



Family Eternity Plus
Get affordable cover
for you and your
family.



Personal Details

Please, attach copy of identification document

Plan Details

Which Family Cover Options suites your needs? Please select the plan type you'd like to be covered on

[illegible]

Medical Information

1. Do you currently have an existing Life Insurance Policy with FNB? If YES, please provide policy number:

2. Has any Life Insurance Company refused your proposal for Life Insurance or accepted with an extra premium or special terms on any of the proposed lives?

If YES please state the reason for refusal:

3. Are you and any of your proposed family members currently in good health, free from any illness or disease and not undergoing any medical treatment or surgery?

If NO please provide details:

Name of proposed family member	Illness/ Injury	Hospital Attended	Duration	Present Condition

Beneficiaries

[illegible]



Trustee

(Applicable where a named beneficiary is less than 18)

Name	Gender	Date of Birth	Relationship	Address	Contact/ Telephone No.

Declaration

- I warrant that the information in this application and in all documents submitted to First National Bank Ghana (herein referred to as the Bank) in connection with it, whether in my handwriting or not, is true, correct and complete and will form the basis of the proposed contract.
- In order to facilitate the assessment of the risks, I irrevocably authorize Metropolitan Life:
 - To obtain from any person, any information which Metropolitan Life deems necessary, and
 - To share with other insurers that information and any information contained in this proposal - or in any related contract or other document, either directly or through a database operated by or for insurers as a group - at any time (even after my death or any other Insured Life) and in such detailed, abbreviated or coded form, as may from time to time be decided by Metropolitan Life or by the operators of such database.
- I agree that if any material information concerning the risk on any of the insured lives has not been fully disclosed, or if I have given any untrue, incorrect or incomplete answers, Metropolitan Life reserves the right to cancel our cover and I will therefore forfeit all premiums paid.
- I understand that I am entitled to cancel this application within 30 days from the commencement date of the policy for a refund of all premiums paid, provided that, no claim has been made. Cancellation after the thirty (30) days period shall be subject to surrender conditions. I understand that this right applies also to any application to increase the Funeral Cover on an existing contract and that any refund refers to the difference between the old and new premium.
- Replacement of Contract:** I understand that it is not in my best interest to replace an existing contract with new contract.
- I agree that if the premium received is less than the agreed premium for the chosen level of cover, that I consent to it being adjusted to commensurate the premium received.

Signature of Applicant:

or RTP

Date: _____

Note:

1. On signing this proposal form, you confirm that any statement that is not in your handwriting is accurate and the information provided is complete. 2. Your policy shall come to effect only after this proposal has been accepted and the full payment of first premium has been received.

Intermediary

Sub Agent Name: _____

Sub Agent Name Code: _____

Branch: _____

First Premium Deduction Date: _____

Signature:

Date: _____

I confirm that this application was completed in my presence by the applicant and the premium calculation has been checked by me.

1. Bancassurance Champion

I confirm that the application form and the premium payment mandate is fully completed and I hereby authorise the application to be sent to Bancassurance Hub (Head Office) for underwriting.

Name: _____ Date: _____

Signature:





POLICY NUMBER: MET/FNB/FEP/

First National Bank

Family Eternity Plus Mandate Form

Premium Payer

Title: _____ Surname: _____ Firstname: _____

Date of Birth: _____ Mobile Number: _____ Email Address: _____

Tin number: _____

Premium Payment

Risk Premium: GHS _____ Savings Premium: GHS _____ Policy Fee: GHS _____ Total Premium: _____
(Monthly Policy Fee 1.50)Frequency: _____ Mode of Premium Payment BANK DEBIT ORDER Premium Deduction Start Date: _____

Automatic Inflation Management: (Annual Premium Increase). There is a standard 10% Automatic Inflation Management (AIM) embedded in the plan. However, you have the option to select a higher AIM.

Premium Increase Option

Debit Order Deduction

Account Holder Name: _____ Account Number: _____

Bank Name: _____ Branch: _____

Account Number: _____ Account Type: _____

Please add a photocopy of your cheque leaflet

I the undersigned, authorize First National Bank Ghana to withdraw the amount stated below and if selected, increased yearly as per the Automatic Inflation Management rate from my account as premium for my policy(ies). This request should be actioned between the 20th of the current month to the 15th of the following commencement date stated above, continuing till the end of the policy term.

I understand that the withdrawals hereby authorized shall be processed by electronic funds transfer and that details of each withdrawal shall be printed on my bank statement. I also understand that if any Direct Debit Instruction is paid which breaches the terms of this authority, Metropolitan Life shall not be liable in any way or manner whatsoever, whether under contract tort or negligence, and that our recourse shall be limited to Metropolitan Life Insurance Ghana Ltd.

I shall not be entitled to any refund of amounts which may have already been withdrawn while this Authority was in force, if such amounts were legally owed to Metropolitan Life Insurance Ghana Ltd.

This Authority remains in force until I give First National Bank Ghana a written notice of cancellation.

Signature of Applicant: _____ or RTP Date: _____

:

Note:

1. On signing this proposal form, you confirm that any statement that is not in your handwriting is accurate and the information provided is complete. 2. Your policy shall come to effect only after this proposal has been accepted and the full payment of first premium has been received.



We understand that losing a loved one is hard on those left behind and the last thing they need to worry about is the financial strain of funeral expenses. Our Family eternity plus will help you with the best cover option to suit your family needs.

Let's get them covered - It's easy!

- 1 Capture customer + Beneficiary details
- 2 Customer selects cover
- 3 Customer accepts debit order mandate
- 4 Customer signs document
- 5 FNB retains its copy and returns policy document to customer.

Your Standard Family Benefits



One week celebration benefit

25% of funeral benefit up to a maximum of **GHS 15,000** not deducted from Main Funeral Benefit



Main Funeral Benefit between GHS5,000 to GHS60,000



Double Accidental Benefit

200% of funeral benefit up to a maximum of **GHS 120,000**



Disability Premium Waiver

After disability benefit payout premium ceases.



Disability Benefit

25% of funeral benefit up to a maximum of **GHS 15,000** for main life.



Death Premium Waiver

Your policy remains active for all lives covered whether dead or alive.



Cash back

(No Claim Bonus) 30% of 3rd year premiums after every 3years



Cover Up to 18 Family members



Premium Waiver on retirement at age 60/65 when policy is active.



Automatic Inflation Management

Your funeral benefit gets an annual 6% increase when policy is active.

Your Optional Family Benefits

(Subject to additional premium payment)



40 days Celebration Benefit

25% of funeral benefit up to a maximum of **GHS 15,000**



1st Anniversary Celebration Benefit

75% of funeral benefit up to a maximum of **GHS 45,000**



Hospital Cash Benefit

The policy pays you benefits based on the number of nights hospitalized up to **GHS 350**.



Savings Benefit

Your policy remains active when savings account is funded with a minimum **GHS 10** even if there is default in premium payment.

1.0. Introduction

We welcome you to the First National Bank Ghana Family.

Please, read this Policy document carefully and fully to know your benefits and obligations as Policy Owner. Feel free to request any further clarification or enquiry you may require regarding your Policy.

For all enquires, complaints or compliments, contact the closest First National Bank Ghana Branch to you, or call the Call Centre on 0242435050

We entreat you to keep this policy safe and refer to your policy number in all future communications with us.

The Policy

This Policy document specifies the Terms, Conditions, and Benefits payable under this contract (hereinafter referred to as the “Policy”), entered into between the Policy Owner, First National Bank Ghana with registration number CS350172014 (hereinafter referred to as the “Bank”) and Metropolitan Life Insurance Ghana Limited, a licensed Life Insurer with registration number CS105802017 (hereinafter referred to as “Metropolitan Life”)

The following documents make up this Policy:

1. The completed Proposal Form signed by the Policy Owner, or his/her authorised representative, and any other documents submitted with the application as the basis of the contract; and
2. The acceptance Notification, Policy Schedule issued after payment of First Premium, Policy Terms and Conditions and any endorsements issued by Metropolitan Life as part of the evidence of the contract.

Metropolitan Life undertakes to pay the benefits provided under this Policy to the Policy Owner, or to the named beneficiary(ies) or to persons legally entitled to the benefits under this Policy in cases where all beneficiaries are deceased, provided that all the Policy Terms and Conditions are met.

2.0. Policy Benefits

2.1. Standard Policy Benefits

The Policy Owner is entitled to all the Standard Benefits provided under this policy as long as the policy remains active. The standard benefits are the following:

2.1.1. One Week Celebration Benefit

The policy provides a lump sum benefit of 25% of the main funeral benefit for all lives insured under this policy except the Policy Owner.

The one week benefit is paid to the Policy Owner, or named beneficiary, to enable him to finance the cost associated with the one week anniversary of a deceased Family Member. This benefit is separate and shall not be deducted from the main funeral benefit.

2.1.2. Main Funeral Benefit

The policy provides the payment of a lump sum benefit equal to the benefit amount selected (or as increased based on the Automatic Annual Increase option at the time the claim occurred) in the event of death of any person insured under this policy whilst the policy is active.

The policy provides seven (7) main funeral benefit options with details of Maximum benefits for each option in Table 1 below.

Table 1

Life Insured	Jasper (GHS)	Onyx (GHS)	Jade (GHS)	Amber (GHS)	Topaz (GHS)	Sapphire (GHS)	Emerald (GHS)
Policy Owner	5,000	7,500	10,000	20,000	30,000	50,000	60,000
Spouse	5,000	7,500	10,000	20,000	30,000	50,000	60,000
Child(ren)	2,500	3,750	5,000	10,000	15,000	25,000	30,000
Parents	5,000	7,500	10,000	20,000	30,000	50,000	60,000
Parents-in-law	5,000	7,500	10,000	20,000	30,000	50,000	60,000
Extended Family	2,500	3,750	5,000	10,000	15,000	25,000	30,000

The minimum benefit is provided by Jasper and the maximum benefit is provided by Emerald.

The Policy Owner reserves the right, at any time within the life of the policy, to change the initial benefit option selected under the policy.

However, a change in benefit option or multiple cover per life insured on the Policy, shall be allowed subject to the maximum benefits stated under Emerald in Table 1 above. In the event that the Policy Owner changes benefits under this policy to a higher benefit option, waiting period shall apply on the additional benefits as applicable to a new Policy.

2.1.3. No Claims Bonus (Cash Back)

The policy shall pay the Policy Owner a No Claims Bonus (Cash Back) lump sum benefit after every three (3) consecutive years where the policy has been active and no claim has been paid.

This benefit remains active throughout the period the Policy Owner/Premium Payer pays the premium for this policy. The No Claims Bonus (Cash Back) benefit will be equal to 30% of the average of the 3 year net premiums paid, considering automatic annual increases selected and any applicable alterations.

For purposes of the Cash Back benefit computation, the gross premium shall exclude: policy fees, savings contributions, chargeable expenses and policy acquisition cost for the period. In the event that the Cash Back benefit is not claimed immediately the benefit becomes due, the benefit payable shall not accrue interest until such a time that is claimed.

The No Claims Bonus (Cash Back) will only cease on account of the following:

1. When the policy is converted to paid-up status due to activation of Death or Disability premium waiver
2. At the expiration of the premium payment term
3. When a claim is made in the cause of the period

2.1.4. Paid-Up Benefit (Premium Waiver)

The policy provides paid-up benefits where the Policy Owner/Premium Payer no longer pays premium, but the Policy continues to be active and all benefits except Cash Back shall be paid. If the policy includes the Automatic Annual Benefit Increase option, it shall cease from the date the policy is converted to paid-up status.

When the policy is converted to paid-up status, Metropolitan Life shall assume premium payment from the date the policy is converted to paid-up status until the end of the policy tenure.

Three waivers of premium benefits are provided under the policy. The paid-up benefits provided under the policy are following:

2.1.4.1. Premium Waiver at Age 60 or 65 of Policy Owner

Premium payment under the policy is waived for all lives insured under this policy at the 60th last birthday of the

Policy Owner/Premium Payer if the Policy Owner's age next birthday at inception of the policy was fifty-four (54) or less.

Where the Policy Owner's Age at entry was above fifty-four (54), but below 60 years, premium payment will be waived at the 65th last birthday of the Policy Owner.

2.1.4.2. Death Waiver of Premium Benefit

Premium payment under this policy shall be waived and the policy converted to paid-up status when the Policy Owner/Premium Payer dies after the waiting period while the policy is in force.

2.1.4.3. Disability Waiver of Premium Benefit

Premium payment under this policy shall be waived and the policy converted to paid-up status when the Policy Owner/Premium Payer becomes permanently and totally disabled (as defined under this policy) while the policy is in force.

2.1.5. Disability Benefit

The policy pays lump sum of 25% of the main funeral benefit of the Policy Owner as disability benefit when the

Owner or their Spouse insured under this policy becomes permanently and totally disabled as defined under the policy whilst the policy is in force.

This benefit is paid in addition to the paid-up benefit of premium waiving resulting from disability.

2.1.6. Accidental Benefit

Where the Policy Owner dies as a result of an accident (defined under this policy), the policy will pay double the main funeral benefit subject to a maximum of GHS120, 000.00.

This benefit is not applicable to death resulting from non-accidental causes (natural death).

2.1.7. Automatic Inflation Management(AIM).

The policy provides a standard 10% automatic Inflation management benefit to the Policy Holder/ Policy Owner of selected benefits provided under this policy from the effects of inflation, to the extent of the premium increase selected to preserve the value of the benefits payable under this policy at the time of the claim.

2.1. Optional Policy Benefits

2.2.1. Forty Days Celebration Benefit

If this option is selected and the additional premium is paid, this benefit pays a lump sum of 25% of the main funeral benefit in the event of death of a person assured under this policy.

This benefit shall be admitted when the one-week benefit and the main funeral benefits are admitted, in which case no further proof shall be required. Where the one week benefit and the main funeral benefits are declined, this benefit shall not be paid.

2.2.2. 1st Anniversary Celebration Benefit

If this option is selected and the additional premium is paid, 75% of the main funeral benefit shall be paid as a lump sum "1st Anniversary Benefit" in the event of death of a person insured under this policy.

This benefit shall be admitted when the one week benefit and the main funeral benefits are admitted, in which case no further proof shall be required. Where the one week benefit and the main funeral benefits are declined, this benefit shall not be paid.

2.2.3. Hospital Cash Benefit

If this option is selected and the additional premium is paid, the policy will pay hospital cash benefits when the insured person is hospitalized. The minimum number of nights hospitalized for this benefit to be paid is five (5) nights. Once the 5 nights period is over, the amount per night will be applicable from the 6th night to a maximum benefit of GHS350 per annum. The benefit payable per night is GHS70. In any period of twelve months, the policy pays one hospital cash benefit.

2.2.4. Savings Benefit

If this option is selected, the Policy Owner/Premium Payer shall pay minimum of GHS10 in addition to the monthly premium into a savings account attached to this policy.

In the event that a family member dies or becomes disabled, as defined under this policy, and the applicable premium payment is waived, the monthly premium shall not reduce. However, the premium in respect of the deceased and/or disabled family members shall be allocated to the savings account.

In the event of a default in premium payment, the due premium amount shall be deducted from the savings account to keep the policy active until such time that the balance in the savings account is no longer able to support the premium for the standard benefits offered under the policy, in which case the policy shall lapse. The policy will pay the following benefits as savings benefits:

1. Savings account balance may be claimed and paid as part of a no claims bonus.
2. Withdrawals from the savings account is allowed any time after 24 months of savings contribution.

3. Savings account balance will be paid when the policy is converted to paid-up status at age 60 or 65 last birthday of the Policy Owner.

4. Savings account balance will be paid as part of the Policy Owner's main funeral benefit or surrender benefit.

2.2.5. Automatic Inflation Management (AIM) Benefit

If this option is selected, the total monthly premium will be increased each year on the first day of the Anniversary month, based on the automatic annual premium increase rate selected and stated on the Policy Schedule. The sum assured would increase by 6% of the rate of the premium increase. The first increase will take place one year after the commencement date of the Policy.

This option protects the benefits provided under this policy from the effects of inflation, to the extent of the premium increase selected to preserve the value of the benefits payable under this policy at the time of claim.

The AIM facility may be cancelled at any time, or increases may be skipped, by the Policy Owner by giving written notice to Metropolitan Life through First National Bank Ghana. The notice must be received not later than three (3) months prior to the date on which the next premium increase is due to take place.

If the Policy Owner continues to pay the old premium after the premium increase date and two of such consecutive premiums are paid, then Metropolitan Life reserves the right to cancel the premium increase for the relevant Policy year only.

3.0. General Policy Terms and Conditions

3.1. Standard Policy Benefits

The information contained in the application form and in all related documents, forms the basis of the contract between Metropolitan Life and the Policy Owner, offered through First National Bank Ghana Limited as an account holder of the bank.

If any material information provided on the application form is incorrect, incomplete or misleading, First National Bank Ghana may repudiate a claim and no premiums will be refunded. For the purposes of this document, "material information" shall mean any information that is deemed to be material to the acceptance of risk, or the premium charged.

3.2. Commencement of Policy

This policy shall commence from the date of receipt of the first premium and shall continue until terminated by either party in accordance with applicable provisions in this policy.

3.3. Waiting Period

The waiting period for the risks insured under the policy shall be as per Table 2 below:

Table 2

NUMBER	RISKS	WAITING PERIOD
1.	Natural Death	1. Inception of Policy: Six (6) months for all people insured from the commencement date of the policy. 2. Benefit Increase after Policy Commencement Date: Six (6) months applicable on the additional benefits from the commencement date of the additional benefit increase. 3. Benefit Increase resulting from AIM: Six (6) months applicable on the additional benefit increase resulting from the premium increase. 4. Reinstatement of Policy: Six (6) months for all people insured from the effective date of the reinstated benefits.
2.	Accidental Death and Disability	No waiting period
3,750 ³ .	Hospitalisation	5 Days

3.4. Right to Cancel

The Policy Owner has the right to cancel this policy in writing within thirty (30) days from the commencement date of the Policy for a refund of all premiums paid, provided that no claim has been made or paid.

Cancellation after the thirty (30) day period shall be subject to surrender conditions.

3.5. Policy Term

This policy is a whole life policy.

The Policy will therefore pay death benefits on all lives insured in the policy for as long as the Policy is kept active up to the maximum premium paying age of the Policy Owner.

3.6. Premium Payment

This policy will only be issued and commence once confirmation of payment of first premium by the Policy Owner/Premium Payer is received by First National Bank Ghana. Premiums are payable to Metropolitan Life in advance and shall be due on the date indicated by Policy Owner/ Premium Payer.

Premiums shall be paid for your account with First National Bank Ghana only. Any payment made by the assured through Agents or any staff of the Bank, will be at the sole risk and discretion of the assured.

The Policy Owner/ Premium Payer has an obligation to ensure sufficient balance in their account with the Bank throughout the policy tenure to pay the monthly premiums. Where premium is not deducted by the Bank for any reason, it will be the responsibility Policy Owner/ Premium Payer shall notify any Branch of First National Bank Ghana Ltd.

The Policy Owner/Premium Payer is obligated to continue premium payment until the Policy Owner has reached the age of 60 or 65, based on the age at entry. Premium payment will, however, be waived under the premium waiver conditions of the policy, or ceases when the policy is cancelled or terminated.

Premium payment under this policy shall be governed by the National Insurance Commission guidelines on "No Premium, No Cover".

The amount of premium payment shall remain the same when the cover for an insured person ceases unless the Policy Owner/Premium Payer chooses to pay a reduced premium. The deceased premium in respect of people

whose cover has ceased, will be paid into the savings account attached to the policy.

The policy will automatically terminate (lapse) for non-payment of due premium.

3.7. Policy Fee

Policy fee of GH¢1.50 shall be charged monthly subject to upward review by the insurer annually, as policy administration cost dictates.

3.8. Premium Review

Metropolitan Life Insurance Ghana Ltd. will review the financial position of the policy and if in the opinion of the company's Actuary the premium charged is insufficient to maintain the benefits offered by the policy, Metropolitan Life Insurance Ghana Ltd. will advise the assured of any necessary adjustments to the policy. Metropolitan Life reserves the right to increase the premium payable by giving three (3) month's written notice to the Policy Owner of such increase.

3.9. Lapse & Reinstatement

The policy shall lapse (terminated automatically for non-payment of premium) if premium payment ceases or if four (4) months are unpaid.

If the Policy has lapsed because of non-payment of premiums, the Policy may be reinstated subject to the following conditions:

1. First National Bank Ghana receives a written request from the Policy Owner within six (6) months of the date on which the Policy lapsed, and
2. All arrears of premium paid, and
3. Metropolitan Life is provided with all the information it needs to assess the insurability of the insured people.

Waiting period shall apply when policy is reinstated.

3.10. Age Limits and Misstatement of Age

3.10.1. Age Limits

The waiting period for the risks insured under the policy shall be as per Table 2 below:

Table 3

Life Insured	Maximum Age at Entry (Years)	Maximum Age at Entry (Years)	Maximum Number of People
Policy Owner	18	59	1
Spouse	18	59	4
Child(ren)	1	21/24	4
Parents	35	75	2
Parents-in-law	35	75	2
Extended Family	1	75	6

3.10.2. Misstatement of Age

If the age of the Policy Owner or any Family Member of the Policy Owner insured under this policy is confirmed as materially misstated (that is, misstatement which adversely affects the premium charged or the acceptance of proposal) on the application form for this policy, Metropolitan Life shall recalculate all benefits that would have been provided up until that point with the incorrect age and the new calculation with the corrected ages will from then on form the basis of all claims payments.

Where the misstatement of age would have disqualified any person insured from being insured under this policy as per Table 3, the cover of the person involved shall be terminated immediately and no claim shall be admitted.

3.11. Variation or Amendments

The Policy Owner may request for changes at any time during the tenure of the policy, subject to written request.

No addition to or variation, consensual cancellation or novation of this policy, and no waiver of any right arising from this Policy will be of any force or effect, unless reduced to writing, signed by First National Bank Ghana and the Policy Owner is notified of the change forming part of this Policy.

No waiver of rights or privilege or latitude or indulgence granted by Metropolitan Life in any instance shall create a precedent or be construed in any way as altering the terms of the policy.

3.12. Changes in Legislation

Metropolitan Life reserves the right to change the terms and conditions of this policy, should this become necessary in compliance with changes in applicable legislation, rulings or regulations after this Policy has come into effect. The Policy Owner will be notified in writing of any such change.

3.13. Currency and Jurisdiction

Premiums and benefits payable under this policy shall be paid in Ghanaian currency only (Ghanaian Cedis).

This policy shall be governed by and interpreted in accordance with the laws of Ghana and in the courts of the Republic of Ghana.

3.14. Option to extend Child Cover

The cover for a child ceases on the first day of the Anniversary Month of the Policy, after the child reaches the age of 21.

If a child is a student and requires continued cover after reaching the age of 21, Metropolitan Life will extend cover up to and including age 25 provided written proof is submitted by the Policy Owner. The termination age is 25 for a student as an insured life under the Children category. Thereafter the Policy Owner may reinstate the child's cover as an insured person under the Extended Family category as specified above, if required.

The Policy Owner may then apply to Metropolitan Life through First National Bank Ghana to reinstate cover for the child as an insured person under the Extended Family category of this Policy. Such application must be made not later than three months after the date on which cover on the child's life ceases. This option may be exercised only if the Extended Family category is open to new business and will be subject to any applicable terms and conditions at that time.

3.15. Cancellation of Policy

This policy can be terminated in the following situations:

1. When the Policy is cancelled during the right to cancel period,
2. When the Policy Owner decides to cancel the Policy after the right to cancel period,
3. Non-payment of premiums thirty (30) days after the premium due date,
4. Cover ceases on a person assured after a claim has been settled in full on any person insured.
5. The Policy will be terminated by Metropolitan Life when a material Misrepresentation and/or Non-Disclosure is established affecting the acceptance of the proposal.

When the policy is terminated, no further premiums shall be paid and the insurer shall have no obligation to pay benefits.

3.16. Loans and Surrenders

No loans can be made on the Policy. In the event of surrender of the policy, if the policy includes the savings benefit option, the savings account balance if any shall be paid. Otherwise, no surrender benefit is payable in the event of surrender and the policy does not participate in the profits of the insurer.

3.17. Beneficiary Nomination

The Policy Owner will be the beneficiary in respect of all secondary people insured on the Policy. The Policy Owner may nominate a beneficiary(ies) to receive the death benefits payable in the event of his/her death. Such nominations will be binding on Insurer only if:

1. It is in writing; and
2. It is on First National Bank Ghana's prescribed form; and
3. It is recorded at the First National Bank Ghana branches before the death of the Policy Owner.

A beneficiary nomination is subject to the following conditions:

1. The beneficiary(ies) will have no rights under the Policy until the death of the Policy Owner.
2. The nomination may be cancelled or changed by the Policy Owner without the consent of the beneficiary(ies) by giving written notice to First National Bank Ghana. The cancellation or change will be valid only if First National Bank Ghana receives notice of it before the death of the Policy Owner.

A beneficiary nomination will be cancelled if:

1. The Policy Owner cancels the Policy; or
2. The beneficiary(ies) predeceased the Policy Owner.

3.18. Trustee Nominations

The Policy Owner shall nominate Trustee(s) when any named beneficiary(ies) is below majority age of eighteen (18) years. The trustee is not a beneficiary but administers the policy benefits (claim notification, completion of applicable forms, provision of required documents, collection of claim, etc.) for the named beneficiary(ies) as required by the Policy Owner.

3.19. Cession

The policy benefits shall not be ceded, pledged or assigned in any way or used as collateral for loan. The Insurer shall not accept any responsibility arising from any such arrangement and therefore shall not be affected by any notice of any trust charge, lien assignment or other dealings with this Policy by the Policy Owner.

3.20. Claims Notification and Requirements

The Insurer requires the following information before a claim can be considered:

- a. Completed Claim Form in all claims
- b. The following shall be required in addition to the completed Claim Form;
 - The Policy document and all endorsements (all claims); and
 - Proof of death and identity of deceased, including but not limited to original or certified medical certificate of cause of death in respect of natural death; and
 - Proof of age, where age is not admitted at inception in respect of natural death; and
 - Proof of 'accident', if claim is caused by accident; and
 - Executor's letter of Administration if no beneficiary has been appointed or all beneficiaries predeceased; and
 - Proof of the identity of the claimant; and
 - Proof of beneficiary; and
 - Proof of the entitlement of the claimant to the benefits claimed; and

- Any other information that Metropolitan Life may require at the time.
- Proof of age, where age is not admitted at inception in respect of natural death; and
- c. The policy must be in force at the time of claim. Any premium arrears shall be deducted from the claim amount, if the claim is admitted.

3.21. Policy Exclusions

The policy exclusions refer to the circumstances under this Policy for which Metropolitan Life shall not pay a claim. Metropolitan Life will not be liable if the death or disability results directly or indirectly, or can be ascribed or traceable to, any of the following policy exclusions:

- 3.21.1. Suicide (including death as a result of an attempted) or wilful self-inflicted injury whether the Insured Life/Policy Owner was of sound mind or not within twelve (12) months from the commencement date of this policy.
- 3.21.2. The use by the insured person/ Policy Owner of alcoholic beverages, drugs, narcotics or any other medicine other than prescribed by a doctor at the time of the event leading to the claim.
- 3.21.3. The intentional inhalation of harmful gas, the intentional intake of poison or intentional cause of disability by the insured person/ Policy Owner.
- 3.21.4. The Policy Owner commits fraud or attempts to commit fraud against First National Bank Ghana.
- 3.21.5. Any violation of the law by the insured person/Policy Owner.
- 3.21.6. Any assault provoked by the insured person/Policy Owner.
- 3.21.7. Participation in any form of aviation activities by the insured person/Policy Owner other than as a fare-paying passenger on a fixed route between approved and licensed airports and in a registered aircraft.
- 3.21.8. War, invasion, hostile activities, foreign aggression, enemy action (whether war is declared or not), civil war, rebellion, strikes, demonstrations, revolution, insurrection, military or unlawful usurpation of power.
- 3.21.9. Service in the armed forces or as auxiliaries in any country where any of the occurrences mentioned in the preceding paragraph are taking place.
- 3.21.10. Radioactivity or a nuclear explosion.
- 3.21.11. Participation in any hazardous sport or pursuit, including motor-powered speed racing, polo, rock climbing, parachuting, skydiving, hang gliding or underwater diving.
- 3.21.12. The insured person/Policy Owner exposing himself/herself to exceptional danger or obvious risk or injury.
- 3.21.13. Claims not notified in writing within one (1) year of the death or permanent disability of the assured.
- 3.21.14. A deferred period of six (6) months must elapse from the date of disability before Metropolitan Life will consider any claim. If however, it is clear that the disability is permanent before the completion of the six month deferred period, Metropolitan Life may waive the deferred period. Premiums must continue to be paid during the deferred period.
- 3.21.15. First National Bank Ghana must be provided with full details and written proof of disability within 90 days of its occurrence.

3.21.16. Benefits under this Policy shall not be paid in the event of material misrepresentation and/or non-disclosure affecting the acceptance of the proposal is established.

3.21. Complaints Procedure

We welcome and appreciate your complaints. We shall handle complaints fairly, consistently and promptly.

1. If the Policy Owner, Claimant or Beneficiary has a complaint about this Policy, he/she shall submit a complaint at any Branch of First National Bank Ghana to be resolved by the Customer Solutions Team.
2. If the complaint remains unresolved for 3 working days, the Complainant shall forward the complaint in writing to the Claims and Client Solution

Manager at the Head Office of Metropolitan Life in Accra.

3. If the matter is not resolved within five (5) working days, the Complainant shall submit the complaint with exchanges direct to the Managing

Director/CEO of Metropolitan Life.

4. If the matter remains unresolved within two (2) weeks, the Policy Owner or Complainant is free to report the matter to the Complaints Management and Advice Bureau (CMAB) of the Ghana Insurers Association (Tel: 0302 251092/0307 032080) or contact the National Insurance Commission (NIC), Appiah Ampofo House, Independence Avenue P.O. Box CT 3456, Cantonments-Accra, Tel: +233 302238300/ 238301, Email: info@nicgh.org or any of its Regional Offices nationwide for final redress.
5. Litigation shall be the last option under this Policy to resolve complaints and shall only be considered after all the above have failed to resolve the

matter.

We shall, in all complaints received, endeavor to resolve satisfactorily with the Policy Owner or Complainant, in line with our Client Centricity commitment.

4.0. Definitions

The terms below shall bear the meaning assigned to them in the context of this policy and expressions of the masculine gender shall equally apply to the feminine gender.

- 4.1. "You" and "Your"** refer to the applicant for this insurance policy who becomes the Policy Owner after the proposal is accepted and the full first premium is paid.

"Bank" means First National Bank Ghana, the bancassurance partner.

- 4.3. "Insurer"** means Metropolitan Life Insurance Ghana Ltd., the bearer of the risk under this policy.

- 4.4. "Life Assured"** means the person(s) whose life this policy depends. The people assured under this policy shall be the Policy Owner and the named Family members.

- 4.5. "Sum Assured"** means the guaranteed amount of benefit payable in the event of death, permanent total disability (Policy Owner and Spouse) and where there is an instance Hospitalization.

- 4.6. "Premium"** means the cost of the life insurance benefits offered under this policy.

- 4.7. "Policy Schedule"** means the summary of the policy particularized to the Policy Owner attaching to and forming part of this Policy as amended from time to time. The Policy schedule is issued after payment of first premium.

- 4.8. "Family"** means family members of the Policy Owner which includes spouse, child(ren), parents and extended family such as grandfather, grandmother, uncle, aunt, brother, sister, brother-in-law, sister-in-law, cousin, niece, nephew.

- 4.9. "Child"** means natural or legally adopted (incl. foster and stepchild) of the Policy who is unmarried who has not attained age last birthday of twenty-one (21) years unless he/she is still in school in which case the maximum age last birthday will be twenty-five (25) years.

- 4.10. "Spouse"** means the legal, tribal, customary or common-law husband/wife of the Policy Owner or such other person(s) residing with the Policy Owner regarded by the community as the Policy Owner's husband/wife and provided that the spouse or spouses (up to 4) shall be named by the Policy Owner on the proposal form and insured under the policy.

- 4.11. "Parent"** means biological or legally recognized parent or parent-in-law of the Policy Owner and spouse.

- 4.12. "Step Parent"** means the spouse of the biological parents of the Policy Owner whose marriage is recognized in accordance with the law or custom and who cohabits with the parent of the Policy Owner.

- 4.13. "Grandparent"** means the biological parent of the Policy Owner's biological parents.

- 4.14. "Beneficiary"** means the person(s) named on the proposal form as entitled to benefits under this policy. The Policy Owner shall be the beneficiary in respect of all benefits payable of Family Members.

- 4.15. "Trustee"** means a person named by the policy owner to administer the policy benefits in the event of death of policy benefits Owner where a named beneficiary is below the age of eighteen (18).

- 4.16. "Waiting Period"** means the period in months within which benefits under this policy shall not be paid except where the cause of the claim is from accident.

- 4.17. "Accident"** means the unforeseen and unexpected visible, violent and external incident happening at an identifiable time, place and independent of any other cause results in the claim under this policy and not due to illness.

- 4.18. "Total Permanent Disability"** means permanent and total physical impairment of the Policy Owner or Spouse resulting from accident which inhibits him from carrying out any income earning business activity(ies) on an ongoing basis.

- 4.19. "Age Limits"** means the minimum and maximum allowable age of entry of persons that can be insured at the inception of this policy.

- 4.20. "Commencement Date"** means policy effective date. Your policy starts from the date of payment of your first premium, but is issued to commence from the first day of the month following your premium payment, subject to waiting period.

- 4.21. "Parties"** collectively refers to the Policy Owner, Metropolitan Life and where applicable the Intermediary.

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- 4.22. **“Intermediary”** means the person or entity you appoint to carry out any of your duties under this policy on your behalf. First National Bank is therefore your appointed intermediary.
- 4.23. **“NIC”** means the National Insurance Commission, the regulatory body for Insurance Companies in Ghana.
- 4.24. **“GIA”** means Ghana Insurers Association. Metropolitan Life is a member.

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