



Your Metropolitan Life Cover Plan

User guide and contract

VERSION R0003



METROPOLITAN

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Your financial journey

Plan your financial future

You have made the important decision to take action and secure your financial wellness with us. You are the best person to build your financial future. By committing and sticking to your plan, your financial wellness journey will be a very rewarding one. Your financial adviser can help and guide you to properly understand your financial situation. Together you can arrive at the best solutions for your needs.

Secure your financial wellness

The Metropolitan Life Cover Plan helps you secure your financial wellness by financially protecting you and your loved ones if you pass away.

We all want to live our lives knowing that if anything were to happen to us, we would not endanger the financial wellness we built for our families.

Metropolitan wants to be your financial partner and step-in when your financial security is at risk.

Our solution helps you to determine how much cover you need, and for how long you need life cover, so that you don't end up paying for cover you do not need.

Your commitment to your plan

Take control of your financial wellness now. Even the smallest start can make a huge difference in your life and the lives of the people you care about. Stick to these guidelines to keep your journey to financial wellness on track.



1. Draw up a proper financial plan

Get the help of a financial adviser to draw up your financial plan. When you have a plan, it is important to stick to it. If you do this, you will have a better chance of reaching your life goal.

Review your plan with your financial adviser at least once a year to make sure that it still meets your changing needs.



2. Find a solution to meet your life goal

You decide what you need and what you can afford. Agree on the detail of your plan with your financial adviser.

Your user guide and contract explains the general information about your plan. Your plan summary explains the specific choices you made. Together, they make up your agreement with Metropolitan. Read them and make sure you understand them.



3. Choose your beneficiaries

Beneficiaries are those people who get the remaining money when you pass away. Let us know if any of them or their contact details change so that you can be sure they get what you want them to.



4. Protect your plan

You can protect your plan as follows:

- Add the Payment Protection benefit if you chose Whole-of-life Cover, so that no further premiums are payable when you retire.
- Add the Value Protection benefit to keep up with the cost of living (inflation).



5. Give us the right information

Make sure that the information you give us is correct, such as contact details, identity numbers or dates of birth and beneficiary details. If we do not have the correct information, we cannot:

- Communicate with you.
- Pay out your benefits quickly.
- Send you important documents.



6. Make sure your plan details are correct

You must make sure that the benefits you choose and the information on your plan summary match your life goal. Let us know if any of it changes. Keep your user guide and contract and your plan summary safe. Tell someone you trust where to find them.



7. Make regular monthly payments

Commit to making regular monthly payments to keep your cover and your financial plan on track.

This way, you have a better chance of reaching your life goal.



8. In financial difficulty, call us

Speak to your financial adviser or contact us if you experience financial difficulty. We can help when you have no choice but to:

- Reduce your monthly payments.
- Reduce cover.
- Remove a benefit.



9. Review your plan

Contact us when changes in your life happen to make sure that your plan stays up-to-date.

You can change your plan by either changing your cover levels or adding or removing optional benefits.



10. When the unexpected happens

Your life cover plan benefits pay out when you pass away, Metropolitan deems you to be disabled or you become terminally ill.

Your life goal

How your solution works

Financial protection if you die or become disabled*



Yourself

*protection for disability depends on your occupation

Your life goal needs

We all want to protect our family who depend on us earning an income. We only earn an income until we retire, and so we only need temporary protection until we stop working. This is called Term Cover.

Some of us also want to leave money behind for our family when we die to give them a kick-start in life - to grow their financial wellness rather than to protect it. This is called Whole-of-life Cover.

Your plan benefits

The Survival Benefit will return a percentage of your premiums if you do not claim. This is only applicable to Term Cover.

The Payment Protection benefits will allow no further premiums to be payable on your plan when you reach a certain age. This is only available on Whole-of-life Cover.

The CashBack will pay-back some of your premiums on a regular basis if you do not claim. This is available on both life goals.

Choose how you want to pay

Accelerator benefits

These are available on both life goals.

Protect your plan



LIFE COVER

Protect your family while you are working

Do you need financial protection while you are working?



Survival Benefit

You will receive a percentage of your premiums if you do not claim.

YOU CAN CHOOSE



CashBack

YOU CAN CHOOSE



LEGACY

Leave a gift of money when you pass away

Is your life goal to leave money for your family?



Payment Protection at age 85

YOU GET



Payment Protection on retirement

YOU CAN CHOOSE



CashBack

YOU CAN CHOOSE



Pay less now but payments increase until age 60.

Pay the same premium until your plan ends



Immediate Needs

YOU GET



Terminal Illness

YOU GET



Disability

YOU CAN CHOOSE







Value Protection

6% | 10%

MLCP

MLCP Plus

Up to R1 million	 Cover amount	Up to R5 million
From R4 per day	 Premiums	From R3 per day
6 months	 Waiting period on life cover	None
12 months	 Waiting period on disability cover	6 months

Solutions that support your life goal

We all want to make sure our loved ones are not financially burdened if we are no longer able to provide for them. It is important to secure our income so that our family's monthly expenses and any existing debt can be provided for. The Metropolitan Life Cover Plan offers peace of mind for you and your family in the event that you pass away or become disabled by providing financial assistance when you need it most.

Some of us only need protection until retirement age, while others want to leave a legacy behind for our families when we pass on. The Metropolitan Life Cover Plan will allow you to live your life knowing these needs are being seen to.

Your circumstances are unique and you need a plan which is flexible enough to meet your needs and your pocket. The Metropolitan Life Cover Plan allows you to choose how you would like to pay for the same level of cover:

- Pay the same premium until your plan ends
- Pay less now but premiums increase until you reach age 60

— IMPORTANT —

It is important to tell someone you trust about your plan and where it is kept to ensure that your loved ones can contact Metropolitan and claim if something should happen to you.

— INFORMATION —

Free Online Will - It's never been simpler to create a Will using our online app via www.metropolitan.co.za

Determine your need and plan your life event

Securing your financial wellness in advance can help your family through a difficult time. With a proper plan you can ensure that you do not spend too much on cover you do not need. A proper plan also ensures you have enough cover to provide your family with the financial security they need.

Use the life cover planner to help your family understand your budget and debt. Work out the important expenses they need to cover every month so that they are aware how you would like them to make use of the benefit provided by the Metropolitan Life Cover Plan.

The person(s) who may get money when you pass away

Your beneficiaries get the money that is paid from your plan if you pass away. You should choose the person(s) to whom we pay out any money. For example, you could choose the person(s) who will inherit from you or the person(s) who will be responsible to cover your family's expenses if you pass away. You can have more than one beneficiary.

You should review your beneficiaries regularly. You can change your beneficiaries whenever you want. You must tell Metropolitan who your beneficiaries are and you should give Metropolitan their contact details. If Metropolitan does not have their contact details, we may not be able to find your beneficiaries to pay them.

Your beneficiaries must have a South African bank account. Metropolitan may ask for proof of this.

Your life cover plan

Plan Owner

As the person who owns this plan, you are the plan owner. The plan owner must be:

- 18 years or older; and
- younger than 65 years when you buy or make changes to this plan.

You must live in South Africa. Metropolitan may ask you for proof of residence in South Africa.

— INFORMATION —

- *The plan owner is always responsible for paying the premiums.*
- *A premium is a monthly payment made in return for which Metropolitan undertakes to pay you a benefit in terms of the plan.*

When will your plan start

Your plan starts from the first of the month in which Metropolitan receives your first premium. For example, Mr Jones buys a plan and pays his first premium on the 15th of April. The start date of the plan will be the 1st of April, which is also the date the waiting period starts.

— INFORMATION —

Your plan summary contains important information about your plan such as details of the plan owner, the benefits that apply to you and the length of the waiting period.

Please contact us if you did not receive your plan summary.

Waiting Periods

A waiting period is a period of time in which you are not insured for some or all events, even though premiums are being paid. Waiting periods apply to you, the plan owner, who is also the insured life. The waiting period starts from the first day of the month in which we receive your first premium.

The reason for having waiting periods is that they make premiums more affordable for you. Waiting periods also discourage people with life-threatening illnesses from signing up for life insurance and claiming benefits immediately. As a result of waiting periods, medical examinations may not be necessary and premiums are more affordable for everyone.

As the insured life, you are insured for accidental death or disability during the waiting period, but you are not insured for death or disability due to natural causes during the waiting period. Some examples of natural causes are heart attack, stroke, organ failure, or cancer.

How the waiting period works

Any claims due to accidental death or disability are not subject to any waiting period. If your claim is due to natural causes, then Metropolitan will use the table below to determine what amount to pay:

Age of policy at date that claim event occurred	Metropolitan Life Cover Plan		Metropolitan Life Cover Plan Plus	
	Death (Natural causes)	Disability (Natural causes)	Death (Natural causes)	Disability (Natural causes)
First 6 months	0%	0%	100%	0%
Start of month 7 to end of month 12	50%	0%	100%	100%
After month 12	100%	100%	100%	100%

Let's say Mr Jones buys a plan and pays his first premium on the 25th of April. The start date of the plan will be the 1st of April, which is the date that the waiting period starts. Cover for death and disability due to an accident starts on the 1st of April.

If Mr Jones submits a disability claim as a result of a natural event then any claim from the 1st of April until the last day of September will not be paid.

When do waiting periods apply

Waiting periods will apply when you:

- First start your plan.
- Increase your cover levels.
- Add a new optional benefit to your plan.

If you make changes to your plan, a new waiting period may apply. The new waiting period will apply to the change only. The waiting period will apply from the first day of the month in which we received your increased premium. For example, if you increase your cover level, a new waiting period will apply to the increase in your cover level only.



Free Accident Cover

Free accident cover is only applicable if you chose the earliest available plan start date in your policy application. The earliest available plan start date will depend on the payment method you choose. If you choose to delay your plan start date then the free accident cover will not apply.

If you die or become disabled due to an accident in the time between when your plan is accepted by Metropolitan and your earliest plan start date, then an accident benefit to the value of 30% of your life cover up to R500 000 will be payable.

— INFORMATION —

An accident is an event that a person has no control over, and the person was not prepared for it or expecting it. The accident must be the direct and only cause of death or disability. Examples of accidents are car crashes or drowning.

Accidental deaths are covered from the start of your plan. Some examples of natural causes are heart attack, stroke, organ failure, or cancer.



Disability Benefit (optional)

This is an optional benefit that you can add to your plan. Depending on your occupation, Metropolitan will determine if you qualify for the Disability Benefit. A person is disabled when they are completely and permanently unable to perform their own or any other similar occupation. Metropolitan will determine whether the disability is complete and permanent and what a similar occupation is.

If you become disabled then Metropolitan will pay out your full cover amount and your policy will end. The disability benefit ends when the plan owner reaches the age of 65 or when the term cover ends.



Terminal Illness Benefit

If Metropolitan agrees that you are terminally ill and are going to die in less than 12 months, Metropolitan may pay the full claim amount that you would be entitled to and your plan will end.

Metropolitan may require proof of terminal illness in the form of a diagnosis from a medically qualified doctor who is registered with the Health Professions Council of South Africa.

This benefit will not pay out in the last 12 months of your contract term.



Immediate Needs Benefit

If you pass away, Metropolitan will assess if your claim is valid. If this assessment is delayed, your beneficiary may request that Metropolitan pays out an Immediate Needs Benefit to help with any urgent expenses. This benefit will be limited to 10% of your life cover, but not more than R50,000 (fifty thousand rand). The Immediate Needs Benefit amount paid will be deducted from any life cover amount payable.



Term Cover

(Protect your family when you are working)

Term Cover is when you choose to cover yourself only until you turn 60. The plan term is the period of time from when your plan starts until you turn 60. Your plan summary will contain your plan term.

Minimum Term

You can only buy or make changes to your plan if you are younger than 55.

Survival Benefit (optional)

When you choose to add this benefit, you pay an extra monthly amount for it. If you do not claim during your plan term, and your plan comes to an end, Metropolitan will return a percentage of your payments made during the plan term.

Your plan summary will contain information on how much you may receive if you reach the end of the plan term and have not claimed.



Whole-of-life cover (Leave a gift of money)

If you chose to cover yourself for your entire life, then the below payment protection benefits may be applicable to your plan:

Payment Protection when you reach age 85

This benefit is automatically included on your plan. If you, the plan owner, turn 85 then no further premiums will be payable and your plan will continue until you pass away.

Payment Protection when you reach retirement age 65 (optional)

This is an optional benefit that you can add to your plan. If you, the plan owner, turn 65 then no further premiums will be payable and your plan will continue until you pass away.

If you have been paying premiums for at least 10 years prior to you reaching the age of 65, the full life cover sum insured becomes payable on death but you make no further payments. For example, Mr Jones takes R300 000 life cover at age 55. At age 65, Mr Jones will still be insured for R300 000 but makes no further payments.

If you have been paying premiums for less than 10 years prior to you reaching the age of 65, a reduced amount of cover is payable upon your death if you choose to stop making payments.

The cover levels reduce according to the table below.

When you reach retirement age and premiums have been paid for	Your cover level will be this percentage of the cover for you current cover amount
Less than 5 years	Nil
5 full years	50%
6 full years	60%
7 full years	70%
8 full years	80%
9 full years	90%
10 full years or more	100%

If you only qualify for a reduced amount of cover, we will continue to collect payments until you have paid for 10 full years so that you qualify for the full cover amount.

When you reach retirement age, you must tell us if you want to stop your payments and want the reduced amount of cover on your policy.

For example, Mr Jones takes out R300 000 life cover at age 57. At age 65, Mr Jones will be insured for 80% of his cover since he has only made payments for 8 years. If Mr Jones wants to qualify for the full cover amount, he has to continue making payments for another 2 years.

You can't add this benefit to your existing plan if you have less than 10 years left before you reach age 65. Your plan summary shows if you chose this benefit.

IMPORTANT
Your cover is "paid-up" when Metropolitan does not require any more premiums to be paid. You will continue to enjoy cover.

Value Protection Benefit (optional)

The Value Protection Benefit is an optional benefit which automatically increases your payment and cover amounts once every year on your plan anniversary. Your first plan anniversary date is 12 months from the beginning of the month in which you paid your first premium.

The cover levels of all your benefits will automatically increase and no additional waiting periods will apply to the increases in cover from Value Protection. This will help to protect your insurance cover against future increases in the cost of living (inflation).

You can choose one of two options for the increase in your premium and cover. For each option your premium and cover will increase by the percentage chosen.

You can choose:

Option 1: Premium increases by 6% and cover increases by 4.8%
Option 2: Premium increases by 10% and cover increases by 8%

You may make the following changes, but you must let us know:

- Add the benefit at any time after the start date.
- Change the benefit increase percentage.
- Cancel the benefit.

You can skip the Value Protection increases as many times as you want. If you skip an increase, there will be no increase to your monthly premium and cover. You must tell Metropolitan if you want to skip Value Protection increases. No increase will take place if you pay via stop order and your stop order agency does not allow Value Protection increases.

INFORMATION
A stop order agency deducts your premium and pays it to the insurer. An example of a stop order agency is an employer who deducts money from your salary and pays it to Metropolitan.

When payment and cover increases stop

- A Term Cover plan ends at age 60 and so do all the benefits.
- A Whole-of-life Cover plan ends when you die, but the yearly payment and cover increases stop at age 65. If you have a plan with a Payment Protection benefit at 65 (retirement), the yearly payment and cover increases stop at age 60.

Metropolitan will remind you of your Value Protection increase three months prior to the increase. Please refer to your plan summary to see the Value Protection increase percentage that you chose.

An example of Inflation:

Cyril can buy four loaves of bread with R50 today. In 10 years' time, he can only buy two.



CashBack Benefit (optional)

The CashBack benefit pays part of your premiums back to you. If you have chosen the CashBack benefit, an additional premium will be payable.

- Metropolitan will pay 12.5% of your premiums back to you after 24 months, provided that your plan did not lapse during this 24-month period.
- Thereafter, Metropolitan will pay 12.5% of your premiums back to you every 36 months, provided that your plan did not lapse during this 36-month period.

Any premium skips used during the CashBack period, will not affect the value of your CashBack benefit. If you miss premiums (other than using your available premium skips) these will be deducted from your CashBack payment before it is paid out to you.

CashBack benefits are calculated by taking the average of the premiums paid for the period.

The CashBack benefit will end when:

- you stop paying premiums due to payment protection;
- your plan term comes to an end;
- your plan lapses;
- you cancel your plan;
- you remove the CashBack benefit from your plan;
- your disability claim is paid; or
- you pass away or Metropolitan deems you to be terminally ill.

If you restart your plan after it has been lapsed or cancelled, the CashBack benefit period restarts so that the next premium will be seen as the first premium in your CashBack period.

Metropolitan may remove the CashBack benefit from your plan within three months' written notice. If this happens, you can claim any CashBack benefit to which you are entitled. Please refer to your plan summary to see if this benefit was chosen.

What happens if you do not pay your premiums?

If you miss a full month's premium but you have already earned CashBack benefits, Metropolitan will use any CashBack benefits which have not been paid to you to pay the premium that you have missed. If you miss more premiums, we will continue to use the CashBack benefits that you haven't claimed to pay further premiums until we have used all the unclaimed CashBack benefits. If you do not start paying premiums again, your plan may lapse.

Claiming your cashback benefit

When you become entitled to your CashBack benefit, Metropolitan will contact you to inform you of the CashBack due.

We will hold the money for you until you claim it. We will not deduct any administration charges, or add any interest to the amount. The money may be used to fund unpaid premiums.

You cannot claim only a part of your CashBack benefit. If you claim, we will pay you the full CashBack benefit which is due to you.

Increasing Payment pattern (optional)

You may choose to pay a lower premium on your plan start date. If you choose this option, your premium will increase every year on your plan anniversary by a fixed percentage and your cover will not increase. The premium increases will stop when you reach the age of 60. If you choose term cover, the premium increases will stop when your term ends.

The annual premium increases are compulsory. If you choose this option, you will not be able to stop these compulsory premium increases and you will not be able to change your payment pattern at a later stage.

Please refer to your plan summary to see the payment pattern you chose and the compulsory increase percentage (if applicable).

Exclusions and when your plan ends

Exclusions: when Metropolitan will not pay benefits

Suicide and self-inflicted injury

No benefit is paid if death is as a result of suicide within the first two years of the plan start date. Every time cover is increased, there is a two year exclusion period for suicide for the increased portion of the cover. If there is a suicide within the new two year exclusion period, Metropolitan will pay a benefit equal to the previous cover level. This exclusion period does not apply to Value Protection increases.

No benefit is paid if the plan owner becomes disabled as a result of self-inflicted injury (for example, if the insured life deliberately shoots himself and is disabled as a result) within the first two years of the plan start date. Every time cover is increased, there is a two year exclusion period for disability as a result of self-inflicted injury for the increased portion of the cover. If there is a disability within the exclusion period, Metropolitan will pay a benefit equal to your previous cover level.

Illegal activities

Any claim for death or disability as a result of the plan owner breaking the law will not be paid.

If any of the following contributed to the plan owner dying or becoming disabled, no benefit will be paid:

- drinking too much alcohol (any amount above the legal limit to drive a motor car is too much alcohol);
- having taken illegal drugs;
- consumption of harmful substances;
- taking any medicine that was not prescribed by a doctor who is currently registered with the Health Professions Council of South Africa; or
- taking more than the prescribed dosage of medicine.

Providing incorrect information

The information contained in your application forms the basis of this plan. You must make sure that there is full and accurate disclosure of information that is relevant to Metropolitan's assessment of the risks and premiums in respect of the application.

Withholding or misrepresenting information that is material to Metropolitan's decision on whether to offer benefit(s) to you or on what terms these benefits are offered to you, constitutes non-disclosure.

Assistance by a financial adviser or another person in completing documentation does not change your duty to disclose the required information.

If the non-disclosure was deliberate it will result in all premiums paid to Metropolitan being forfeited with no claim being paid. Metropolitan will follow guidelines to ensure consistent and fair treatment of non-disclosure at claims stage. If you gave any information that is not correct, you should correct it immediately.

Committing fraud

If you commit fraud or try to commit fraud, we will not pay your claim and we will not refund your premiums.

Change your occupation to a dangerous occupation

An occupation is what someone does for a living. Some examples of dangerous occupations are:

- Deep-sea fisherman;
- Professional scuba diver.

There are other occupations which are also considered dangerous. If you, the plan owner, dies or becomes disabled while performing a dangerous occupation, Metropolitan will not pay your claim. You must remember to tell Metropolitan if you change your occupation.

High-Risk Occupations or Industries

If you work in a high-risk industry such as the taxi sector, or if your high-risk occupation is one of the following, Metropolitan will limit cover for death or disability claims arising from violence to R500,000:

- Business owner / Businessman
- Director
- Work proprietor
- Self-employed / Entrepreneur
- Debt collector
- Bookmaker

Taking part in dangerous activity

A dangerous activity is something that you do that is more risky than most other activities. Some examples of dangerous activities are:

- General aviation (small, private plane)
- Parachuting
- Paragliding
- Hunting big game
- Mountain climbing/ Trekking
- Parkour
- Rock Climbing
- Motor Vehicle Racing
- Boxing
- Mixed Martial Arts

There are other activities which are also considered dangerous. If you, the plan owner, dies or becomes disabled while performing an activity, which in the opinion of Metropolitan is deemed dangerous, your claim will not be paid.

War, terrorist activity and nuclear exposure

Any claim arising from war and warlike operations, invasion, military uprising, terrorist activity, rebellion, radioactivity or nuclear explosion will not be paid

Riot, uprising and civil commotion

Any claim arising from mutiny, rebellion, riot, civil uprising or civil commotion will not be paid.

You become disabled due to a back or neck disorder

Any disability claim arising due to you not being able to work because of a back or neck condition, other than a spinal cord injury leading to paralysis, will not be paid.

You pass away or become disabled in another country

If you have been outside South Africa's borders for more than 12 consecutive months immediately prior to your death or disability, the cover under this plan ends and Metropolitan will not pay any benefits if you claim. Any return to South Africa for any period of time will interrupt this 12 month period.

When will your plan end?

Your plan ends when:

- you tell us to cancel your plan;
- you pass away or Metropolitan deems you to be terminally ill;
- your disability claim is paid;
- your plan term comes to an end (if you selected term cover);
- your plan lapses.

When your plan ends, all cover on this plan also comes to an end.

How to maintain your plan

Monthly payments

You must pay the premiums on your plan

You must pay your premium until:

- premiums are no longer required due to the Payment Protection benefit; or
- your plan ends.

If you do not pay your premiums, your plan may lapse and you may not be insured or able to claim any benefits. Metropolitan does not charge penalties if you stop paying your premium.

Metropolitan will only accept payment of premiums by bank debit order and stop order or by a payment method that Metropolitan provides.

— INFORMATION —

A premium is a monthly payment made in return for which Metropolitan insures you in terms of the contract. It is the responsibility of the plan owner to ensure that the premium is paid.

Rules about skipping your monthly payments

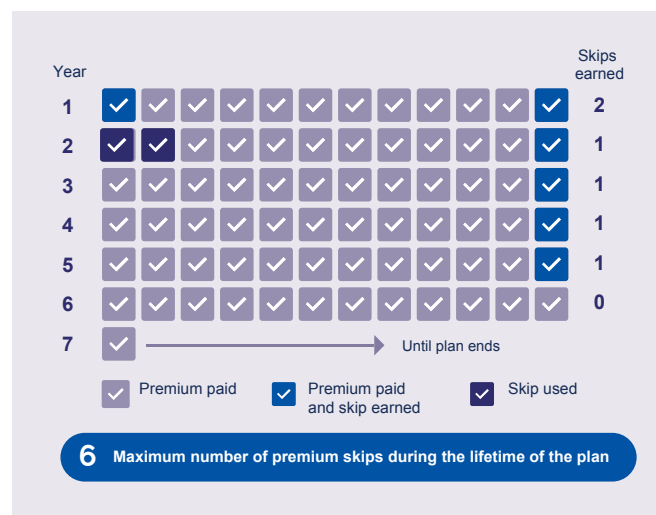
You can skip premiums without your plan coming to an end. You earn one premium skip for every 12 full premiums paid. You can skip a maximum of six premiums during the lifetime of your plan. A premium skip used also counts as a premium paid. You will receive one premium skip immediately after your first premium payment.

For example, Mr Jones pays his first premium on the 15th of January and receives one premium skip. On the 15th of December, he has paid 12 premiums and has earned another premium skip. The total premium skips available, at the end of year one, is two.

In year two, Mr Jones tells Metropolitan to use his two premium skips for January and February. At the end of year two, he has used two premium skips and continued to pay the remaining 10 premiums for the year. Since a premium skip used also counts as a premium paid, Mr Jones has paid 12 premiums in year two and has earned another premium skip.

Mr Jones can only use six premium skips during the lifetime of his plan. Since he has used two premium skips, he can only use another four premium skips during the lifetime of his plan. To earn the remaining premium skips, he has to continue paying premiums.

You must tell Metropolitan if you want to skip a premium.



If you do not pay a premium and you do not notify us, we will check if you have any premium skips available.

If you:

- have premium skips available, we will use your premium skip in place of the premium you did not pay.
- do not have any premium skips available, we will try to deduct two premiums from your bank account the next month to make up for the premium you did not pay.

You will have to pay any bank charges if your debit order is rejected.

Restarting your plan

Your plan can be restarted as long as three months have not passed since it lapsed. While your plan is lapsed, you will not be insured. Your insurance cover will start again from the day you start paying premiums again after you tell Metropolitan to restart your plan.

Metropolitan may choose whether or not your plan can be restarted. You may be required to provide health information again.

If you choose to:

- pay premiums missed before your plan lapsed, no new waiting period will apply. Only the original waiting period will apply if applicable and it has not expired.
- not pay premiums missed before your plan lapsed, a new waiting period may apply from the date your plan is restarted.

Your plan will start again:

- if your premiums are paid by bank debit order, on the day on which your premium is deducted from your bank account.
- if your premiums are paid by stop order, on the day on which your premium is deducted from your salary.

Metropolitan will limit the number of times you restart your plan to one a year and a maximum of three in five years.

Making changes to your plan

You may make changes to your plan, but Metropolitan must agree to the changes. Contact your financial adviser or the Metropolitan Call Centre if you would like to make any changes to your plan.

What changes can I make to my plan?

You can:

- Change your cover level to a higher or lower amount.
- Add or remove an optional benefit.
- Add or remove a beneficiary.

Some of these changes may affect your premium, your benefits or both.

Changes to premiums, benefits and terms

Metropolitan may need to review the premiums, benefits, cover levels, percentages by which cover increase (Value Protection), and terms of the Metropolitan Life Cover plans.

In a review, Metropolitan looks at the current economic environment and the assumptions that were used to calculate the premiums, benefits, cover levels and terms of Metropolitan Life Cover plans. Examples of the assumptions reviewed are mortality, expenses and lapses.

Metropolitan compares these assumptions with what actually happened over a reasonable period of time for all the Metropolitan Life Cover plans. Metropolitan uses the results of this comparison to calculate any changes that are necessary. As a result of this, premiums, cover levels and value protection percentages may increase or decrease, or terms and benefits may change. There is no limit to these increases or decreases. Metropolitan will give you three months' notice of any change. If you are not satisfied, you can change your plan by, for example, reducing or increasing cover levels or reducing or adding benefits.

How to claim on your plan

You must tell Metropolitan that you want to claim within six months of the event occurring. If you do not inform Metropolitan within this six month period, your claim may not be paid. Metropolitan may request documentation. Without this documentation your claim will not be paid. If there is an inquest, the necessary documents must be sent to Metropolitan within three months of the end of the inquest.

Claims will be paid:

- If you are alive and become disabled, to you.
- On your death, to the person you nominated as a beneficiary. You can nominate more than one beneficiary.
- To your estate if it is not possible to pay any other person.

Claims will be paid as follows:

The person(s) receiving a claim payment will receive a single payment. If they would like a monthly payment over a specified term, Metropolitan can provide a suitable financial solution. Your plan summary contains your wishes on how you would like the claim payment to be used, but this will be a guideline.

If your benefits are not claimed:

An unclaimed benefit is when Metropolitan expects to pay a claim but is unable to do so because the people who should get the money (your beneficiaries or your estate) cannot be found. Metropolitan will then invest the unclaimed benefit, as it deems appropriate, until such time as the unclaimed benefit is validly claimed by beneficiaries or your estate. Any return on the investment will be for the benefit of the beneficiaries. Metropolitan will incur the cost of administering and investing the unclaimed benefit. Metropolitan may also incur the cost of trying to find the beneficiaries where the value of the unclaimed benefit is sufficient to incur this cost. Metropolitan will deduct these costs from the unclaimed benefit. Metropolitan will also charge a fee for managing unclaimed benefits.

— IMPORTANT —

Delays in winding up your estate can result in financial difficulty for your surviving family members.

To avoid hardship, you should ensure that Metropolitan knows who your beneficiaries are and how to contact them. Make sure that their details are kept up-to-date, so that Metropolitan can pay claims.

— INFORMATION —

You or your family can notify us if any claim event should arise via your adviser or via our website. You can also contact Metropolitan on 0860 724 724. This is a ShareCall number. You pay for the ShareCall at the normal Telkom local call rates.

Frequently asked questions

Can I borrow any money on my plan?

No, you cannot borrow any money on this plan.

Can I sell my plan for cash?

You cannot sell your plan to Metropolitan or anyone else for cash.

Can I transfer (cede) my plan?

Yes you may transfer or cede this plan to an institution. For example, you can take out a loan or credit at a bank and use this plan as security.

The beneficiary you nominated may not receive any payment if you pass away while your plan is transferred or ceded. The institution is known as the cessionary and will receive any valid claim payments.

Any portion of the claim remaining after the cessionary's claim shall be paid to the beneficiary. The beneficiary will be reinstated once the transfer or cession has been cancelled and Metropolitan has been notified of such cancellation.

What law applies to my plan?

South African law applies to your plan.

What currency are premiums and claims paid in?

Premiums and claims must be paid in South African Rand.

Important information

Privacy statement

- This statement applies only to Metropolitan in South Africa.
- Metropolitan collects and uses your personal information for the purpose of providing you with:
 - insurance, including benefits under an insurance policy; and
 - intermediary and advisory services.
- To provide these services, Metropolitan may need to share or request your personal information with or from other long-term insurers, beneficiaries, health care providers, intermediaries, reinsurers, trade unions, third-party data providers, credit bureaus or third-party administrators. You agree that we can share or request your information to provide these services to you.
- To provide these services, Metropolitan may need to request your medical information from a health care provider for the purpose of providing the insurance, including for underwriting and the assessment of claims. You agree that we can request your information as necessary and consent to the health care provider providing such information.
- Metropolitan may also use your personal information for any other purposes which you would reasonably expect us to use your personal information for.
- Metropolitan will not sell or share your information with another party unless it is in your or our legitimate interest to do so or you have consented.
- You may provide us with the personal information of other persons (e.g. beneficiaries and lives insured). In so doing, you confirm that you have their consent to allow Metropolitan to process their personal information.
- Metropolitan takes reasonable steps to prevent unauthorized access to your personal information which we hold.
- We try to hold accurate information about you. If your information is not correct you should contact us. Where possible, we will correct the information.
- Metropolitan is a division of Momentum Metropolitan Life Limited. Our head office is at Parc du Cap, 10 Mispel Road, Bellville, Cape Town.
- For our full privacy statement, please refer to our website: www.metropolitan.co.za.

Contact us

Metropolitan

Speak to your financial adviser, call our service centre or find a client service office on our website if you have any questions or instructions for us.

Phone: 0860 724 724
WhatsApp: Send "Hi" to 0860 724 724
Email: info@metropolitan.co.za
Website: www.metropolitan.co.za
Physical address: Parc du Cap, 10 Mispel Road, Bellville, 7530
Postal address: PO Box 2212, Bellville, 7535

Complaints and Compliance

If you received inadequate information or unsatisfactory service, you can complain in writing to Metropolitan's compliance department at:

Phone: 011 505 1576
Email: clientcare@metropolitan.co.za
Postal address: PO Box 2212, Bellville, 7535

If your complaint is not resolved you may also contact:

The National Financial Ombud Scheme South Africa (NFO)

The NFO assists clients with complaints about insurance. The Ombud provides a free service to you.

Phone: 0860 800 900
Email: info@nfosa.co.za
Website: www.nfosa.co.za

Street and postal address

Johannesburg: 110 Oxford Road. Houghton Estate. Illovo, Johannesburg. 2198

Cape Town: Claremont Central Building. 6th Floor. 6 Vineyard Road, Claremont, 7708

Financial Advisory and Intermediary Services Ombud (FAIS)

You can make use of the FAIS Ombud's free service when you have complaints about the advice you received.

Phone: 012 762 5000
Sharecall: 086 066 3274
Email: info@faisombud.co.za
Website: www.faisombud.co.za
Physical address: Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010
Postal address: P O Box 41, Menlyn Park, 0063



For more information, speak to one of our
financial advisers or call us on 0860 724 724.



Together we can 

[metropolitan.co.za](https://www.metropolitan.co.za)

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