notice at your last known postal or email address.

You may not make any changes to the policy after you have requested cancellation.

We will not refund any unused proportion of premiums if the policy is canceled.

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#### Jurisdiction

South African law governs this policy. The South African courts may hear any dispute about this policy.

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#### Exclusions

If you die (or are injured or disabled) because you committed a crime or did something illegal, you will lose all benefits. Liberty Group may cancel all cover and you will lose all premiums paid.

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#### Policy limited to South Africa

- The policy only covers people who live in South Africa permanently or people who work in South Africa and have a legal working permit of at least six months.
- All children covered under the policy must also live in South Africa.

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#### Commission and fees

- Commission is charged for each premium.
- Premiums are worked out based on total charges of 22.5% for funeral standard and Funeral lite and at 3.25% for funeral higher benefit.
- SBIB receives binder fees of between 4% and 7.5% of premium (excl. 15% VAT), depending on the binder services rendered. Where the policy was sold through an external call centre, the call centre receives a binder fee for entering into the policy.

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#### Complaints

Discuss your query or complaint with your Standard Bank adviser. If you are not happy with how the matter is handled, contact:

- The Credit Life Help Line on: 0860 123 999 or Email [Complaint.resolutioncentre@standardbank.co.za](mailto:Complaint.resolutioncentre@standardbank.co.za); or
- Email [complaints@liberty.co.za](mailto:complaints@liberty.co.za) / Fax: **011 408 4488**; if you are still not satisfied you may contact:
- Registrar of Long-term Insurance  
Postal address Financial Services Board, PO Box 35655, Menlo Park, 0102  
Phone number **012 428 8000**  
Fax number **012 347 0221**
- The Long-term Insurance Ombud  
Postal address  
Kasteelpark Office Park  
2nd Floor, Orange Building  
Cnr Nossob and Jochemus Streets  
Erasmusklouf  
Pretoria  
Tel: **012 470 9080 / 012 762 5000**  
Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)