

Congratulations on being preapproved for the Term Loan offered by The Standard Bank of South Africa Limited (Standard Bank) (Term Loan). Please note that credit life insurance is a mandatory requirement for this type of loan.

You may accept the policy of insurance referred to below or you may take out a policy with an insurer of your choice provided that the requirements in clause 5 below are satisfied.

Please read this document carefully. Should you have any queries, you may call **0860 123 999**.

1 Description of Cover

The debt protection policy will cover for the following:

- Death, temporary and permanent disability. (Informally employed, contract workers, seasonal, part-time, temporary and casual workers)
- Death, temporary and permanent disability plus retrenchment (Formally employed)

In the case of death and permanent disability, the policy will settle the outstanding loan balance as at date of event. In the case of temporary disability and retrenchment, it will pay up to 12 monthly loan instalments.

2 Premium

The initial insurance premium (non-VATable) will be calculated on the total Principal Debt. Subsequent monthly premiums are calculated on the outstanding balance of your loan account and will therefore vary on a monthly basis. All premiums are calculated at R4.50 per R1 000 of the outstanding balance for formally employed individuals and R2.80 per R1 000 for informally employed individuals.

3 Important Conditions and Exclusions:

- A three-month waiting period is applicable to death, temporary and permanent disability and retrenchment benefits.
- Suicide or self-inflicted injury suffered within the first 24 months of policy commencement will not be covered.
- The temporary and permanent disability and retrenchment benefits will end when you reach the age of 65 years.
- The policy will cover you for death from the age of 65 until you reach the age of 68 years, at which time the cover will cease.

4 Cooling-off period

Every policyholder has a right to cancel the policy he/she took out with the insurer (or to cancel any changes the policyholder requests from the insurer) within 31 days after receiving the policy summary issued by Standard Bank Insurance Brokers Proprietary Limited (SBIB) and Liberty Group Limited (Liberty) (which is the underwriter of the policy) provided that no benefit has been paid, no claims have been submitted and no insured event has occurred. We will assume that the policy summary has been received within 10 days after the date on which it was issued by SBIB. After receiving any cancellation or change request, and subject to any applicable law, SBIB and/or Liberty may take any of the following actions:

- change the policy as requested;
- inform the policyholder if by 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.

5 Process for the notification of alternative policy and noting of interest

If you wish to take out an alternative insurance policy covering the risks in respect of the Term Loan, you must inform your insurer of the Term Loan and ensure that Standard Bank's interests under that policy are noted and provide us with proof of this insurance and that Standard Bank's interest has been noted. We will, however, decide whether we are satisfied that your policy meets the prescribed National Credit Act, 2005 consumer credit insurance requirements of cover in terms of benefits (death, temporary disability, permanent disability and retrenchment where applicable) and the insured benefit amount must be equal to or more than the total Term Loan amount. You can send an email to creditlifecessions@standardbank.co.za or call **0860 123 999** for more information on this process.

6 Waiver of rights

SBIB will not ask or force you to waive any of your rights in terms of the Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS Act).

7 Terms and Conditions

You will be sent a statutory disclosure as well as the full terms and conditions outlining important information within the next 30 days, and you are required to read both. Please call us on **0860 123 999** if you do not receive this documentation within the 30 days, or if you do not understand the content. The documentation includes the contact details of your insurer, Liberty, and of its compliance officer.

SBIB supports the Ombudsman for long-term insurance as well as the FAIS Ombudsman and subscribes to the Standard Bank Complaints Procedure, which can be found at <https://www.standardbank.co.za/southafrica/personal/about-us/regulatory/complaints-process>. Details in this regard and the contact details of SBIB and its compliance officer will also be included in the documentation. Meanwhile, our compliance officer can be contacted at groupfaiscomplianceofficer@standardbank.co.za.

The Standard Bank of South Africa Limited (Reg. No. 1962/000738/06), a registered credit provider (NCRCP15), is a juristic representative of SBIB, which is an authorised financial services provider (FSP 224) in terms of the FAIS Act. This product is underwritten by Liberty.

This document contains important information regarding Standard Bank Insurance Brokers (Proprietary) Limited (SBIB, our, we, us). When you agree to the insurance cover, it becomes a legally binding agreement between you and us. Please read it carefully and ensure that you understand its contents.

Disclosure and declaration

As a client of Retail and Business Banking (RBB), a business area of The Standard Bank of South Africa Limited which is a juristic representative of SBIB, you have the right to the information in this document.

Your financial services provider

Name	Standard Bank Insurance Brokers (Pty) Ltd (SBIB)
FAIS licence	224
VAT number	4040108880 Service fees earned includes VAT at the prevailing rate
Street address	4 Ellis Street, Constantia Kloof, Roodepoort 1709 (Head Office)
Postal address	PO Box 31435, Braamfontein, 2017
Telephone number	0860 123 999
Fax number	0861 113 289

Legal status of SBIB and SBSA

- SBIB (registration number 1978/002640/07) is a Category 1 authorised financial services provider.
- SBIB is a wholly owned subsidiary of The Standard Bank Financial Services Holdings (Pty) Ltd, which is a part of the Standard Bank Group (the Group).
- The Standard Bank of South Africa Limited (SBSA) is a juristic representative (JR) of SBIB and is authorised in terms of a written mandate to render intermediary services on SBSA's behalf.
- The Group has shareholding in other companies including the Liberty Group – details in this regard can be supplied on request or can be viewed at www.standardbank.co.za
- SBIB has no shareholding in any insurer.

Professional indemnity insurance

We hold professional indemnity and fidelity insurance

Complaints

If you have a complaint, please contact our Complaints Resolution Centre, which will record and acknowledge receipt of your complaint. The contact details are as follows:

Telephone number: **0860 101 101**

Email address: **Complaints.ResolutionCentre@standardbank.co.za**

A copy of our complaints handling process is available on request or can be viewed at: <https://www.standardbank.co.za>

FAIS Registered Compliance Officer

FAIS - registered Compliance Officer	Jan Bezuidenhout
Telephone number	011 547 1171
Email address	GroupFAISComplianceofficer@standardbank.co.za

FAIS Ombud

You can request assistance from the Ombudsman if you believe that your complaint has not been resolved satisfactorily by us within six weeks after you have lodged your complaint. You need to refer the dispute to the Ombud within six months of the issue remaining unresolved.

The details of the Ombud

Street address	Kasteel Park Office Park, Orange Building, 2nd Floor, c/o Nossob and Jochemus Street, Erasmus Kloof, Pretoria, 0048
Postal address	PO Box 74571, Lynnwood Ridge, 0040
Telephone number	012 762 5000 / 012 470 9080
Fax number	0867 641 422 / 012 348 3447
Email address	info@faisombud.co.za
Website	www.faisombud.co.za

Conflicts of interest

The Standard Bank of South Africa Limited and Liberty Holdings Limited are subsidiaries of Standard Bank Group Limited ("SBG"). Liberty Holdings Limited in turn comprises various subsidiaries, including Liberty Group Limited and Stanlib Limited (Stanlib Collective Investments RF (Pty) Limited; Stanlib Asset Management (Pty) Limited; Stanlib Wealth Management (Pty) Limited)

The profits from the distribution of products of Liberty Group Limited and Stanlib Limited are shared with SBG through preference shares in Liberty Group.

We subscribe to the Group's FAIS Conflict of Interest Management Policy, which can be found at www.standardbank.co.za by clicking on the FAIS Conflicts of Interest Management Policy.

Our staff are salaried and are also motivated through a variety of performance-based incentives.

Products suppliers

SBIB is licensed under the FAIS Act to provide intermediary services in respect of the subcategories listed below. SBIB has contractual relationships with various product suppliers.

In terms of the juristic representative agreement, SBSA is authorised to market financial products from the following product suppliers:

- Liberty Group Limited

Further to this, SBIB has contractual relationships with a number of other product suppliers, a list of which can be found at www.standardbank.co.za.

Representative FAIS status and products

SBIB has no limitations or restrictions on its FAIS licence. A copy of the general conditions applicable to SBIB's licence can be made available on request. SBIB's licence is displayed at all business premises of RBB.

SBIB is licensed under the FAIS Act to render intermediary services in respect of the class of business and product categories listed below:

Class of business (COB)	Subcategory	Description
COB 1	1.2	Short term Insurance Personal Lines
COB 1	1.23	Short term Insurance Personal Lines A1
COB 2	1.6	Short term Insurance Commercial Lines
COB 3	1.1	Long term Insurance Category A
COB 3	1.3	Long term Insurance Category B1
COB 3	1.22	Long term Insurance Category B1-A

Details of our representatives can be found on https://www.fsca.co.za/Fais/Search_FSP.htm. Enter our licence number 224, click on the submit button and proceed to the details.

Financial Intelligence Centre Act, 2001 (Act no. 28 of 2001), as amended:

SBIB is an accountable institution in terms of the Financial Intelligence Centre Act, 2001 (Act No. 28 of 2001), as amended; and is required to conduct sanctions screening on all policyholders, beneficiaries and other parties involved with the policy. SBIB has the right to immediately terminate the relationship with the policyholder or refuse to pay out the proceeds of any policy, should SBIB suspect or become aware that the policyholder, beneficiary or any other party involved with the policy is a sanctioned person or entity, involved in terrorist activities, money laundering and/or any other activities which are subject to sanctions according to any applicable laws or as decided by any sanctioning body recognised by SBIB from time to time.

Data Protection

Group

Standard Bank Group Limited, its subsidiaries and their subsidiaries.

Personal Information

Information about an identifiable, natural person and where applicable, a juristic person, including information about: race; gender; sex; pregnancy; marital status; nationality; ethnic or social origin; colour; sexual orientation; age; physical or mental health; well-being; disability; religion; conscience; belief; culture; language; birth; education; medical, financial, criminal or employment history; any identifying number, symbol, e-mail, postal or physical address, telephone number; location; any online identifier; or other particular assignment to the person; biometric information; personal opinions, views or preferences of the person or the views or opinions of another individual about the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; and the name of the person if it appears with other personal information relating to the person.

Process

Any operation or activity, automated or not, concerning Personal Information, including: alteration, blocking, collation, collection, consultation, degradation, destruction, dissemination by means of transmission, distribution or making available in any other form, erasure, linking, merging, organisation, receipt, recording, retrieval, storage, updating, modification, or use. Processing and Processed will have a similar meaning.

We, us, our

The Standard Bank of South Africa Limited; Standard Bank Insurance Brokers (Proprietary) Limited and Standard Insurance Limited (where Standard Insurance Limited is the insurer), its successors and assigns.

- 1 You consent to our collecting your Personal Information from you and where lawful and reasonable, from public sources for credit, fraud prevention and compliance purposes, as well as the purposes set out below.
- 2 You acknowledge and agree that it may be necessary for us to share your Personal Information from time to time with certain industry bodies (such as the South African Insurance Association), regulatory bodies (such as the Financial Sector Conduct Authority or the South African Reserve Bank), insurers and/or reinsurers, service providers (such as a panel-beater), agents and internal and external assessors (such as a car assessor) and that we will only do this when appropriate or necessary, in order to provide the products and/or services to you and to comply with the laws and our policies and procedures. You expressly consent to our providing your Personal Information to the above third parties for these purposes
- 3 You confirm that, if you give us Personal Information about or on behalf of another person (including, account signatories, shareholders, principal executive officers, trustees and beneficiaries), you are authorised to: (a) give us the Personal Information; (b) consent on their behalf to the Processing of their Personal Information, specifically any cross-border transfer of Personal Information into and from the country where the products or services are provided; and (c) receive any privacy notices on their behalf.
- 4 You consent to our Processing your Personal Information:
 - or the purpose of providing products and services to you in terms of this agreement and providing any other products and services for which you may apply.
 - for the purpose of carrying out statistical and other analyses to identify potential markets and trends and evaluate and improve our business (which includes improving existing and developing new products and services).
 - in countries outside the country where the products or services are provided. These countries may not have the same data protection laws as the country where the products or services are provided. Where we can, we will ask the receiving party to agree to our privacy policies.
 - by sharing your Personal Information with the insurers, our service providers and any other third parties, where necessary, so that we can provide the products and services to you, locally and outside the country where the products or services are normally provided. As far as possible, we ask people who provide services to us to agree to our privacy policies if they need access to any Personal Information to be able to provide their services.
 - within the Group.
- 5 You will find our Processing practices in the Group's and our privacy statements. These statements are available on the Group's websites or on request. If you are unsure about your tax or legal position because your Personal Information is processed in countries other than where you live, you should get independent advice or ask your consultant to guide you on how you can get independent advice.