

onespark

Your Millionaire Funeral Plan Schedule

Underwritten by Guardrisk Life Limited, FSP 76



Hi Marianne!

Here's an overview of some of the important things about Your Millionaire Funeral Plan (Policy Number: 1A7197774F). For more information, please refer to Your Policy Schedule and Plan Guide.

Millionaire fund

You get
R 1 000 000

Maximum fund
R5 million



when You turn 65, if You keep this Policy active, pay all Premiums and there are no Claims until then. Logon to the OneSpark website at www.onespark.co.za to increase Your payout to R5 million by adding cover for more Family Members.

Powerful protection



Your Cover grows with inflation every year.



Valid claims are paid within 48 hours.

R 50 000



You

R 0



Your Spouse

R 0



Children aged
1-5

R 0



Children aged
6-21

R 0



Parents

R 0



Extended
Family Members

R 52.00 monthly premium

Your monthly Premium of R 52.00 is due on the 25th day of the month. Your policy will renew on 2022/02/01.

Need help?

For queries contact Us at [0861 777 271](tel:0861777271) or email hello@onespark.co.za

1. Policy schedule overview

The Policy Schedule is a document specifying the scope of Your Policy Benefits, with information relating to the names of the Insured Lives, Benefit features, Benefit Sum Assureds, Millionaire Fund details, monthly Premiums, significant Exclusions and other material Policy terms and conditions.

This Policy Schedule, the Millionaire Funeral Plan Guide, any endorsements thereto as well as any declarations made by You, the Policyholder, at application stage together constitute the Policy contract which legally binds You, the Policyholder, and the Insurer, Guardrisk Life Limited.

Please ensure that You understand all terms and conditions in Your Policy Schedule.

Policy Number	Policy Commencement Date	Policy Anniversary
1A7197774F	2021/02/24	01 Feb

2. Personal details

Please see the personal details below that we have on record for You, the Principal Life.

- First Name: Marianne
- Last Name: Fourie
- ID number: 9206300039082
- Contact number 1: +27714632277
- Contact number 2:
- Email address: marh.306@gmail.com

You have authorised Us to debit Your account on:

- Date of monthly payment: 25th

Your personal and billing details must be updated at all times. It is Your responsibility to let Us know when any changes occur. If these details are incorrect, please inform us by calling 0861 777 271, or emailing hello@onespark.co.za. Failure to provide correct or full relevant information may influence any Claim or Fund payouts arising from Your Policy.

2.1. Dependant details

You have not added any Family Members onto Your Policy.

If these details are incorrect, please inform us by calling 0861 777 271, or emailing hello@onespark.co.za.

3. Your Millionaire Fund, Cover Amount and Premium

In the table below we summarise Your Millionaire Fund, Cover Amount and corresponding monthly Premium for each Life Insured.

Life Insured	Millionaire Fund	Cover Amount	Monthly Premium
You	R 1 000 000.00	R 50 000.00	R 52.00
Total	R 1 000 000.00	R 50 000.00	R 52.00

3.1. Your Millionaire Fund

Your Millionaire Fund pays out to You when You turn 65 (sixty-five) years of age, if You keep this Policy in force, pay all Your Premiums, and don't claim, up until and including the Fund Payout Date.

Your total Fund value increases by R250 000 (two hundred and fifty thousand rand) for each Life Insured that You add onto the Policy. If any of these additional Insured Lives (insured Family Members) on the Policy die or are removed from the Policy before You turn 65 (sixty-five), the R250 000 (two hundred and fifty thousand rand) amount attributable to that Insured Life will be removed from the Millionaire Fund immediately and will not be paid out when You turn 65 (sixty-five). In this scenario, the Death Benefit Amount relating to that Life Insured will be paid out.

The Fund will not grow over time. However, You can increase Your Millionaire Fund by adding cover for more Family Members before You turn 41 (forty-one) years of age. A total of 16 (sixteen) Family Members can be added on 1 (one) Millionaire Funeral Plan.

You can only be insured on 1 (one) Millionaire Funeral Plan as the Principal Life Insured, but You can be insured as a Dependant on up to 4 (four) Millionaire Funeral Plans, provided that You qualify for the relevant Dependant definition on that policy.

Please note that the Millionaire Funeral Plan is not an investment policy, but a risk-based policy with no payout on cancellation. This Policy acquires no paid up, surrender or loan value on cancellation.

3.2. Your cover

Your Policy provides cover for whole of life, provided Premiums continue to be paid.

The Cover Amount for all Lives Insured will grow at CPI every year, subject to a maximum of 10% in any given year. This increase will be made at Your Policy Anniversary each year.

Similarly, the Cover Amount for Children will increase annually with CPI at Your Policy Anniversary. However, each time a Child becomes 1 (one) year older and crosses over into a new age band, their Cover Amount will move to the higher of the Cover Amount in this new age band and their previous year's Cover Amount increased at CPI for the year (please refer to the table below for details on the Cover Amounts for each age band). This will occur at the first Policy Anniversary after the Child turns 1 (one) year older and crosses over into a new age band. Irrespective of which amount is higher, the Child's Cover Amount will continue to increase at CPI at each Policy Anniversary going forward. The Premiums for the Child will continue to increase as described in Section 3.2.1.

Any funeral cover payout for You or any of Your Dependents on the Policy is limited by the Administrator. The annual funeral cover increases may cause the funeral Cover Amount to be higher than the Administrator's limits. In such cases, the funeral Cover Amount paid out at Claim stage will be limited to the specified maximum. The table below shows the current Administrator limits.

Life Insured	Millionaire Funeral Plan Cover Amounts	Administrator's Maximum Cover Amounts
Principal Life Insured	R 50 000.00	R100 000

Note, this also means that if You or any of Your Dependents are covered on more than one Policy, the payouts for each Life Insured may also be adjusted in line with the Administrator's limits. Please refer to Your Millionaire Plan Guide for further details.

3.2.1. Waiting Periods

A Claim for Natural Death for each Life Insured on the Policy will not be covered if occurring within the first 6 (six) full calendar months from the date that the Life Insured enters into the Policy, unless there is proof that the Insured Life was covered on a similar policy with an alternate insurer in the 31 (thirty-one) Days prior to the date that they entered into this Policy and the waiting period on their previous policy had already expired, and where this Policy is a replacement policy for such similar policy with an alternate insurer. Proof of cancellation of the alternate policy having been cancelled and remaining in cancelled state will be required at the Claim Event date. In such instances which fail these above requirements, the full Waiting Period as defined above, will be applicable for the Insured Life on this Policy.

If the waiting period of a Life Insured under a previous policy had not expired at the time that the Life Insured enters into this Policy; and the Insured Life was covered in respect of similar

risks, with an alternate insurer, then a Waiting Period equal to the unexpired part of the waiting period under the previous funeral policy for the Insured Life will be imposed on the Policy.

Please note that there is no Waiting Period on this Policy for any Accidental Death Claims.

There will also be a Waiting Period of 12 (twelve) full calendar months for death due to suicide for each Insured Life starting from the date at which they entered into the Policy. Suicide will not be covered during this period and no Claim will be paid if the death is caused by suicide during this period

3.3. Your Premium

Your monthly Premium is payable monthly in advance, on or around Your selected payment date, and will automatically be debited from Your selected payment method by Us. If Your selected payment date falls on a weekend or recognised South African Public Holiday, Your Premium payment date may change, and We may debit Your selected payment method on a different date.

For each Life Insured on the Policy, the monthly Premium (relating to that specific Life Insured) will escalate annually by factor at Your Policy Anniversary, specified by OneSpark each year, which takes into account inflation as well the age of that specific Life Insured. You will receive a notification of such increase 31 (thirty-one) days before the Anniversary date.

If We do not receive Your Premium on the due date, a period of 31 (thirty) Days (grace period) will be given to You in which to make a payment to keep the Policy up to date. We will let You know In Writing if We do not receive Your Premium. Should a Premium remain unpaid for a period longer than the grace period, a double Premium will be submitted for collection the following month. Should Premiums remain unpaid for a period equal to the grace period plus another full calendar month, then a triple Premium will be submitted for collection the following month. Should 3 (three) consecutive Premiums remain unpaid, the Policy will lapse automatically, and all Benefits on this Policy will cease. In this circumstance, the Millionaire Fund will also fall away.

4. Minimum and Maximum entry ages

The table below shows the minimum and maximum allowable entry ages for an Insured Life on the Millionaire Funeral Plan.

Life Assured	Minimum Age of Entry	Maximum Age of Entry
Principal Life	18	40
Spouse	18	50
Parents and parents-in-law	35	65
Extended Family Members	1	65
Children	1	19

5. Claims

Payment of a Benefit under this Policy will only be considered or made if the Insured Life on this Policy has complied with all the terms and conditions of this Policy, and if the Insured Life or his/her representative has complied with all the requirements of the Claims process.

5.1. How to Claim

If You or Your Beneficiaries need to report a Claim, please contact OneSpark at:

- Telephone: 0861 777 271

- Email: claims@onespark.co.za

We will then send You or the Claimant the forms to complete (the claim forms can also be found online at www.onespark.co.za).

You or the Claimant must let Us know of the Death of a Life Insured within three months from the date of Death, unless there are extenuating circumstances for the late notice thereof. All relevant Claim documents must be completed and submitted within three months of the Death of the Life Insured, unless there are extenuating circumstances for the late completion and submission thereof (please note that Guardrisk/OneSpark will decide, at their sole discretion, what constitutes an 'extenuating circumstance' on a case by case basis). If no notification is made to OneSpark or Guardrisk within this period, no payout will be considered.

Valid Claims will be paid within 48 (forty-eight) hours after We receive all the necessary documents.

In the event We request for further evidence, You (or the Claimant) will be required to supply such further evidence to Us within 6 (six) months of Our request.

In the event of a Claim being rejected or the Claimant disputes the *quantum* of the Benefit Amount paid by Us, the Claimant is entitled to make representation to Us in respect of Our decision to reject the Claim or as to the manner in which the *quantum* of the Benefit Amount was calculated for a period of 180 (one hundred and eighty) Days from the date of receipt of the letter of rejection or the date of the Claim payment. Please see Your Millionaire Plan Guide for further details on how to dispute a Claim decision.

5.2. Your nominated beneficiaries

If any insured Family Member on Your Policy claims, the payout will be made to You, the Policyholder. However, if You pass away, Your payout will be made to Your Nominated Beneficiaries. Please see the table below for a list of Your Nominated Beneficiaries.

Note: you have no beneficiaries setup. Please login to www.onespark.co.za to add beneficiaries.

You may appoint a maximum of 5 (five) Beneficiaries at any time to receive the payout on Your Death.

You may remove or change Your Nominated Beneficiaries at any time by:

- Logging into Your profile on the OneSpark website (www.onespark.co.za);
- Emailing hello@onespark.co.za; or
- Calling 0861 777 271.

Notice of any changes must be made In Writing. The appointment or removal of a Beneficiary will only be binding if We let You know In Writing that We have recorded Your Beneficiary nomination by issuing a revised Schedule with the updated nomination.

5.3. Exclusions

Please note, the Insurer shall not be obliged to make any payment in respect (of any Death Claim or Premium refund, for any Life Insured) of any condition or event which is directly or indirectly caused by, arising from, contributed to by, aggravated by, connected with, traceable to or resulting from any of the following:

- Intentional self-inflicted injury, suicide or a suicide attempt (whether sane or insane) within the first 12 (twelve) full calendar months for each Life Insured from the date at which they entered into the Policy or from the reinstatement date;
- The Insured Life committing any breach of (any) law or criminal law;
- The Insured Life's participation in any criminal activities;
- No payout will be made under this Policy if the Premiums have not been paid up to date or if the Insured Life has not complied with all the obligations and conditions of this Policy;
- Nuclear accidents, war or armed conflict (whether war be declared or not), terrorist or insurgency activities, rebellion, civil commotion, sedition, sabotage or any activity associated with the foregoing, or the defence, quelling, investigation or containment thereof by any

security force;

- Illegal acts of the Insured Person(s) or the Insured Person(s) personal representatives will not be covered;

Please note that the above list will be reviewed from time to time and may be amended by Guardrisk and/or OneSpark, at either's sole discretion.

If any Claim (or if any information given by You or anyone acting on Your behalf) under this Policy is in any way misrepresented or if any fraudulent means are used by You or anyone acting on Your behalf to obtain any Benefit Amount (or any payout from the Millionaire Fund) under this Policy or if any of the Claim Events insured against are occasioned by Your intentional act, or with Your connivance, all Policy Benefits as well as the Millionaire Fund under the Policy and all Premiums paid in terms of the Policy will be forfeited and the Policy will be voidable at Our option. Appropriate action will be taken as deemed necessary by the Insurer.

6. Complaints

If You have a complaint or if You believe You did not receive enough information about the Policy, please contact OneSpark at:

Telephone: 0861 777 271
Email: complaints@onespark.co.za

If You remain dissatisfied with the response, You may escalate a complaint to Guardrisk on:

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

If You are unhappy with any terms of the Policy or anything We have done in relation to the Policy, You can contact the Ombudsman for Long-term Insurance at:

Life Ombudsman (complaints relating to claims repudiations)
Postal Address: Private Bag X45, Claremont, 7735
Tel: (021) 657-5000
Sharecall: 0860 103 236
Fax: (021) 674-0951
Email: info@ombud.co.za

FAIS Ombudsman (complaints relating to the selling of the financial service)
Postal Address: PO Box 74571, Lynwood Ridge, 0040
Tel: (012) 762-5000 / 012 470-9080
Fax: (012) 348-3447 / 0860 764 1422
Email: info@faisombud.co.za

Financial Sector Conduct Authority (FSCA – Registrar of Long-Term Insurance)
Postal Address: PO Box 35655, Menlo Park, 0102
Tel: (012) 428-8000
Fax: (012) 347-0221
Email: info@fsca.co.za

7. Cooling-off period and Cancellation

This Policy can be cancelled by You, the Policyholder, within the Cooling-off Period by informing OneSpark In Writing of Your requested cancellation, provided no Benefit Amount has been paid or claimed or the Claim Event insured against has not yet occurred for any Life Insured on the Policy. In this scenario, any Premium paid during this Cooling-off Period up to the date of receipt of the cancellation request will be refunded to You in full. Cover for all Lives Insured on the Policy will cease immediately upon receipt of this cancellation request. The Millionaire Fund will also fall away immediately upon receipt of this cancellation request.

Should You wish to cancel Your Policy at any time after the initial Cooling-off Period, You must provide a cancellation instruction In Writing to OneSpark or Guardrisk. We will provide cover until the end of the same month in which a Premium has already been paid in which the cancellation instruction has been received. Please note that such cancellations, after the initial 31 (thirty-one) Day Cooling-off Period, will not attract a refund of any Premiums paid.

8. General Policy Rules

8.2. Termination of the Policy

This Policy will terminate or end on the earliest of the following:

- On the date a Claim for the Principal Life Insured has been paid;
- On the last day of the last month You paid Us a Premium;
- On the last day of the last month You paid Us a Premium, where You have provided a cancellation instruction In Writing to OneSpark or Guardrisk;
- When We cancel the Policy by giving You 31 (thirty-one) Days' notice;
- 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 behaviour.

8.2. Spouse Conversion Option

Upon Your Death (provided the Death was not during the Waiting Period), the Policy may continue provided the Premium payments are taken over by Your surviving Spouse, where applicable. Should there be no surviving Spouse on the Policy, the Spouse Conversion Option will not be available. Please refer to Your Millionaire Plan Guide for further details.

8.3. Reinstatements

Reinstatements will be allowed on this Policy, subject to the minimum and maximum entry ages for this Policy (see section 4 above). Please note that depending on the circumstances of the Policy reinstatement, Waiting Periods may apply, and Your Millionaire Fund Payout Date may change. Please see Your Millionaire Plan Guide for further details.

8.4. Policy reviewability

Please note that the workings of Your Millionaire Funeral Plan (for example, but not limited to, the Cover Amounts, the Millionaire Fund and Premiums) will be reviewed annually by OneSpark and/or Guardrisk and may be amended or changed, based on the following factors: past and future expected economic factors (for example but not limited to interest rates, tax and inflation), any past or expected future anti-selection or moral hazard exhibited by any Life Insured on the Policy, past and future expected lapse experience, past and future expected mortality experience, and any regulatory and legislative changes impacting this Policy. Please see Your Millionaire Plan Guide for further details.

9. Disclosure Notice

Long-term Insurance Policyholder Protection Rules 2017 (PPRs). Financial Advisory and Intermediary Services (FAIS) General Code of Conduct 2003.

9.1. Your Intermediary

The details of Your Intermediary are displayed below:

- **Business Name:** Onespark (Pty) Ltd.
- **Registration number:** 2019/389648/07
- **Physical address:** 76 Boundary Road, Illovo, Johannesburg, 2196
- **Postal address:** Client services, PO Box 2960, Randburg, 2125
- **Telephone:** 0861 777 271
- **Website:** www.onespark.co.za
- **FAIS registration:** 50594

In terms of the FSP license, OneSpark is authorised to give Intermediary Services and/or Advice for products under Category I:

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

Without in any way limiting and subject to the other provisions of the Services Agreement/Mandate,

OneSpark 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.

9.1.1. Legal and Contractual Relationship with the Insurer

OneSpark is one of Guardrisk's preference shareholders, which means OneSpark shares in profits and losses that result from the insurance business generated by Guardrisk. In the insurance industry, this is called a cell captive arrangement. As Guardrisk's representative, OneSpark markets and sells policies such as Yours, in return for remuneration from Guardrisk.

By signing up for a Guardrisk Policy through OneSpark, You agree to be bound by Guardrisk's and OneSpark's terms and conditions. You will be informed of any material changes to the information about OneSpark and Guardrisk provided above.

9.1.2 Professional Indemnity and Fidelity Cover

OneSpark has Professional Indemnity Cover and Fidelity Guarantee Cover in place.

9.1.3. Complaints procedures

Please refer to section 6 for the OneSpark's Complaints Procedure.

9.1.4. Compliance Officer

Telephone: [+27 87 897 6970](tel:+27878976970)

Physical Address: No. 65 Second Avenue, Harfield Village, 7708

Email: elzabe@compliserve.co.za

9.1.5. Conflict of Interest

OneSpark has a conflict of interest management policy in place and is available to clients on the website.

9.2. Your Insurer

The details of Your Insurer, Guardrisk, are displayed below:

- **Business Name:** Guardrisk Life Limited
- **Registration number:** 1999/013922/06
- **Physical address:** The Marc, Tower 2, 129 Rivonia Road, Sandton, 2196
- **Postal address:** PO Box 786015, Sandton, 2146
- **Telephone:** +27-11-669-1000
- **Web:** www.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

9.2.1. Professional Indemnity and Fidelity Cover

Guardrisk has Professional Indemnity Cover and Fidelity Guarantee Cover in place.

9.2.2. Compliance Details

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

9.2.3. Complaints Details

Telephone: 0860 333 361
Email: complaints@guardrisk.co.za
Website: www.guardrisk.co.za

9.2.4 Conflict of Interest

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

9.3. Policy wording

You will always be entitled to a copy of Your Policy at no extra charge. A copy of Your Millionaire Plan Guide can be obtained by:

- clicking the link in Your Policy Schedule cover page that we send together with this Schedule;
- logging in to Your account on the OneSpark website (www.onespark.co.za); or
- calling OneSpark at 0861 777 271.

9.4. Fees

OneSpark does not hold more than 10% of Guardrisk's shares, nor has any equivalent substantial financial interest in Guardrisk. During the preceding 12-month period, more than 30% of OneSpark's total remuneration, including commission, came from Guardrisk.

Commission fee: 0%
Binder fees: 9%

9.5. Warning

- Do not sign any blank or partially completed application form.
- Complete all forms in ink (where applicable).
- 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.
- 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.

9.6. Waiver of rights

No insurer and/or intermediary may request or induce in any manner a client to waive any right or Benefit conferred on the client by or in terms of any provisions of the said Code, or recognise, accept or act on any such waiver by a client. Any such waiver is null and void.