

**Description of Cover**

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

- |     |  |     |   |
|-----|--|-----|---|
| 1   | <p><b>Owner</b><br/>Standard Bank of South Africa Limited, Registration Number 1962/00738/06, owns this policy.</p>  | 4.3 | <p><b>Limit of cover</b><br/>The highest cover for each bond account is <b>R2 000 000</b>.</p>  |
| 2   | <p><b>Insured Person</b><br/>The insured person, must be a person with a home loan agreement with Standard Bank Home Loans, who is between 18 and 55 years old when the policy starts. You may also be a member of a sectional title scheme's body corporate that has a loan agreement with Standard Bank Home Loans.</p> <p>An extra insured person may also be covered on the same plan, conditions and level of cover, if Liberty Group allows this at the time. Both lives will get the same plan and level of cover.</p>  | 4.4 | <p><b>Surrender Benefit</b><br/>The policy has <b>no surrender cash value</b>. This means it does not pay out anything if you cancel it.</p>  |
| 3   | <p><b>Benefit Plans</b><br/>You get different benefits from this policy depending on the type of plan. You can choose from these different plans.</p>  | 5   | <p><b>Death Cover</b><br/>If you die while this policy covers you and the claim is valid, Liberty Group will pay the benefit. All cover then <b>ends</b>, and Liberty Group is <b>no longer liable</b> under this policy. The death benefit ends at age 75.</p>   |
| 3.1 | <p><b>Plan M</b><br/>Death only cover. Cover <b>ends</b> when you turn 75.</p>   | 5.1 | <p><b>Benefit</b><br/>The death benefit (on the claim date) is the amount you owe on the home loan when you die (excluding late payments), together with any interest for up to 12 months. The <b>most</b> Liberty Group will pay is <b>R2 000 000</b> per bond account.</p>  |
| 3.2 | <p><b>Plan N</b><br/>Death, temporary disability, retrenchment and dread disease. Cover ends when you turn 65. The policy will then convert to a Death only cover Plan M. Death cover ends when you turn 75.</p>   | 5.2 | <p><b>Suicide Exclusion</b><br/><b>If you (or any other person covered on this policy) die by your own deliberate actions (commit suicide) within two years</b> of cover starting (or being reinstated), Liberty Group <b>will not pay</b> any benefit.</p> <p>If the average amount you owe on the loan in one month <b>increases</b> by 15% or more during any 12 months, the <b>exclusion for suicide applies</b> to the increased amount for 24 months <b>from the last increase</b>.</p>   |
| 3.3 | <p><b>Plan O</b><br/>Death, temporary disability, total and permanent disability and dread disease.<br/>Cover ends when you turn 65. The policy will then convert to a Death only cover Plan M. Death cover ends when you turn 75.</p>   | 6   | <p><b>Temporary disability cover</b><br/>If you suffer temporary disability as defined below, Liberty Group will pay the temporary disability benefit.</p>  |
| 3.4 | <p><b>Plan P</b><br/>Death, temporary disability, and total and permanent disability Cover ends when you turn 65. The policy will then convert to a Death only cover Plan M. Death cover ends when you turn 75.</p>  | 6.1 | <p><b>Benefit</b><br/>Temporary disability is when you cannot earn money doing any business, activity or job because of:</p> <ul style="list-style-type: none"> <li><b>a</b> Illness or disease; or</li> <li><b>b</b> an accident (a sudden external, violent, unexpected event, which results in injury), which stops you from doing any job or business, directly or on its own.</li> </ul> <p>If you have no business or job, you are regarded as temporarily disabled if you have to stay at home continually or in hospital on medical advice.</p> <p>The temporary disability and sickness benefit is equal to the monthly instalment (payment) you must pay immediately before the insured event happens. Where you pay other than every month, the benefit is the equivalent monthly payment.</p> <p>If Liberty Group has already paid the full benefits for 12 months under a previous claim, it <b>will not pay</b> any further amounts if you become temporarily disabled later. The policy continues and claims for other benefits can be made.</p>   |
| 4   | <p><b>Benefits</b></p>   | 6.2 | <p><b>When the benefit is paid</b><br/>Liberty Group will pay Standard Bank the temporary disability and sickness benefit while you are ill or disabled, <b>but:</b></p> <ul style="list-style-type: none"> <li>• the benefit <b>will not be paid</b> during the <b>first 30 days</b> of temporary disability;</li> <li>• the benefit <b>will not be paid</b> for more than 12 months;</li> <li>• If you have lost only part of your income the benefit is <b>less</b> (based on how much you have lost);</li> <li>• You <b>must prove</b> that you are still temporarily disabled;</li> <li>• the accident, illness or disease that caused temporary disability must happen during the term of cover and before this benefit expires;</li> <li>• the benefit <b>will not be paid</b> if a death, permanent disability or dread disease claim was paid for any insured person.</li> </ul> <p>Liberty Group regards the temporary disability as ended when its medical adviser says the illness or bodily injury is healed or cured as far as reasonably possible, even if there is still some permanent disability.</p> |
| 4.1 | <p><b>Payment of benefits</b><br/>Liberty Group will only pay the benefits of this policy if:</p> <ul style="list-style-type: none"> <li><b>a</b> Your <b>claim is valid</b>;</li> <li><b>b</b> You <b>have paid</b> all your premiums;</li> <li><b>c</b> All the terms of cover have been met;</li> <li><b>d</b> You correctly fill in your age and other important information on the application; <b>and</b></li> <li><b>e</b> Standard Bank is entitled to the benefit.</li> </ul>   | 7   | <p><b>Total and Permanent Disability Cover</b><br/>If you become totally and permanently disabled as described below, Liberty Group pays the total permanent disability benefit.</p> <p>Total and permanent disability is when any accident, or illness or operation:</p> <ul style="list-style-type: none"> <li><b>a</b> completely and continuously prevents you from doing any job</li> </ul>  |
| 4.2 | <p><b>Exclusion for pre-existing conditions</b><br/>Liberty Group <b>will not pay</b> any claim in the first 24 months after the start (or reinstatement) of cover because of any pre-existing condition you had when cover started. Pre-existing conditions are:</p> <ul style="list-style-type: none"> <li><b>a</b> Any form of any of the following medical conditions (except for minor sickness, for example a common cold or flu) that I have seen a medical doctor about or been treated for: <ul style="list-style-type: none"> <li>- heart disease or heart attack, high blood pressure or high cholesterol;</li> <li>- cancer;</li> <li>- stroke;</li> <li>- kidney disease;</li> <li>- depression, epilepsy or fit;</li> <li>- pneumonia, asthma, TB (tuberculosis) or lung disease;</li> <li>- disability; and</li> <li>- diabetes.</li> </ul> </li> <li><b>b</b> The usage of any kind of chronic (long-term) medication continuously for at least six months;</li> <li><b>c</b> Having had any special test (like a scan or X- ray) that was reported as abnormal and required medical treatment;</li> <li><b>d</b> Any treatment during the past 24 months for any form of back-illness, hip, knee or shoulder problem;</li> </ul> <p>If the average monthly amount you owe on the loan increases by 15% (or more) during any 12 months, the exclusion for pre-existing conditions applies to the increased amount for 12 months from the last increase.</p> <p>The exclusion applies only in the first 24 months of cover, thereafter the Insured Person will have full cover.</p> |     |   |

- or activity in return for money; or
- b** causes you to lose (or permanently lose the use of) both hands, both feet, or one hand and one foot, or to lose sight in both eyes.

## 7.1 Benefit

The total and permanent disability benefit (on the claim date) is the amount you owe on the home loan (excluding late payments), together with any interest for up to 12 months. The **most** Liberty Group will pay per bond account is **R2 000 000**.

The benefit ends when you turn 65. The benefit plan then converts to Plan M (death only) and the premium is adjusted accordingly. If two of you are covered, and the oldest insured person turns 65, the benefit ends for both of you. The benefit plan converts to Plan M (death only) and the premium is adjusted accordingly.

## 7.2 When the benefit is paid

Liberty Group will pay Standard Bank the total and permanent disability benefit and is then **no longer liable** under this policy if the claim is valid **and**:

- a** Liberty Group is convinced the disability is permanent;
- b** you gave Liberty Group proof of total and permanent disability;
- c** the accident or illness that caused total and permanent disability happened during the period of cover and before the benefit expires; and
- d** no claim for death or dread disease for either insured person has been approved.

## 8 Dread disease (Critical Illness) cover

Liberty Group will pay the dread disease benefit in full and final settlement at the date of the event (excluding late payments), and all cover will end, if:

- a** you are diagnosed as suffering from a dread disease as defined below;
- b** you suffer impairment because of the dread disease as defined below during the period of cover; and
- c** all other claim requirements are met.

Below is the Critical Illness (dread disease Benefit Disclosure Grid as measured against ASISA dread disease (critical illness) definitions. The Grid below shows the percentage benefit payable per impairment (severity) level. Liberty Group pays 100% of the benefit at all levels of impairment (or severity).

	Most serious impairment Level A	Moderate Impairment Level B	Mild Impairment Level C	Almost full recovery Level D
Heart attack	100%	100%	100%	100%
Coronary artery By-pass graft	100%	100%	100%	100%
Stroke	100%	100%	100%	100%
Cancer	100%	100%	100%	100%

## 8.1 Benefit

The dread disease benefit at the date of claim is the amount outstanding on the home loan (excluding late payments), together with any interest for up to 12 months. The **highest** dread disease benefit is **R2 000 000** for either insured person.

## 8.2 When the benefit is paid

Liberty Group pays Standard Bank the dread disease benefit in full and final settlement of their liability under this policy, if the claim is valid and:

- a** Liberty Group is convinced by the proof of impairment;
- b** The impairment happened during the period of cover and before this benefit expires;
- c** No death or total and permanent disability claim has been approved for either insured person.

## 8.3 Impairments (Serious medical conditions) covered and definitions

### 8.3.1 Heart attack (Myocardial Infarction) is when part of the heart muscle (myocardium) dies. When you are diagnosed, you must suffer from at least the following:

- a history of typical chest pain;
- increased heart enzymes to at least double the normal laboratory level, in line with the diagnosis; and
- electrocardiographic changes (changes in the electrical activity of the heart) typical of a heart attack.

This policy **does not cover** sub-endocardial or non-Q Wave infarctions (less dangerous heart ailments).

Liberty Group may ask for a radionuclide scan to support the diagnosis.

### 8.3.2 Heart Disease that needs surgery is:

- open bypass surgery to treat coronary artery disease, using the saphenous vein (a large surface thigh vein) or internal mammary graft (a blood vessel in the chest); or
- a heart transplant or implanting an artificial heart; or
- correcting any physical heart defect using open surgery.

A test called a coronary angiography must show that you need surgery. This policy **does not cover** any other operations (for example angioplasty, laser relief and stents)

## 8.3.3

**Stroke** is when brain tissue dies because of inadequate blood supply or haemorrhage (bleeding) as shown on scan or Magnetic Resonance Imaging (MRI) with permanent appropriate signs of the stroke. This policy does not cover special investigations (for example CT scan) without clinical signs and transient ischaemic attack (TIA) (when blood supply is momentarily interrupted, but restored before any permanent damage can occur).

## 8.3.4

**Cancer** is a malignant tumour (uncontrolled cancerous growth that can spread into normal tissue), including leukemia and Hodgkin's disease (cancer of the lymphatic system) proven by tissue samples. This policy **does not cover**:

- any skin cancers except invasive malignant melanomas (cancerous pigment cells).
- any conditions diagnosed using a microscope as pre-malignant (not cancerous yet) or cancer-in-situ (cancer that has not spread).
- Stage 1 Hodgkin's Disease.

## 8.3.5

**Kidney failure** is when both kidneys fail totally and permanently, so that regular dialysis is needed.

## 8.3.6

**Paraplegia/Paralysis** is when a person cannot use both arms or both your legs forever (being paralysed).

## 8.3.7

**Major Burns** is when skin is burnt right through to the tissue below, over at least 20% of the body.

## 8.3.8

**Coma** is being continuously unconscious without any reaction to external stimulation or internal needs for at least 96 hours on a life support system. This state may not be deliberately induced, for example caused by a doctor using drugs.

## 8.3.9

**Blindness** is losing all sight in both eyes forever.

## 8.3.10

**Major Organ Transplant** is receiving one (or more) of these organs from a human donor in an organ transplant operation: kidney, heart, lung, heart-lung, liver, pancreas, or bone marrow. This policy **does not cover** transplants of any other organs, parts of organs, or any other tissue.

## 8.3.11

**Loss of Speech** is permanently losing all ability to speak because of physical damage or disease, and this lasts for at least 12 months. Liberty Group must be told about the loss of speech within three months of the damage.

## 8.3.12

**Multiple Sclerosis** is when a specialist neurologist (brain doctor) confirms clinically definite multiple sclerosis. Two separate clinical events must result in permanent neurological injuries involving at least two major areas of the brain (for example the optic nerves or the motor sensory or cerebellar areas).

## 8.4

### Ending Dread Disease Cover

If you chose Plan N and O when cover started, the dread disease benefit ends when you turn 65. The benefit plan then converts to Plan M (Death only) and the premium is adjusted accordingly.

If two of you are covered, and the oldest insured person turns 65, the dread disease benefit ends for both of you. The benefit plan converts to Plan M (death only) and the premium is adjusted accordingly.

## 9

### Important Conditions and Exclusions applicable for Death, Temporary Disability, Total and Permanent Disability and Dread Disease (critical illness) cover.

You must provide any reasonable medical evidence of death, temporary disability, total and permanent disability or dread disease (critical illness), and have any medical examination done (at your own cost) that Liberty Group needs. In addition to the pre-existing condition exclusion, this policy **also does not cover** any claim because you:

- a** commit a crime;
- b** take part in any riot, uprising, civil disorder, revolution, martial law, war or act to overthrow or influence any government or ruling body by force, terrorism or violence;
- c** are exposed to any atomic energy, nuclear fission or reaction, biological or chemical hazards or weapons;
- d** refuse to seek or follow medical advice;
- e** drug and/or alcohol abuse;
- f** try to kill or injure yourself on purpose; or
- g** take part in any dangerous/hazardous sport or activity more than once a year.

### The current list of hazardous activities is:

- a** Rock climbing/Mountaineering;
- b** Underwater diving which includes Scuba diving; Snorkelling; Cave diving; Pot-holing; Sink-hole dives and Wreck diving.

- c Aviation, which includes: Private aviation fixed wing and helicopter; Micro-light; Ballooning; Sailplane; Parasailing; Gyro-copting; Gliding and hang-gliding; Paragliding; Aerobatics; Crop-dusting; Game spotting etc;
- d Parachuting, sky-diving and sky surfing;
- e Speed contests, which include: Motor sport/racing; Powerboat racing and Motorcycle racing etc;
- f Fighting (except in bona fide self-defence).

#### 10. Other 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.

#### 11. Retrenchment Cover

If you chose this cover at the start of the policy and there is a loss of employment (as defined), Liberty Group will pay Standard Bank the retrenchment benefit. But this **does not cover** any:

- contract, seasonal, part-time, temporary or casual workers; or
- self employed people or workers that mostly earn commission; and
- employment by any business in which the Insured Person is a partner, member or director or owns a share exceeding 10%.

#### 11.1 Definition

##### Loss of Employment

Loss of employment is when you lose your job and remain unemployed because of redundancy or retrenchment and you do not earn money from any job or occupation.

##### Redundancy or retrenchment

Redundancy or retrenchment is if your employer ends your job for a fair reason based on the needs of the business and unrelated to your conduct, performance, health or injury.

#### 11.2 Benefit

The retrenchment benefit is your regular monthly home loan repayment, limited to the last amount you had to pay before you were retrenched. If your home loan repayment is paid other than monthly, the benefit is the equivalent monthly payment. Liberty Group will pay the benefit while you are unemployed, for **up to** six months. The insurance premium will be waived while the retrenchment benefit is being paid.

#### 11.3 When the benefit is paid

Liberty Group will pay the retrenchment benefit to Standard Bank while you are unemployed, on the following conditions:

- a If you took out the Home Loan Protection Plan (with retrenchment cover), the retrenchment benefit for the first 12 months after the policy starts is not covered.
- b The retrenchment benefit will **not be paid for more than** six months.
- c No death or total permanent disability or dread disease claim may have been approved for either insured person.
- d The loss of employment must happen while cover is in place and before you turn 65.

#### 11.4 Important: Specific limits/restrictions to liability for Retrenchment

Liberty Group **does not cover** any claim if:

- a you resign, agree to be retrenched or retire from your employment;
- b your fixed-term contract expires;
- c you finish the job you were specifically employed to do;
- d you work at a branch or office outside South Africa;
- e you knew or should have known when the cover started that you would become unemployed or be retrenched;
- f you had not been working continuously for at least 12 months before losing your job.
- g You lose your job because:
  - you take part in an unprotected strike;
  - of misconduct, fraud or dishonesty;
  - you are sick or become disabled or have a medical condition;
  - you take part in a crime;
  - of nationalisation or other government action;

Liberty Group **does not pay** any further amount under this benefit if you lose your employment again after the full benefit was paid to you.

This benefit ends when you turn 65. The benefit plan then converts to Plan M (death only) and the premium is adjusted accordingly. If two of you are covered, and the oldest insured person turns 65, the benefit ends for both of you. The benefit plan converts to Plan M (death only) and the premium is adjusted accordingly.

#### 12. Start of Cover

The policy covers you from when the first premium is received, **as long as** all other terms of the policy are followed. Liberty Group will cover your debt to Standard Bank if you die because of an accident (as defined below) before paying the first premium, **as**

**long as** you had completed all appropriate proposals (applications) for life insurance and Liberty Group had already decided to accept these proposals and the insurable risk.

If more than 90 days pass after your application is formally accepted and registered before you pay the first premium, Liberty Group may ask you to complete a new application for cover.

#### 13. Accident

An accident is a sudden external, violent, unexpected event, which results in injury or death.

#### 14. Termination of Cover

##### 14.1 End of benefits for Total and Permanent Disability, Dread Disease, Temporary Disability and Retrenchment

- a The benefits end when you turn 65. The benefit plan will then convert to Plan M (death only) and the premium is adjusted accordingly.
- b If one policy covers the lives of two insured people and the oldest turns 65, the benefits end for both people. The benefit plan changes to Plan M (death only) and the premium will be adjusted accordingly.

##### 14.2 Other benefits

This cover ends as soon as any of these happens:

- a your home loan is paid off;
- b your home loan is cancelled;
- c the 31 days of grace are over and you have still not paid any outstanding premium;
- d a benefit for death or permanent disability or dread disease is paid;
- e you turn 75. Where joint lives are covered and the oldest insured person turns 75, cover for the oldest insured person ends, but cover for death for the other insured person continues until age 75;
- f the policy is cancelled because of legal action to recover the loan debt; or
- g when Liberty Group cancels the policy.

#### 15. Premiums

The premiums are the monthly amounts you pay for insurance benefits cover.

The premium payable will depend on the Insured Person's:

- a Age;
- b Gender;
- c Smoker Status;
- d Income at the time you apply for the home loan; and
- e Outstanding loan amount.

Changes to the monthly premium:

- The premium changes as you get older.
- The monthly premium also changes according to the average outstanding loan amount.
- The premium can change if you change your smoker status.

You have to tell Liberty Group of any changes to your or another insured person's smoker status as this has an impact on the premium you pay. Premiums will be changed from smoker to non-smoker after you have provided Liberty Group with the request to change the premium as well as the outcome of the cotinine test. The cost of the test (Cotinine Test) is for your account.

Where Non-Smoker Status applies to your policy, you must notify Liberty Group if any Life Assured starts using tobacco, in any form Liberty Group may adjust benefits and premiums appropriately. If Liberty Group is not notified within a reasonable time, all benefits may be reduced by between 5% and 11% (depending on the Plan selected) in addition to the above adjustments, at claim stage.

The total premium you pay on joint lives (for two people) is the premium rate for the older insured person, plus a discounted rate on the premium for the younger insured person.

The premiums you must pay after your loan has been registered are based on the amount you still owe on your loan (or credit agreement). If you have a building loan, premiums are based on the total amount of money you borrowed. When the building loan converts to an ordinary loan, the premiums are based on the amount you still owe on the loan. Premiums will be charged to the home loan account and may attract interest. Premiums must be paid monthly, within one month of when they are due. 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

#### 15.1 Debt review

If the account from which the premiums are debited from goes into debts review and we don't receive premiums the policy will cancel.

#### 15.2 Legal Statuses

If your account goes into a legal status resulting in us being unable to

collect the premiums due, the policy will cancel.

### 15.3 Change of premium rates

Liberty Group does not guarantee premium rates and reviews them at least once each year. Standard Bank will let you know about any change at least 30 days before it happens. 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 Groups 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
- 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.

### 16 Days of Grace

If you do not pay a premium on time, Liberty Group allows you 31 extra days to pay it. If no premium is received for two months, then it will be taken that you don't want the cover anymore and the policy will be cancelled by giving you one month's notice of cancellation.

If the policy is cancelled then no benefit is payable under this policy. The policy can be reinstated based on the rules of Liberty Group.

You may reinstate (restore) the policy within three months of the last premium payment by paying all the late premiums.

- But 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 applied for all benefits from date of reinstatement.

### 17 Commission and Fees

- Commission is charged for each premium.
- Premiums are worked out based on a total commission charge of 7.5% (excl. 15% VAT), according to the Regulations under Section 49 of the Long-Term Insurance Act.
- 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.

### 18 General Terms (including conditions and exceptions)

#### 18.1 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.

#### 18.2 Leaving out material information (Non-disclosure)

- If you **do not disclose** any material information that is relevant (for example about your health or medical history); or
- If you disclose any information that appears to be **wrong** (for example, your date of birth);

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

#### 18.3 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 you have paid.

#### 18.4 Territorial Limits

This policy only covers South African citizens living in South Africa.

#### 18.5 Jurisdiction

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

#### 18.6 Currency

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

### 19 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.

#### Information on unpaid or Unclaimed benefits.

It is the responsibility of the owner/policyholder to ensure that Liberty and SBIB always have up to date contact information (including that of any potential beneficiary).

Where we Liberty becomes aware that benefits are payable, we will seek to communicate at the last address provided to us. If this is unsuccessful, we will take reasonable steps to find those who are entitled to the benefits, which steps may entail the appointment by us of external tracing agents. The policyholder/owner consents to us Liberty appointing an external tracing agent and providing them with the necessary personal information to conduct such tracing. A tracing and management fee as determined at time of tracing may be deducted by us from the benefits payable. Note that in certain circumstances, an additional amount may be payable by Liberty in relation to any late payment.

### 20

#### 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.

### 21

#### 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.

### 22

#### Claims and Queries

To claim a benefit on your policy please contact your Standard Bank adviser for the necessary documents or phone the claims line on **0860 123 999**.

Email: [creditlifereg@standardbank.co.za](mailto:creditlifereg@standardbank.co.za).

You must report your claim within three years of the insured event after which your claim will no longer be valid.

### 23

#### Queries or 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 at [relations@liberty.co.za](mailto:relations@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)