

Account Protection Plan



The HomeChoice Account Protection Plan is administered by HomeChoice (Pty) Ltd ("HomeChoice") and is underwritten by Guardrisk Life Ltd ("we" or "us"). Guardrisk is a licensed life insurer and an authorised financial services provider (FSP No. 76).

How does the Policy work?

The HomeChoice Account Protection Plan provides cover when:

- you have an approved Credit Agreement with HomeChoice;
- you have a balance owing to HomeChoice in terms of your Credit Agreement; and
- you have paid the premium due to us.

You agree to assign and transfer the benefits selected in terms of this Policy as collateral security to HomeChoice to cover the Outstanding Liability or Instalments of your approved Credit Agreement. In the event of a valid Claim, we will pay the benefit directly to HomeChoice.

Death Benefit

This benefit provides a payment equal to the Outstanding Liability in the event of your death during the Period of Insurance.

Permanent Disability Benefit

This benefit provides a payment equal to the Outstanding Liability in the event of you suffering Permanent Disability during the Period of Insurance.

The Permanent Disability Claim Event date, as determined by us, is the date you became permanently disabled.

Temporary Disability Benefit

In the event of you suffering temporary disability for a period in excess of 31 (thirty-one) consecutive days, the benefit provides for a monthly payment of your instalment:

- i. for a period of up to 12 months; or
- ii. for the remaining repayment period of your Credit Agreement; or
- iii. until you are no longer disabled. The benefit will be paid for whichever is the shorter period.

The Temporary Disability Claim Event date, as determined by us, is the date you became temporarily disabled.

Retrenchment Benefit

In the event of you becoming unemployed as a result solely of retrenchment, the benefit provides a monthly payment of your obligations that become due and payable:

- i. for a period of 12 months; or
- ii. during the remaining repayment period of the credit agreement; or
- iii. until you find employment.

The benefit will be paid for whichever is the shorter period.

The Retrenchment Claim Event date, as determined by us, is the date on which you cease to be Employed.

Waiting Periods

The Waiting Period applicable to each benefit are specified in the table below.

Benefit	Waiting Periods
Death	No waiting period
Permanent Disability	No waiting period
Temporary Disability	3-months waiting period
Retrenchment	3-months waiting period

The Waiting Period means the period, as specified above, starting on the Policy Start Date.

During the Waiting Period, a Claim Event will not result in a benefit becoming payable.

If a Claim Event arises during the Waiting Period, the Claim will remain invalid even after the expiry of the applicable Waiting Period. Only a Claim Event arising for the first time after the Waiting Period has expired will be covered.

Should your cover be terminated and subsequently reinstated, a new Waiting Period will commence on the date of reinstatement.

In addition to these Waiting Periods, exclusions as set out in this policy will also apply.

Exclusions for Death and Disability Benefits:

We will not pay any benefit if your death or disablement is as a result of, or is directly or indirectly related to, arising from, aggravated by, connected with:

- Any Pre-Existing Conditions (i.e. any medical condition, physical defect, illness, bodily injury or disability) that you suffered from or of which you were aware of that affected you in the 12- (twelve) month period prior to the policy start date, where the claim event was caused directly or indirectly by, arising from, contributed to by, aggravated by, connected with or resulting from any pre-existing medical condition, provided that where a specific pre-existing condition is disclosed by you prior to the Policy Start Date, the condition may only be excluded if the you are clearly informed of the specific exclusion.
- The abuse of alcohol, drugs or narcotics;

- Willful self-inflicted injury or suicide;
- If you refuse medical treatment or you refuse to follow medical treatment prescribed by a registered medical practitioner where such treatment will improve the disability sufficiently enough to allow the continuation to receive an income;
- 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 and
- Participation in hazardous activities such as mountain climbing, bungee jumping and speed racing.

Exclusions for Retrenchment Benefits:

An eligible Claimant will be excluded for cover in the following instances:

- Retrenchment within the first 3 (three) months after the Policy Start Date of this Policy, where the term of the Credit Agreement is more than 6 (six) 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 or potential retrenchment of which you were aware or received notice of during the three months preceding the Policy Start Date of this Policy.

General restrictions, exclusions, provisions & conditions, currency and law premiums and benefits payable under this policy shall be paid in the republic of south africa and in South African rand only.

This Policy shall be governed by and interpreted in accordance with the Republic of South African Law in the courts of the Republic of South Africa.

Criminal Activities

We shall have no liability whatsoever under this Policy where any Claim arises from or is the result of any intentional contravention of any criminal law, whether legislative or common law (including fraud), or in instances of any exaggerated Claim by any person claiming any benefit under this Policy.

In the event of such a Claim, all benefits afforded in terms of this Policy and all premiums paid in respect of this Policy shall be forfeited, and this Policy will be deemed null and void or cancelled as from the date of the criminal offence, or of any exaggerated Claim or event at our discretion.

Misrepresentation, misdescription or non-disclosure misrepresentation, misdescription or non-disclosure of any material fact or circumstances in connection with this Policy, a Claim or the application for this Policy may result in the Policy being cancelled, a Claim repudiated or the Policy being void from inception. If the Policy was void from inception, all premiums paid will be refunded by applying the legal remedy of rescission.

In the event that a benefit has been paid as a result of any misrepresentation, non-disclosure, misdescription or fraudulent action by any person claiming any benefit under this Policy, such person will be obligated to repay or return the benefit paid. We shall be entitled to take legal action to recover the benefit and any costs involved.

Eligibility

You are eligible to be covered for Death, Permanent Disability, Retrenchment and Temporary Disability benefits set out above, subject to the following terms:

- If you are not employed, or self-employed, employed in the informal sector or a contract worker at the date that the insurance Policy is entered into, cover against Retrenchment will not be included; and
- If you are a pensioner at the date that the insurance Policy is entered into, cover against Retrenchment and Occupational Disability will not be included.

Premium Calculation: If you are permanently employed:

Benefit	Premium
Death	R4.50 per R1,000
Permanent Disability	The monthly premium payable is based on your HomeChoice Credit facility account balance from time to time.
Temporary Disability	
Retrenchment	

If you are not permanently employed (for example, you are self-employed, a contract worker or a pensioner):

Benefit	Premium
Death	R3.50 per R1,000
Permanent Disability	The monthly premium payable is based on your HomeChoice Credit facility account balance from time to time.
Temporary Disability	

Premium and Policy Variation

Your premium is included in your HomeChoice Credit Facility monthly instalment amount.

We reserve the right to amend the premiums, terms and conditions of this Policy at any time by giving you 31 (thirty-one) days' written notice in writing. We will use your last known address as it appears in our records at that time, including your email address.

Changes in Details Supplied

Should there be any changes to the original details supplied at the time of application, you must notify HomeChoice within 31 (thirty-one) days of such change occurring, and we shall take the appropriate action deemed necessary in this regard.

Should you not notify HomeChoice of such a change, we reserve the right to reject liability in terms of a Claim or to cancel the Policy.

Cancellation

You may request that the Policy is cancelled by giving HomeChoice 31 (thirty-one) days' notice of cancellation.

Such cancellation shall be subject to our receipt of written approval of cancellation of the Policy and the cession from the Credit Provider.

No premiums paid prior to the date of cancellation will be refunded. All premiums paid by the date of cancellation will be forfeited in lieu of the cancellation as each premium paid has been utilised to provide cover and any Claim Event that would have arisen if it had been covered, subject to the terms of the Policy.

In case you cancel the Policy, you will be requested to replace it with an insurance policy that offers at least the same minimum prescribed benefits (excluding the voluntary benefit) and the details of such a policy must be provided to the Binder Holder within 5 (five) business Days of taking it.

Termination of Benefits

Your cover will cease on the expiry of insurance cover as defined.

We may immediately cancel this Policy or place it on hold, refuse any transaction or instructions, or take any other action considered necessary in order to comply with the law and prevent or stop any undesirable or criminal activity.

Communication Method

All communication with us and with HomeChoice must be in writing, including email.

We may, at our sole discretion, accept communication by phone where such communication is voice logged by ourselves or on our behalf.

Condition Precedent

Our liability in terms of this Policy is conditional on you and anyone acting on your behalf, complying with all the terms and conditions of this Policy.

Waiver of Conditions

No waiver of any of the terms, conditions and endorsements of this Policy shall be valid unless made in writing under the signature of a duly authorised officer of Guardrisk. In addition, no act or omission by Guardrisk or any officer, employee of Guardrisk shall be deemed to be a representation on behalf of Guardrisk upon which HomeChoice, you or your representatives are entitled to act.

We shall have the right to do all that is necessary and appropriate to comply with any requirements of any legislation or regulatory authorities.

Claim Process

On the happening of a Claim Event, which may result in a Claim in terms of this Policy, you or your appointed executor must submit the Claim to HomeChoice.

HomeChoice, on behalf of Guardrisk, must be notified of the full details of the Claim in writing as soon as reasonably possible but within a maximum of 90 (ninety) days from the date of the event giving rise to the Claim.

We shall in no way whatsoever be liable to pay any benefit if the full details of the Claim are not received within the maximum period as stipulated above. All certificates, information and evidence required by us shall be furnished in the form prescribed and without expense to us. We may require a confirmatory diagnosis or a second opinion by a medical practitioner of our choosing. In this case, this will be at our expense.

We shall be entitled to access and make copies of any medical and hospital records in relation to your health.

Rejection of Claim and Time Bar

If we decline liability for a Claim made in terms of this Policy, void this Policy, or if there is a dispute regarding the amount paid for the Claim, representation may be made to Guardrisk within 90 (ninety) days (the "representation period") of the date of your

receipt of the letter of repudiation or avoidance or paid confirmation. Representation must be submitted in writing to: Guardrisk Claims Manager, Postal address: The Marc, Tower 2,129 Rivonia Road, Sandton, 2196 Email: LifeClaims@guardrisk.co.za If the dispute is not satisfactorily resolved in this manner, legal action may be instituted against Guardrisk for the enforcement of the Claim by way of the service of summons against Guardrisk. Summons must be served on Guardrisk within 180 (one hundred and eighty) days of the expiry of the representation period, failing which all benefits in respect of such Claim shall be forfeited and no liability can arise in terms of such Claim.

Interpretation

Words importing the singular shall include the plural, and vice versa, words importing the masculine gender shall include the feminine and neuter genders, and vice versa, and words importing natural persons shall include legal persons, and vice versa.

The clause headings in this Policy are inserted for reference purposes only and shall not affect the interpretation of any of the provisions to which they relate.

This Policy wording, as amended from time to time, various administrative forms, application forms, pre-agreement statements, declarations, authorisations, any voice-logged conversations or electronic transactions and communications pertaining to this Policy and agreements supplied by Guardrisk and HomeChoice shall form the basis of this insurance contract. In the event of any conflict between the provisions of this Policy wording and that of any other documents as mentioned above, the provisions of the Policy wording shall prevail.

This Policy document confirms all benefits that are available and does not necessarily mean you are covered for all. You, however, only pay a premium for the risks that you are covered for that you have selected at the time of application as confirmed in the Policy Schedule issued, which is attached to this document.

Definitions

Unless the contrary appears from the context, the following words and phrases shall have the meanings assigned to them where they appear in this Policy:

Applicable Laws

Means the Insurance Act 18 of 2017 and/or the Long-Term Insurance Act 52 of 1998, the Policyholder Protection Rules (Long-term Insurance), 2017 and the Protection of Personal Information Act 4 of 2013, and any other legislation dealing with data management and similar processes.

Binder Holder

Binder Holder means HomeChoice (Pty) Ltd ("HomeChoice") who are authorised to bind and administer policies on behalf of Guardrisk.

Claim

Means, unless the context indicates otherwise, a demand for benefits in terms of this Policy, irrespective of whether or not the demand is valid, made by submitting a completed and signed claim form with supporting documentation to the Binder Holder.

Claim Event

Means the risk insured, occurring while the Policy is active, being your Death, Temporary or Permanent Disability or Retrenchment.

Claim Payable Date

The Claim Payable Date means the date on which a valid Claim becomes payable and is equal to the Claim Event date.

Claimant

Means a person who makes a Claim in relation to this Policy.

Contract Worker

A contract worker shall mean a person who is employed on a contract basis which does not constitute full-time or permanent employment and for which the benefits of a full-time employee will not apply.

Credit Agreement

Credit Agreement means a loan contract, which meets all the criteria for credit agreements as set out in Section 8 of the National Credit Act 34 of 2005 (as amended), and which is entered into between you and the Credit Provider.

Credit Provider

Credit Provider means the financial institution, as specified in the pre-agreement statement, that has entered into the Credit Agreement with you.

Day

Means a 24 (twenty-four) hour period, and days has a corresponding meaning.

Death

Means your accidental or natural death.

Disability

Disability means that you become so physically or mentally impaired, whether totally or partially or temporarily or permanently, that your ability to earn an income or meet the obligations under a Credit Agreement is impaired. This includes, but is not limited to Occupational Disability.

For pensioners, Disability means you become temporarily or permanently disabled as a result of an illness, disease or bodily injury.

Employer

The Employer by whom you are permanently employed and who directly or indirectly remunerates you for such employment.

Employment

Receiving remuneration (a salary) in reward for performing functions in relation to a permanent employment contract.

Exclusions

Means the losses or risk events not covered as set out in this Policy.

Expiry of Insurance Cover

Expiry of Insurance cover means the date from which all benefits and premiums in respect of this Policy will cease to be payable, and is equal to the earlier of:

- your Death and payment of the Death benefit; or
- your Permanent Disability and the payment of this benefit; or
- all benefits pertaining to the Policy being cancelled or expired; or
- the Policy becoming lapsed. A Policy is said to lapse when the premiums payable in respect of the Policy are not made in full and on time; or
- the non-payment of any premium within 31 (thirty-one) days of the premium due date; or
- the payment of a Claim, where the Claim amount is equal to the outstanding liability; or
- the end of the original term of the Credit Agreement; or
- the termination of the Credit Agreement in terms of sections 122 or 123 of the National Credit Act 34 of 2005 (as amended).

National Credit Act

Means the National Credit Act, 2005 (Act No. 34 of 2005).

Occupational Disability

Means a form of disability where a person's impaired ability to earn an income or meet the obligations under a Credit Agreement, arises from a physical or mental impairment which renders the person unable to continue his or her employment, own or similar occupation, profession or trade.

Facility Instalment

Instalment means the monthly loan instalment due in terms of the Credit Agreement, excluding any instalments which are in arrears and which fell due for payment prior to the Claim Payable Date or any interest thereon.

Outstanding Liability

Outstanding Liability means the amount of the outstanding balance due by you in terms of the Credit Agreement as at the Claim Payable Date.

Period of Insurance

Period of Insurance means the period between the Policy Start Date and the expiry of insurance cover.

Personal Information

Means personal information as defined in the Protection of Personal Information Act, No. 4 of 2013.

Physician or Medical Practitioner

Physician or Medical Practitioner means a person legally licensed, registered and duly qualified to practice medicine and surgery (other than yourself or a member of their family).

Pre-agreement Statement(s)

Pre-agreement Statement(s) means the pre-agreement statement and quotation for small and intermediate credit agreements issued by HomeChoice in terms of section 92 of the National Credit Act 34 of 2005, in which inter alia your details and insurance premiums are shown.

Pre-existing Medical Condition

Pre-existing Medical Condition shall mean an illness or bodily injury sustained or contracted that you were aware of, or should reasonably have been aware of, or have received medical treatment or advice by a Medical Practitioner, within the 12 months preceding the Policy Start Date of this Policy that results in a Claim within the first 12 months from the Policy Start Date. Pre-existing Medical Conditions will however be covered in full once the initial 12-month Waiting Period from the Policy Start Date has expired.

Policy Start Date

Means the date from which you are covered in terms of this Policy. It is equal to the commencement of the Credit Agreement as noted in the Pre-Agreement Statement.

Retrenchment

Retrenchment means the permanent termination of Employment after the Policy Start Date, and after any Waiting Period, as a result of the implementation of a staff reduction programme, adverse business conditions, the introduction of new technology, reorganisation by the Employer, liquidation of the Employer or staff reductions, as contemplated under the Labour Relations Act 1995 (as amended), and which results in you not earning any income from Employment.

Self-Employed

Shall mean the working for oneself rather than for an Employer for remuneration or income.

Terrorist Activity

Terrorist activity means an act involving the use of violence and/or intimidation, or the threat or the preparation thereof, which appears to be intended to disrupt, coerce or influence a government or the public or a section of the public, read together with Section 1 of the Protection of Constitutional Democracy Against Terrorist and Related Activities Act (Act No. 33 of 2004) as amended.

Temporary Disability

Temporary Disability means the medically and certified temporary disability as a result of illness, injury or disease, and which prevents you from earning normal income for a period in excess of 31 (thirty-one) consecutive days.

Treatment or Advice

Treatment or Advice means the regular or routine examination by, or consultation with, a Physician or Medical Practitioner for the purpose of monitoring existing medical conditions.

Void

Void means to stop a contract from being legally binding. A void contract is not a contract at all because the parties are not, and cannot be, bound by its terms. A contract that is void is not legally enforceable; as if it did not exist. All premiums paid will be refunded (less costs) when Guardrisk voids a Policy by applying the legal remedy of rescission.

Waiting Period

Waiting Period means the period as indicated in the Policy, starting on the Policy Start Date for a particular benefit, during which you are not covered and the occurrence of a Claim Event does not result in a benefit becoming payable and will remain invalid even after the expiry of the Waiting Period. Only a Claim Event occurring for the first time in the period after the expiry of the Waiting Period will be covered.

We or Us

Guardrisk Life Limited ("Guardrisk") is a licensed life insurer and an authorised financial services provider (FSP No. 76) that is allowed to sell long-term insurance products.

You

You means the policyholder and principal debtor in terms of the Credit Agreement.

Protection of Personal Information in terms of the Protection of Personal Information Act 4 of 2013

Your privacy is of utmost importance to us. We will take the necessary measures to ensure that any and all information, including Personal Information (as defined in the Protection of Personal Information Act 4 of 2013) provided by you or which is collected from you is processed in accordance with the provisions of the Protection of Personal Information Act 4 of 2013 and further, is stored in a safe and secure manner.

You hereby agree to give honest, accurate and up-to-date Personal Information and to maintain and update such information when necessary. You accept that your Personal Information collected by us may be used for the following reasons:

1. to establish and verify your identity in terms of the Applicable Laws;
2. to enable us to fulfil our obligations in terms of this Policy;
3. to enable us to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws; and
4. reporting to the relevant Regulatory Authority/Body, in terms of the Applicable Laws.

We may share your information for further processing with the following third parties, which third parties have an obligation to keep your Personal Information secure and confidential:

1. Payment processing service providers, merchants, banks and other persons that assist with the processing of your payment instructions;
2. Law enforcement and fraud prevention agencies and other persons tasked with the prevention and prosecution of crime;

3. Regulatory authorities, industry ombudsmen, governmental departments, local and international tax authorities, and other persons that we, in accordance with the Applicable Laws, are required to share your Personal Information with;
4. Credit Bureaus;
5. Our service providers, agents and sub-contractors that we have contracted with to offer and provide products and services to you in respect of this Policy; and
6. Persons to whom we cede our rights or delegate our authority to in terms of this Policy.

You acknowledge that any personal information supplied to us in terms of this policy is provided according to the applicable laws, unless consented to by yourself, we will not sell, exchange, transfer, rent or otherwise make available your personal information (such as name, address, email address, telephone or fax number) to any other parties and you indemnify us from any claims resulting from disclosures made with your consent.

You understand that if we have utilised your personal information contrary to the applicable laws, you have the right to lodge a complaint with Guardrisk within 10 (ten) days. Should Guardrisk not resolve the complaint to your satisfaction, you have the right to escalate the complaint to the Information Regulator.

Treating Customers Fairly

This product has been created to meet the requirements of our clients. We will at all times deliver on customer service and customer expectations by enforcing the principles of Treating Customers Fairly (TCF). The TCF principles ensure we apply fairness to all client experiences relating to new business, Policy terms, service and claims processes.

Information About this Policy

If you wish to communicate with HomeChoice, the Credit Provider and Binder Holder, to update details or to make a Claim, you can contact:
Telephone number: 086 1999 635
Postal address: Private Bag X123, Claremont, 7735 Email: contact@homechoice.co.za

How to Claim

In the event of a Claim, you must contact HomeChoice on the details listed above to obtain a Claim form and to be advised of all additional documentation that is required for the Claim to be processed. The documentation that is required includes (but is not limited to):

- A certified copy of your ID document;
- For death claims: a certified copy of the death certificate of the deceased;
- For permanent disability claims: copies of medical records and opinions in support of the disability;
- For retrenchment claims: a copy of the UI-19 form, salary advice and a copy of the notification of retrenchment and retrenchment letters. Certified copies of the documentation by a Commissioner of Oaths will be accepted. Documentation can be faxed, emailed, sent via WhatsApp so that the claims department can start processing the Claim.

Complaints Procedure

If you have a complaint about the information or service received from HomeChoice, you may contact HomeChoice at their address above.
If a complaint is not resolved to your satisfaction by HomeChoice, please follow the complaints process detailed in the Disclosure Notice below.

Disclosure Notice

Long-term Insurance Policy holder Protection Rules (PPRs) Financial Advisory and Intermediary Services (FAIS) General Code of Conduct 2008
Your Intermediary Business Name: HomeChoice (Pty) Ltd Registration number: 1985/002759/07
Physical address: 78 Main Road, Wynberg 7800
Postal address: Private Bag X123, Claremont, 7735
Telephone: 0861 999 635 Website: www.homechoice.co.za
FAIS registration (FSP No): FSP 48448
In terms of the FSP license, HomeChoice (PTY) Ltd is authorised to give Intermediary Services for products under:

CATEGORY I

Long-Term Insurance subcategory A
Long-Term Insurance subcategory B1
Long-term insurance subcategory B2
Without in any way limiting and subject to the other agreed provisions, HomeChoice accepts responsibility for the lawful actions of their representatives (as defined in the Financial Advisory and Intermediary Service Act) in rendering financial services within the course and scope of their employment. Some representatives may be rendering services under supervision and will inform you accordingly.

Legal and contractual relationship with the Insurer: HomeChoice is a binder holder of Guardrisk Life Limited, an authorised Financial Services Provider and underwriter of this Policy.
The Regulator has exempted the FSP in terms of FN 123 of 2017.

Cover

HomeChoice has Professional Indemnity Cover and Fidelity Insurance in place.

Complaints Procedures:

Complaints can be submitted telephonically or in writing to the below:

Telephone: 0861-999-635
Email: info@homechoice.co.za
Postal address: Private Bag X150, Claremont, 7735
The complaint must contain the following information:
Name, surname and contact details of the complainant, including a mandate to act on your behalf if applicable;

Specific details of the complaint, including dates, examples, supporting documentation; intended resolution of the complaint. How would you want the matter resolved?

Compliance Officer:

HomeChoice's Compliance officer is Moonstone Compliance (Pty) Ltd and their contact information is as follows:
Tel: +27-21-883-8000
25 Quantum Street, Technopark, Stellenbosch, 7600.

Conflict of Interest:

HomeChoice has a conflict of Interest Management Policy in place and this is available on the website.

Your Insurer

Business Name: Guardrisk Life Limited. Registration number: 1999/013922/06
Physical address: The Marc, Tower 2, 129 Rivonia Road, Sandown, Sandton 2196
Postal address: PO Box 786015, Sandton, 2146 Telephone: +27-11-669-1000
Web: www.guardrisk.co.za Email: info@guardrisk.co.za FAIS registration: FSP 76

In terms of the FSP license, Guardrisk Life Limited is authorised to give advice and render financial services for products under:

CATEGORY I:

Long-term Insurance : Category A
Long-term Insurance : Category B1
Long-term Insurance : Category B1-A
Long-term Insurance : Category B2
Long-term Insurance : Category B2-A
Long-term Insurance: Category C

Compliance Details Telephone: +27-11-669-1104
Fax Number: +27-11-675-3826
Email: compliance@guardrisk.co.za

Complaints Details Telephone: 0860-333-361
Email: complaints@guardrisk.co.za

Conflict of Interest:

Guardrisk Life Limited has a conflict of interest management Policy in place and is available to clients on the website.

Policy Wording

A copy of the Policy wording can be obtained from https://www.homechoice.co.za

Premiums

Premiums are to be paid monthly in advance.

Consequence of Non-Payment:

If the premiums are not paid by the expiry of the grace period, the Policy will lapse, and all benefits will automatically cease. No claim will be accepted if the Claim Event date occurs after the date of lapse.

Fees

Commission fee	5%
Binder fee	9%

Waiver of Rights

No insurer and/or intermediary may request or induce in any manner a client to waiver any right or benefit conferred on the client by/or in terms of any provisions of the general code of conduct under the FAIS act or recognise, accept or act on any such waiver by a client. Any such waiver is null and void.
All information obtained or acquired from or about you shall remain confidential unless:

You provide written consent, or unless HomeChoice is required by law to disclose such information.

Particulars of the Long-Term Ombudsman (For claims/service related matters);

During the preceding 12-month period, HomeChoice received more than 30% of its total commission from Guardrisk. HomeChoice does not hold more than 10% of the relevant product supplier's shares.

Cooling-Off Rights

If any of the information reflected above and below was given to you orally, this disclosure notice serves to provide you with the information in writing.

Should you not be satisfied with the Policy, you are entitled to a period up to 31 (thirty-one) days from date of receipt of the Policy within which you may cancel your Policy and replace with your own Credit Life Policy in writing at no cost. Cover will cease upon cancellation of the Policy and acceptance of the alternate Policy being ceded to HomeChoice.

Other Matters of Importance

You will be informed of any material changes to the information about the intermediary, insurer and/or underwriter provided above. If we fail to resolve your complaint satisfactorily, you may submit your complaint to the Ombudsman of Long-Term Insurance.
You will always be given a reason for the repudiation of your claim.
If the insurer wishes to cancel your Policy, the insurer will give you 31 (thirty-one) days' written notice, to your last known address.
You will always be entitled to a copy of your Policy at no extra charge.

Warning

Do not sign any blank or partially completed application form.
Complete all forms in ink.
Keep notes of what is said to you and all documents handed to you.
Where applicable, call recordings will be made available to you within 7 (seven) days of request subject to applicable laws.
Don't be pressurised to buy the product. Failure to provide correct or full relevant information may influence an insurer on any claims arising from your contract of insurance.

Postal address: Private Bag X45, Claremont, Cape Town, 7700
Telephone:+27-21-657-5000/0860-103-236
Fax number:+27-21-674-0951 Email address: info@ombud.co.za

Particulars of the Registrar of Long-Term Insurance Postal address: PO Box 35655, Menlo Park, 0102 Telephone: +27-12- 428-8000
Fax number: +27-12-347-0221 Email address: info@fsca.co.za

Particulars of FAIS Ombudsman

(For product/advice related matters)
Postal address: PO Box 74571, Lynnwood Ridge, 0040
Telephone: +27-12-470-9080
Fax number: +27- 12- 348- 3447
Email address: info@faisombud.co.za

Particulars of Information Regulator (For data/personal information related matters)
Postal address: PO Box 31533, Braamfontein, Johannesburg, 2017
Telephone: +27-101-023-5200
Cellphone number: +27-082-746-4173
Email address: complaints.IR@justice.gov.za

You understand that if the Administrator and the Insurer has utilised your Personal Information contrary to the Applicable Laws, you have the right to lodge a complaint with the Insurer within 10 (ten) days. Should the Insurer not resolve the complaint to your satisfaction, you have the right to escalate the complaint to the Information Regulator - PO Box 31533, Braamfontein, Johannesburg, 2017; Tel: +27-010-023-5200; Cell: +27-082-746-4173; Email: complaints.IR@justice.gov.za.

Underwritten by:

Guardrisk Insurance Company Limited,
The Marc, Tower 2, 129 Rivonia Road, Sandton 2196
(Reg. No. 1992/001639/06)

HomeChoice (Pty) Ltd (FSP No. 48448) is a Binder Holder of Guardrisk Insurance Company Limited. Guardrisk Life Limited is a licenced life insurer in terms of the insurance act and an authorised financial services provider (FSP no.76). HomeChoice (Pty) Ltd is a Registered Credit Provider (NCRCP454).