

ECOSURE ZESA COVER FREQUENTLY ASKED QUESTIONS

Q: What is the EcoSure ZESA Cover?

A: It is Free Funeral Cover a customer gets after purchasing ZESA prepaid electricity tokens on the *900# platform

Q: How do I get the Free Cover?

A: You simply purchase ZESA prepaid electricity token on *900#, with no additional loading and you are awarded free funeral cover proportionate to the level of your total monthly expenditure.

Q: How do I buy ZESA prepaid electricity token on the *900# platform?

A: Dial *900#

- Enter Ecocash PIN
- Select Pay ZESA
- Enter Meter Number
- Select Currency
- Enter Amount
- Confirm Purchase
- Receive a confirmation message and your ZESA Prepaid Token

Q: Who can get the EcoSure ZESA Cover?

A: Anyone who uses their phone to buy ZESA prepaid electricity on *900# platform.

Q: Can I add someone to the cover that I get on Eco Sure ZESA Cover?

A: You cannot add anyone to your cover , it's only the mobile number that buys ZESA prepaid tokens that is covered.

Q: Who gets the FREE EcoSure cover when I buy ZESA token on *900# for a friend or loved one?

A: Cover is extended to the individual registered as the owner of the Econet line purchasing the ZESA prepaid electricity tokens on *900#.

Q: How is my FREE EcoSure ZESA Cover calculated

A: The benefit will be calculates as follows: $\text{Cover} / \text{Sum Assured} = \text{Total Monthly Purchase} * 0.01 * 1,000$ for example \$100 worth of tokens in a month gives you \$1,000 worth of FREE EcoSure Cover

Q: DO I need to pay any money to keep my EcoSure ZESA Cover?

A: It's a FREE Cover benefit that EcoSure is giving you, all you need to do so that you keep your cover is to continue buying ZESA Prepaid electricity tokens on *900#.

Q: What happens if I already have an EcoSure policy that I am paying premiums for?

A: The EcoSure ZESA Cover will be an additional benefit. If you have an existing EcoSure policy that you are paying for, in the event of a claim you will get benefits for your paid up policy as well as the additional benefit from your EcoSure ZESA Cover.

Q: What happens when one repeats purchases in the same month?

A: The repeat purchases will be accumulated to make up the monthly purchase amount.

Q: What happens if I purchase varying amounts every month?

A: In cases where customer makes fluctuating payments, the average of the last 3 consecutive month purchases will be used to calculate the qualifying benefits.

Q: How do I renew the my monthly cover?

A: Monthly cover will be renewed by making monthly purchases of the prepaid ZESA electricity tokens on *900#.

Q: What happens if I skip my monthly purchase?

A: When one skips buying electricity tokens on *900#, they will not be eligible for the benefit in the following month for which they have skipped buying the electricity tokens.

Q: When does someone become eligible to claim the benefits of the FREE Cover?

A: There is a waiting period of 2 months before one can claim their cover.

Q: What happens in the event of death and one needs to access their promised benefit (e.g. Claim)?

A: You submit a claim at the usual EcoSure Claim submission channels – on our website www.ecosure.co.zw/claims, WhatsApp +263777 222 222 or email claims@econetlife.co.zw or at any EcoSure Funeral Service Partner or Econet Shop.

Q: What is required for submission of a claim in the event of death?

A: Certified copies of the following documents are required:

- Completed EcoSure Death Claim Form
- 2 IDs of witnesses
- Burial Order or Death Certificate
- EcoCash USD Wallet or Claimant's Bank Account (Current Account)

Q: Where do I get more information on the EcoSure ZESA Cover?



A: Call 311 for free or visit our EcoSure Facebook Page or Xpage or website www.ecosure.co.zw or visit any Eco Sure Funeral Service Partner or Econet Shop