

**Description of Cover**

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

**1 Definitions**

**Policyholder**  
You, as the main Life Insured, are the Policyholder and owner of this mandatory Personal Loan Protection Plan ("PLPP").

**Liberty** ("Liberty") is the licensed life Insurer of the mandatory Personal Loan Protection Plan.

**Life Insured**  
You, the Policyholder and main Life Insured must be a person with a loan or credit agreement with Standard Bank, who is between 18 years and 64 years old when the policy starts.

An extra Life Insured may also be covered on the same plan, conditions and level of cover, if Liberty allows this at the time.

**Beneficiary/Standard Bank**  
Save for the additional benefit amount of **R40 000**, Standard Bank of South Africa Limited, Registration Number 1962/00738/06, and its successors in title and assigns, is the Beneficiary of all the benefits set out in clause 2 below ("mandatory PLPP benefits") only up to the settlement value owed under the credit agreement that you have with Standard Bank, but always subject to the maximum cover amount of **R300 000**. You are not able to change this nomination.

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

**Waiting period**  
A waiting period means a period during which a policyholder is not entitled to policy benefits.

**Premium**  
The total Premium as stated in the Certificate of Insurance (Policy Schedule).

**Personal Information** includes but is not limited to information relating to race, gender, marital status, nationality, age, physical or mental health, disability, language, education, identity number, telephone number, email, postal or street address, biometric information and financial, criminal or employment history and as more specifically defined in the Protection of Personal Information Act.

**Process** means any operation or activity, whether automated or not, concerning personal information, including collection, receipt, recording, organization, collation, storage, updating or modification, retrieval, alteration, consultation, use, dissemination by means of transmission, distributing or making available in any other form, merging, linking, as well as blocking, degradation, erasure, or destruction of information. "**Processing**" will have a similar meaning.

**Various laws** pertain to but not limited to the following legislation: Protection of Personal Information Act of 2013 ("POPIA"), Financial Intelligence Centre Act ("FICA"), Financial Advisory and Intermediary Services Act ("FAIS") and Tax Administration Act ("TAA").

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

**Redundancy or retrenchment**  
Retrenchment is if you are formally employed and 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, in terms of Section 189 of the Labour Relations Act.

For a claim to be valid, you must remain unemployed because of redundancy or retrenchment and not earn any money from any job or occupation. It does not cover resignation, voluntary retrenchment or retirement.

**2 Mandatory PLPP benefits**  
The mandatory PLPP provides benefits on death, total and permanent disability, temporary disability and loss of employment.  
Cover ends when you turn 65. The policy will then convert to a Death only cover. Death cover ends when you turn 75.

**3 Benefits (general terms)**

**3.1 Waiting period**  
A waiting period means a period during which a Policyholder is not entitled to policy benefits. A three (3) month waiting period applies to all benefits, except

- If you die or are temporarily or totally and permanently disabled because of an Accident during this waiting period, in which case Liberty will pay the benefit;
- If temporary disability or total and permanent disability happens because of natural causes, Liberty will only pay benefits if the policy started three months before temporary disability or total and permanent disability occurred and you paid all your premiums on time;
- If you suffer a loss of employment, the policy should be in force for at least 3 months, and all premiums must be up to date.

**3.2 Payment of benefits**  
Liberty will only pay the benefits of this policy if:

- a Your claim is valid;
- b You have paid all your premiums;
- c All the terms of cover have been met; and
- d You correctly provided your age and other important information at application stage.

**3.3 Important Conditions and Exclusions applicable for Death, Temporary Disability and Total and Permanent Disability cover.**  
You must provide any reasonable medical evidence of death, total and permanent disability or temporary disability, and have any medical examination done (at your own cost) that Liberty needs.  
In the event of death, temporary disability or permanent disability, the policy does not cover any claims if it was due to the following:

- The abuse of alcohol, drugs or narcotics;
- Willful self-inflicted injury or suicide;
- Active participation in war, invasion, acts of foreign enemies, hostilities, warlike operations (whether war be declared or not), civil war, insurrection, rebellion, revolution, civil commotion or uprisings, military power;
- The use of nuclear, biological or chemical weapons, or any radioactive contamination;
- Participation in criminal activities;
- Participation in hazardous activities such as mountain climbing, bungee jumping and speed racing;
- Any pre-existing condition the consumer was aware of that affected the consumer in the 12 months preceding the commencement of cover under this policy.

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

No claim will be allowed for any condition where a previous claim for the same (or related) condition was already paid under the same or any other Liberty credit life insurance policy for the same underlying credit agreement. The claim event must also have occurred after the credit agreement commenced.

**3.4 Increases to credit agreement amount**  
If the loan amount for the credit agreement that this credit insurance applies to is increased, then all waiting periods and exclusions mentioned will apply in full to the increased portion from the date of the increase.

**3.5 Limit of cover**  
The highest cover for each Life Insured is **R300 000**.

**3.6 Surrender Benefit**  
The policy has no surrender cash value. This means it does not pay out anything if it is canceled.

**4 Death cover**  
If you die while this policy covers you and the claim is valid, Liberty will pay the Beneficiary the death benefit. All cover then ends, and Liberty is no longer liable under this policy. When you turn 75, Death cover ends and no further benefits will be paid.

**4.1 Benefit**  
The death benefit amount is equal to the amount you owe on the loan (excluding late payments) on the date of death, together with any interest for up to 12 months. The most Liberty will pay is **R300 000** for each

Life Insured. An additional benefit amount of **R40 000** will be payable upon your death. This is paid in addition to the death benefit amount, irrespective of the outstanding amount on the credit agreement. This amount will be paid into the credit facility. However, this additional benefit is only payable if the death claim is accepted as a valid claim as per the Terms and Conditions of this policy.

#### 4.2 Suicide exclusion

If you die by your own deliberate actions (commit suicide) within two years of cover starting (or being re-instated), Liberty will not pay any benefit.

### 5 Temporary Disability Benefit

If you suffer temporary disability as defined below, Liberty will pay the Beneficiary the temporary disability benefit.

Temporary disability is when you cannot earn money doing any business, activity or job because of:

- a Illness or disease; or
- 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. You are regarded as temporarily disabled if you have to stay at home continually or in hospital on medical advice.

#### 5.1 Benefit

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. If Liberty has already paid the full benefits for 12 months under a previous claim, it will not pay any further amounts if you become temporarily disabled later. The policy continues and claims for other benefits can be made.

#### 5.2 When the benefit is paid

Liberty will pay the Beneficiary the temporary disability and sickness benefit while you are ill or disabled, but:

- the benefit will not be paid during the first 30 days of temporary disability;
- the benefit will not be paid for more than 12 months;
- If you have lost only part of your income the benefit is less (based on how much you have lost);
- You must prove that you are still temporarily disabled;
- the accident, illness or disease that caused temporary disability must happen during the period of cover and before this benefit expires;
- the benefit will not be paid if a death claim was paid for any insured person.

Liberty 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.

### 6 Total and Permanent Disability Cover

If you become totally and permanently disabled as described below, Liberty will pay the Beneficiary the total permanent disability benefit. Total and permanent disability is when any accident, or illness or operation:

- a completely and continuously prevents you from doing any job 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 the sight in both eyes.

#### 6.1 Benefit

The Total and permanent disability benefit amount is equal to the amount you owe on the loan (excluding late payments) on the event date, together with any interest for up to 12 months. The most Liberty will pay for each Life Insured is **R300 000**. An additional benefit amount of **R40 000** will be payable upon your becoming totally and permanently disabled. This is paid in addition to the permanent disability benefit amount, irrespective of the outstanding amount on the credit agreement. This amount will be paid into the credit facility. However, this additional benefit is only payable if the permanent disability claim is accepted as a valid claim as per the Terms and Conditions of this policy. The benefit ends when you turn 65 years. If two of you are covered, and the oldest Life Insured turns 65, the benefit ends for both of you. The benefit then converts to death only plan.

#### 6.2 When the benefit is paid

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

- a Liberty is convinced the disability is permanent;
- b you gave Liberty 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;
- d No claim for death for either Life Insured person has been approved.

### 7 Cover for Loss of employment

#### 7.1 Definition

##### Loss of employment

Loss of employment means either:

- Retrenchment, or
- The inability to earn an income.

Loss of employment is when you lose your job and remain unemployed because of redundancy or retrenchment, or you are unable to earn any money from any job or occupation.

This cover does not cover your salary or income loss but covers your monthly obligations under the credit agreement that become due.

##### Inability to earn an income (other than due to disability)

This only applies if you are self-employed or informally employed.

This is when you are prevented from earning any income other than due to a disability. This must be due to factors outside your control.

You must earn no income, be totally unable to earn any income to qualify for this benefit and not be receiving any income from the Unemployment Insurance Fund.

#### 7.2 Important Conditions and Exclusions applicable to the Loss of Employment benefit

Liberty will pay the Beneficiary the Loss of Employment benefit. This does not cover any:

- Retrenchment or termination of employment within the first 3 months after the commencement of cover under this policy where the term of the credit agreement is more than 6 months;
- Lawful dismissal, including dismissal as a result of willful misconduct that is a violation of some established, definite rule of conduct, a forbidden act, willful dereliction of duty or misconduct;
- Voluntary forfeiture of salary, wages, or other employment income;
- Voluntary retrenchment or termination of employment;
- Resignation;
- Retirement;
- Participation in an unprotected strike; and
- Retrenchment of which the consumer was aware or received notice of during the 3 months preceding the date on which cover under this policy commenced.

#### 7.3 Benefit

The Loss of Employment benefit is your regular loan repayment (namely your obligations under the credit agreement that become due and payable) and are limited to the last amount you had to pay before you qualified for the Loss of Employment benefit. This excludes any late payment/arrears. If your loan repayment is paid other than monthly, the benefit is the equivalent of monthly payment.

Liberty will pay the benefit while you still qualify for a claim, for up to a maximum of 18 months. You do not have to pay the insurance premium for this policy while the benefit is being paid.

The benefit will only be paid if loss of employment as defined occurs during the period of cover and before this benefit expires.

#### 7.4 When the benefit is paid

Liberty will pay the Loss of Employment benefit to the Beneficiary while you are unemployed, on the following conditions:

- The benefit will not be paid for more than 18 months in total (limited to the remaining original loan repayment period);
- The initial payment for the loss of employment benefit will be for up to 3 months limited to the outstanding balance of the loan. Should there be a need for a continuation of loss of employment claim, we require proof that the insured person is still unemployed. On receipt of this proof, Liberty will then pay for up to an additional 3 months at a time, with the proof required again at the end of each 3 month period limited to the outstanding balance of the loan.
- No death or permanent disability claim has been approved;
- The loss of employment must happen while cover is in place and before you turn 65; and
- You must remain unemployed if you were retrenched and be unable to earn any income.

#### 7.5 Important: Specific limits/restrictions to liability for Retrenchment Liberty does not cover any claim if:

- you resign, agree to be retrenched or retire from your employment;
- your fixed-term contract expires;
- you finish the job you were specifically employed to do;
- you work at a branch or office outside South Africa;
- you knew or should have known when the cover started that you would become unemployed or be retrenched;
- you had not been working continuously for at least 12 months before losing your job.

##### You lose your job because:

- you took part in an unprotected strike; or
- misconduct, fraud or dishonesty;
- you are sick or become disabled or have a medical condition;
- you take part in a crime;
- nationalisation or other government action results in you losing your job.

However, you will be covered for Retrenchment if you are formally employed by Government and 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, in terms of Section 189 of the Labour Relations Act. Liberty will not pay any further amount under this benefit if you lose your employment again after the full benefit was paid.

### 8 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 will pay the Death Cover benefit amount to the Beneficiary if you die because of an Accident (as defined) before paying the first premium, as long as you had completed all appropriate proposals (applications) for credit life insurance and Liberty had accepted these proposals and the insurable risk.

**9 Policy Termination and end of Cover**

This policy and all cover ends as soon as any of these happens:

- Your personal loan is paid off; or
- Your personal loan/overdraft facility is cancelled; or
- The 31 days of grace are over and you have still not paid any outstanding premium; or
- A benefit for death or total and permanent disability is paid;
- You turn 75. Where joint lives are covered and the oldest Life Insured turns 75, cover for the oldest Life Insured ends, but cover for the other Life Insured continues until age 75;
- The policy is cancelled because Standard Bank has instituted legal action against you to recover the loan debt;
- The premium paying account goes into debt review and no premiums are received on the policy;
- If your premium paying account goes into a legal status resulting in us being unable to collect the premiums due, the policy will cancel; or
- When either you, or Liberty cancels the policy.

**10 Premiums**

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

**10.1 Changes to monthly premium:**

The monthly premium also changes according to the average outstanding loan amount.

The total premium you pay on joint lives (for two people) is the premium rate for the older Life Insured, plus a discount on the premium for the younger Life Insured.

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.

An administration charge of R4.00 is levied to maintain the policy.

**10.2 Debt Review**

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

**10.3 Legal Statutes**

If your account goes into a legal status resulting in us being unable to collect the premiums due, the policy will cancel.

**10.4 Change of Premium Rates**

Liberty does not guarantee premium rates and reviews them at least once each year. When reviewing the premium rates, Liberty will investigate the extent to which the pricing assumptions used to calculate the premiums varied from the actual experience and Liberty 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 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 is introduced;
- The Legal interpretation or understanding of any legislation or regulation (including tax legislation or regulation) affecting this policy or Liberty has changed; or
- Any other circumstance that is beyond Liberty's reasonable control affects this policy or Liberty. Circumstances beyond Liberty's control is defined under the Force Majeure clause in this policy; or
- Such adjustment is necessary to ensure that actual benefits paid each year are similar to the expected benefits payable (which are adjusted by Liberty's expectation of current and future experience, including the economic climate, claim incidences as well as the age and demographics of the lives assured).

Liberty and Standard Bank Insurance Brokers Ltd (SBIB) will let you know about any change at least 31 days before it happens.

**11 Days of grace**

If you do not pay a premium on time, Liberty 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. 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 may be a waiting period applied for all benefits from date of

reinstatement.

**12**

**Commission and Fees**

- Commission is charged for each premium.
- Premiums are worked out based on a total commission charge of 3.25% (excl. 15% VAT), according to the Regulations under Section 49 of the Long-Term Insurance Act.
- SBIB receives binder fees of 3.5% (for entering into the policy on behalf of Liberty) and 4% for the settling of claims.
- If the policy was sold through an external call centre, the external call centre will receive a binder fee for entering into the policy on Liberty's behalf.

**13**

**General Terms and Conditions**

**13.1**

**Change to terms of the policy**

- No changes to this policy are valid unless made in writing and duly authorised by Liberty.
- Liberty 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.

**13.2**

**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), and such non-disclosure or misrepresentation materially affects Liberty's ability to assess the risk under this policy; Liberty may regard any claim as invalid. We may also cancel the policy and you will lose all premiums you have paid.

**13.3**

**Fraud**

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

**13.4**

**Territorial Limits**

This policy only covers Lives Insured who live in South African permanently, who live in South Africa for at least 9 months of the year, or who work in South Africa and have a legal working permit/visa valid for at least six months.

**13.5**

**Jurisdiction**

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

**13.6**

**Currency**

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

**13.7**

**Events beyond Liberty's control (Force Majeure)**

Should Liberty be prevented from carrying out any of its obligations in terms of this policy because of Force Majeure, Liberty will notify the Policyholder of the circumstances and nature of the Force Majeure as well as the estimated duration and extent to which Liberty's performance is made impossible.

Under such circumstances, Liberty's obligations under the Policy will be suspended until the circumstances causing the Force Majeure ends and Liberty will not be liable to the Policyholder for any damages whatsoever caused to the Policyholder due to Liberty's inability to perform its obligations in terms of the Policy.

Force Majeure includes (but is not limited to), acts of God, acts of the State or Government, total national electricity failure, exceptionally adverse natural disasters, riot, insurrection, sanctions, sabotage, terrorism, political or civil disturbance, war, boycotts, embargo, strikes, lock-out, shortages of labour or materials, material delays in public transport or any similar circumstances beyond Liberty's reasonable control.

**14**

**Consent to accessing, processing and disclosure of information**

We know that you care about your Personal Information and how it is used, and we want to ensure you that you can trust Liberty and Standard Bank to use your Personal Information carefully. We are required by various laws to collect and process some of your Personal Information to provide products or services to you and to confirm, update and enhance our records from time to time in order to provide you with these products or services. Acceptance of these terms is voluntary but is a requirement for the provision of products or services to you. If you do not accept these terms, we cannot activate and service your policy.

**The Policyholder acknowledges and agrees that:**

- The information provided to us is true and correct, complete and up to date.
- If any information you give us is wrong, incomplete or outdated, we may cancel your policy or decline a future claim.
- Where you have provided us with the Personal Information of a third party, you guarantee that such third party has given you consent to provide us with their Personal Information.
- You will provide all documentation and information required in terms of our business rules.
- You acknowledge and accept that Policyholder information may be provided to SARS. Further, that SARS may also exchange the information with the tax authorities of another country or countries in which the Policyholder may be a tax resident.

The Policyholder authorises Liberty and Standard Bank, their representatives and contracted third parties (which may also be located outside of the Republic of South Africa), service providers as well as any applicable reinsurer, to process and further process the Policyholder's Personal Information:

We may be required to collect Personal Information from the Policyholder or other sources in order to service the policy, assess risks, consider claims for benefits, conduct research, apply for a tax directive and issue tax certificates.

We may process and share this information internally and externally only as required in order to: continually assess risks; service your product; consider claims; provide services and products to you; meet our responsibilities to you; follow your instructions; inform you of new services and products; make sure our business suits your needs; monitor and analyse your conduct for quality control, fraud, compliance and other risk-related purposes; for security, administrative and legal purposes; carry out statistical, research and other analyses to identify potential market trends and develop new products and services.

We may conduct any necessary medical and blood testing or examination, if relevant to the policy.

We have a duty to take all reasonable steps to ensure your Personal Information (i.e. contact details) is complete, accurate, not misleading and updated on a regular basis. To do this, we will always try to obtain Personal Information from you directly. Where we are unable to do so, we will make use of verifiable independent third-party data sources.

To further process information through the Financial Services Exchange (Pty) Ltd, trading as Astute, and through such registers and databases maintained by or on behalf of the Association for Savings and Investment SA, as well as other insurers to meet our regulatory obligations, detect and combat fraud, for servicing and internal processing purposes.

For external sources, you agreed that this authorisation is considered a legally binding Personal Instruction to the parties concerned to provide any relevant information requested directly to us.

#### **We undertake to:**

- Only process Personal Information as permitted by law.
- Keep the Policyholder's Personal Information confidential, secure and only for as long as required or prescribed.
- Provide you with access to update or rectify any of your information.
- Notify the Policyholder if his/her Personal Information has been compromised.

#### **Please note:**

- This authorisation and undertaking extend beyond the Policyholder's death.
- It applies only for the purposes above and therefore may partially limit the Policyholder's right to privacy.
- The Policyholder is entitled at any time to request access to, update or rectify his/her Personal Information that we process.
- The Policyholder has the right to be notified when his/her Personal Information has been compromised.
- If the Policyholder provided us with an email address, we will correspond with the Policyholder via email.
- You may contact us to update, correct or delete your Personal Information, unless the law requires us to keep it.
- If you believe that we have used your Personal Information contrary to the above, you may lodge a complaint with us internally by contacting us on **0860 123 999**. In terms of PoPIA, you have the right to lodge a complaint with the Information Regulator.

#### **Information on Unpaid or Unclaimed Benefits**

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

Where we become 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 appointing an external tracing agent and providing them with the necessary Personal Information to conduct such tracing. A tracing fee as determined at time of tracing may be deducted by us from the benefits payable.

## **15 Cooling-off period**

As this is a mandatory policy subject to the National Credit Act Credit Life Regulations you cannot cancel the policy unless you provide Standard Bank with alternative cover as security. You may cancel this policy within 31 days after receiving the policy terms and conditions issued by Liberty if no benefit was paid or a claim made or an event insured against has occurred. The Policy terms and conditions are considered to have been received 10 days after the date that it was issued.

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

- Change the policy in line with the requested change;
- Inform you as policyholder where in law the policy cannot be canceled; 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.

## **16 Cancellation**

As this is a mandatory policy, if you wish to cancel this policy, you need to provide us with 31 days' notice of your request to cancel the policy and within such 31 days provide us with the details of the alternative cover you wish to cede. The policy you cede must provide for all the benefits covered under this protection plan.

If we wish to cancel this policy, we will provide you with 31 days' notice to your email address. We will not refund any unused proportion of premiums if the policy is canceled.

## **17 Ceding of own Life insurance**

You need to fax the signed cession form from your broker and Insurer, and a copy of your insurance to **011 858 7280** within 31 days and full premiums for this policy will be refunded. Premiums will be refunded for the period when there is dual insurance for the same cover.

## **18 Claims**

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

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

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

## **19 Required claims documentation**

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

- Death certificate (Home Affairs form number BI-15);
- Original identity document of the person that died;
- Original identity document of the claimant;
- Marriage certificate or other proof of the relationship (if the you are claiming on the secondary card holder's death);
- Notice of registration of death (Home Affairs form number BI-1663); and
- A copy of the police report if the cause of death was due to an accident.

#### **Retrenchment:**

Claim form  
Retrenchment letter  
Claimant ID

#### **Dread Disease:**

Dread Disease claim form  
Doctors' records

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

- Original identity document of the claimant;
- Completed disability claim forms; and
- A boarding letter or proof the employer / pension fund that the client was declared permanent disabled.
- Doctor's records

If any other documentation is required, we will notify the claimant of this prior to making our decision.

We will need certified copies of all the required claims documents. Liberty and Standard Bank may further verify the medical disclosure information that was provided at policy application stage. If this information is found to be incorrect, the claim may be declined or reduced.

## **20 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**  
Email: [sbib.creditlife@standardbank.co.za](mailto:sbib.creditlife@standardbank.co.za); or
- **The Credit Life Complaints on: 0860 101 101**  
Email: [Complaint.resolutioncentre@standardbank.co.za](mailto:Complaint.resolutioncentre@standardbank.co.za);

**If you are still not satisfied you may contact:**

- **Financial Sector Conduct Authority**  
PO Box 35655, Menlo Park, 0102.  
Phone number: **012 428 8000 / 0800 203 722**  
Fax number: **012 346 6941**  
Email: [complaints@fsca.co.za](mailto:complaints@fsca.co.za)  
Website: [www.fsca.co.za](http://www.fsca.co.za)
- **FAIS Ombudsman**  
Street Address: 125 Dallas Avenue Menlyn Central,  
Waterkloof Glen, Pretoria, 0010  
Postal address PO Box 74571, Lynnwood Ridge, 0040  
Phone number: **012 762 5000 / 0860 663 247**  
Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
Website: [www.faisombud.co.za](http://www.faisombud.co.za)

- **National Financial Ombudsman (NFO)**  
NFO Johannesburg  
110 Oxford Road, Houghton Estate, Johannesburg  
Gauteng, 2198  
Phone number: **0860 800 900**  
Email: [info@nfosa.co.za](mailto:info@nfosa.co.za)  
Website: [www.nfosa.co.za](http://www.nfosa.co.za)
- **National Financial Ombudsman (NFO)**  
NFO Cape Town  
6th Floor, Claremont Central Building,  
6 Vineyard Road, Claremont,  
Cape Town, 7700  
Phone number: **0860 800 900**  
Email: [info@nfosa.co.za](mailto:info@nfosa.co.za)  
Website: [www.nfosa.co.za](http://www.nfosa.co.za)

- **Underwriter/Insurer: Liberty**  
The insurer for the Mandatory Personal Loan Protection Plan is Liberty Group Limited, company registration number 1957/002788/06.  
Street address: Liberty Centre  
1 Ameshoff Street, Braamfontein, 2001  
Postal address: PO Box 10499, Johannesburg, 2000  
Phone number: **011 558 4871**  
Share call number: **0860 456 789**  
Fax number: **0866 880 717**  
Care line: **0860 102 013**  
Email: [info@liberty.co.za](mailto:info@liberty.co.za)/[relations@liberty.co.za](mailto:relations@liberty.co.za)