

Flexi Hela Key Facts

Product description

Flexi Hela offers you a flexible savings solution while benefiting from life cover for you and your family.

It has an open-ended term where you can enjoy the benefits of the policy and continue to save as long as your policy remains active.

You will have immediate access to your savings value with no withdrawal or surrender penalties.

You can also make various changes to your policy such as increasing and reducing your savings contribution and amending lives and benefits covered on the policy anytime you want.

Savings Contributions

You can choose any amount of savings contribution to invest which will grow at the declared interest rate. You can make changes to this savings contribution anytime you want.

Your savings contributions will grow at the declared interest rate over time. You are allowed to withdraw any amount up to the full value of your savings at any time and there are no penalties for such withdrawals.

The interest that you earn on your savings balance shall be the prevailing interest rate determined by us from time to time during the life of this policy and is subject to change during the life of this policy. Changes in the interest rate will only affect the future growth of your savings.

Life Cover

The lives and life cover that you can cover on the policy are shown below.

Life type	Max cover per life	Age when policy starts	
		Minimum	Maximum
Principal life	Ksh 500 000	18	85
Spouse	Ksh 500 000	18	85
Child*	Ksh 200 000	0	20
Parent	Ksh 200 000	18	85
Extended Family	Ksh 200 000	0	85

*Children below age 10 years will be covered to a maximum of KSH 100,000

Life type	Max number of lives on the policy
Principal life	1
Spouse	2
Child*	4
Parent	8
Extended Family	10
Total lives	11

Waiting period

The waiting period is the time period after the start date of the policy, alterations to the policy or reinstatement of the policy, where claims due to natural death will not be paid. A 6-month waiting period will apply.

Exclusions for benefits

Death claims that arise due to criminal acts, suicide within two years of the policy start date or cover start date for any life assured and war other than passive war (whether war be declared or not) in respect of all National Defence Forces will not be paid.

Loans

No loans will be allowed under this policy.

How long can you keep the policy

The policy has an open-ended term. You can keep the policy for as long as you want so long as it remains active.

You can keep paying premiums and the assured lives will remain covered on the policy until:

- The policy lapses
- You submit a request for cancellation
- The principal life assured dies
- We cancel your policy for any reason including, but not limited to, suspected fraud or misrepresentation

If any of the events mentioned above happen, the policy will not be active anymore. Your premiums or contributions at such instance cease and we shall not pay any further claims.

How long can family members be covered on the policy

As long as the policy is active, all lives can remain covered, subject to their premiums being paid.

Cover for children ceases on their 20th birthday. Thereafter, you will be able to add them as extended family.

How long can I save on the policy

As long as the policy is active, you can continue contributing savings. If you don't pay a risk premium when due, we will deduct the risk premium from your savings value.

If you want to change your policy

If you want to make changes to your policy, you can do this using the online portal <http://App.Sanlam.co.ke/digital-savings>.

Alternatively, you can contact us as indicated in the "How to contact Sanlam Life" section below. You can change any of the following:

- Increase cover for any life (subject to 6-month waiting period),
- Decrease cover for any life,
- Add an additional life (subject to the maximum lives of 11 and 6-month waiting period),
- Remove cover for any life,
- Amend the savings contribution,
- Add, remove or amend the beneficiary of the policy.

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Currency

Premiums, savings contributions, benefits and savings value withdrawals will be paid in Kenya Shillings.

How can your policy lapse

You can cancel your policy at any time should you wish to. Simply let us know of your decision. Your cover will cease, and we will pay you your savings value.

If you do not pay your risk premium on time, the risk premium will be deducted from your savings value. If you do not pay your risk premium on time and do not have enough in your savings value to fund your risk premium, your policy will remain in force for one calendar month which is called the grace period. During the grace period, death benefits remain in force. If the insured dies during the grace period, we will deduct the amount of any unpaid premium from the death benefit payable.

Should your risk premium remain unpaid, your policy will lapse after the grace period.

How to get your lapsed policy back to being active

You can reinstate your policy at any time for up to twelve months from the date of lapse by contacting us and paying the premiums from the date of reinstatement, subject to our acceptance. The waiting period will apply from the date of reinstatement.

How to make a claim

You can let us know at any time if you want to claim by uploading the documents shown below to the online portal <http://App.Sanlam.co.ke/digital-savings> or by emailing them to customerservice@sanlam.co.ke or by handing them in at our various branches.

For all death claims we need:

- Completed claim application form or written application signed by claimant with the following required documents:
- Policy document
- Certified true copy of medical certificate of cause of death (death certificate), This should be done by a commissioner of oaths or a court of competent jurisdiction in Kenya.
- Police report for accidental death only,
- Proof of age of deceased life assured if the Identity card was not provided prior to death,
- Original or certified true copy of photo identity card of the policyholder (National ID/Passport),
- Certified copy of photo identity card of the claimant (National ID/Passport),
- Copy of the claimant's bank statement showing the account holder name, bank account number, branch name and code of the claimant.

Cooling off period

You as the policyholder have a period of 30 days following delivery of the policy document to review and evaluate the policy to ensure that this is the right policy for you. During the cooling off period, you can cancel the policy and receive a refund of all premiums paid.

How to contact Sanlam Life

We will only accept communication from you if you:

- Use the online portal
- Send an SMS
- Send an email to the Head Office or any registered branch or to customerservice@sanlam.co.ke