

Notes

- This chapter should be read in conjunction with the contract documents. If there is any conflict or inconsistency between the contents of the contract documents and this chapter, the provisions of the contract documents will prevail.
- Take note that information contained in this technical guide is with regards to the latest versions of the applicable products/benefits. Refer to the contract documents for information about the existing products/benefits of a life insured.
- Any reference to "you" or "your" refers to the life insured. Any reference to "we", "us", "our" or "ours" refers to Sanlam Life Insurance Limited (Sanlam Life). Any reference to "plan overview" refers to the plan overview of the contract documents.

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Why Waiver of payments and FutureCover?

Waiver of payment benefits

Cover becomes more expensive as you grow older, and you may also become uninsurable if your health deteriorates, or your personal circumstances change in other ways. The same applies to your dependants. That is why it is so important to protect the cover that you or your dependants already have. You can do this by taking out our waiver of payment benefits. Our waiver of payment benefits help to protect existing cover by ensuring that payments for your plan continue uninterrupted after your death or disability.

FutureCover benefits

Some of the advantages of future cover benefits are:

- In respect of individual insurance, to allow cover on the insured's life to be increased after events that typically trigger an increased need for cover, like getting married, having a child, or buying a home.
- In respect of business insurance, to allow cover on the life of a key person or partner to grow with the business.
- Protection against not being able to obtain new cover in future due to having become uninsurable.

When the planholder exercises an option, no HIV test or other proof of good health will be required, and we will require only the following for the life insured:

- a cotinine test for non-smokers;
- financial underwriting;
- occupational underwriting;
- underwriting for risky part-time activities;
- overseas underwriting, where applicable.

Individual insurance

All the benefits in this chapter are available for individual insurance.

Business insurance

Refer to the *Business insurance* chapter for information about availability of benefits.

Waiver of payment with future growth at death (DG) & Waiver of payment without future growth at death (DP)

These benefits are available under the Classic and Premier product options of our Topcover products and under the Premier product option of our Term cover products.

Benefit description	<p>A benefit may be claimed if the life insured dies.</p> <p>If we admit a claim, we will waive the payments of the plan. This means we will treat the future payments as having been made when they become due.</p> <p>The conditions for admittance of a claim are set out in the <i>General information</i> chapter.</p>
Additional features	<p>Additional features are features that are automatically included for a benefit. These features are free of charge. The following additional feature applies:</p> <ul style="list-style-type: none"> • Free cover <p>Refer to the chapter <i>Payments, payment patterns, guarantees and cover</i> for more information about Free cover.</p>
Claim for terminal illness	<p>If we admit claim for Terminal illness for the Death (DS) or First death (DS80) benefit for a life insured and that life insured with a terminal illness has a waiver of payment at death benefit, we will consider a claim for that benefit as well. Refer to the terminal illness section for the Death and First death benefits in the <i>Life cover</i> chapter for more information.</p>
Type of benefit	Additional benefit
When will cover for this benefit end?	<p>Cover will end</p> <ul style="list-style-type: none"> • at midnight before the cover end date set out in the plan overview, or • if the plan ends for any reason before the cover end date. <p>Cover will also end if, due to a claim or reaching their cover end date, all non-waiver of payment benefits are removed from the plan, and waiver of payment benefits are the only remaining benefits on the plan.</p>
Cover limits per life insured	<p>None*</p> <p>*Subject to financial underwriting</p>
Age limits	<p>Benefit start age</p> <p>Minimum: <ul style="list-style-type: none">• Payment patterns other than fixed compulsory growth: 15 next birthday• Fixed compulsory growth: 30 next birthday</p> <p>Maximum: 65 next birthday</p> <p>Benefit cease age</p> <p>80 next birthday</p> <p>Under Term cover products the term of a benefit is limited to a maximum of the selected term of the plan.</p>

Qualifying lives

Subject to age limits and underwriting.

Only one waiver of payment at death benefit is allowed on a plan. A waiver of payment at death benefit is only allowed if there is more than one life insured on the plan. At least one of the lives without the waiver of payment at death benefit must have a lump sum benefit other than the Cashback benefit.

Benefit and payment growth**Waiver of payment with future growth at death**

- This benefit may be selected with any of the available payment patterns, with or without cover growth. However, on the Level or Stepped payment pattern, it is only available if cover growth is also selected.
- If we admit a claim, payment growth and cover growth, if applicable, will still take place each year as set out in the plan overview.
- If payment and cover growth are ceased before a claim has been admitted, the benefit will be changed to a similar benefit without future growth. This means that, if a claim is admitted, the benefits and payments will not be increased anymore.

Waiver of payment without future growth at death

- This benefit is only available with the Level or Stepped payment pattern, with or without cover growth.
- If we admit a claim, the benefits and payments will not be increased anymore.

Guarantee period

As selected for the plan.

Exclusions

We will not admit a claim if death is caused by suicide, also during insanity, committed before or within 24 months from the cover start date of the benefit or the date the plan has been reinstated after an earlier lapse. If the cover amount is increased, other than through benefit growth, this waiting period will also apply to the increase in the cover amount from the effective date of the increase. The claimant must prove that the life insured did not commit suicide.

Other general exclusions are set out in the applicable overview chapter in this technical guide. Specific exclusions, if any, are set out in the plan overview, in the special provisions for the life insured concerned.

Waiving of payments**When will it start?**

We will start waiving the payments from the first payment date on or after the date we admit the claim.

How long will the waiving continue?

We will waive the payments up to midnight before the cover end date set out in the plan overview. From the cover end date, the payments must be resumed.

Waiver of payment with future growth at disability (OGG1) & Waiver of payment without future growth at disability (OPG1)

These benefits are available under the Classic and Premier product options of our Topcover products and under the Premier product option of our Term cover products.

Benefit description

These benefits provide cover for occupational disability. In addition to occupational disability, these benefits also provide cover for certain defined recognised and personal disability events.

If we admit a claim, we will waive the payments of the plan. This means we will treat the future payments as having been made when they become due.

A benefit may be claimed if the life insured becomes disabled, and the disability amounts to one of the following:

- total, permanent and irrecoverable loss of
 - the vision in two eyes, or
 - the use of two hands, or
 - the use of two feet, or
 - the use of one hand and one foot
- functional impairment to the extent that the life insured is
 - totally, permanently and continuously unable to take care of his or her body, or take care of his or her personal interests, or
 - totally and continuously unable to fulfil the occupational demands of the occupation he or she practised for income immediately before the functional impairment, resulting in a loss of such income.

Additional features

Additional features are features that are automatically included for a benefit. These features are free of charge. The following additional feature applies:

- Free cover

Refer to the chapter *Payments, payment patterns, guarantees and cover* for more information about Free cover.

Type of benefit

Additional benefit

When will cover for this benefit end?

Cover will end

- at midnight before the cover end date set out in the plan overview, or
- if the plan ends for any reason before the cover end date

Cover will also end if, due to a claim or reaching their cover end date, all non-waiver of payment benefits are removed from the plan, and waiver of payment benefits are the only remaining benefits on the plan.

Cover limits per life insured

None*

*Subject to financial underwriting

Age limits	<p>Benefit start age</p> <p>Minimum: <ul style="list-style-type: none">• Payment patterns other than fixed compulsory growth: 15 next birthday• Fixed compulsory growth: 30 next birthday</p> <p>Maximum: 60 next birthday</p> <p>Benefit cease age</p> <p>65 next birthday</p> <p>Under Term cover products the term of a benefit is limited to a maximum of the selected term of the plan.</p>
Qualifying lives	<p>The following lives do not qualify:</p> <ul style="list-style-type: none">• Housewives/house husbands• Scholars• Certain students• Pensioners• Unemployed persons <p>Other lives may qualify, including students in at least their fourth year of study for a professional occupation, subject to age limits and underwriting.</p> <p>A waiver of payment at disability benefit is only allowed for one life insured on a plan.</p>
Benefit and payment growth	<p>Waiver of payment with future growth at disability</p> <ul style="list-style-type: none">• This benefit may be selected with any of the available payment patterns, with or without cover growth. However, on the Level or Stepped payment pattern, it is only available if cover growth is also selected.• If we admit a claim, payment growth and cover growth, if applicable, will still take place each year as set out in the plan overview.• If payment and cover growth are ceased before a claim has been admitted, the benefit will be changed to a similar benefit without future growth. This means that, if a claim is admitted, the benefits and payments will not be increased anymore. <p>Waiver of payment without future growth at disability</p> <ul style="list-style-type: none">• This benefit is only available with the Level or Stepped payment pattern, with or without cover growth.• If we admit a claim, the benefits and payments will not be increased anymore.
Guarantee period	As selected for the plan.

Admittance of a claim

Besides the conditions for admittance of a claim set out in the *General information* chapter, we will admit a claim only if the disability

- is caused directly and solely by a bodily injury or by an illness;
- has lasted continuously for the entire waiting period.

Waiting period

The waiting period is 6 months from the date we receive the claim.

Exclusions

We will not admit a claim if the disability of the life insured can be substantially removed or improved by surgery or other medical treatment, which we can reasonably expect him or her to undergo, taking into account the risks involved and the chances of success of such surgery or treatment.

If the life insured at any time practises sport as an occupation, or works as a pilot, and becomes continuously unable to fulfil the occupational demands of that occupation, we will not admit a claim as a result of such inability.

During the first 3 years after cover for this benefit has started, we will not admit a claim if the disability directly or indirectly resulted from any of the following:

- depression or dysthymia, whether as an episode or disorder, or as part of the symptom complex of another psychiatric diagnosis;
- post-traumatic stress disorder;
- fibromyalgia;
- chronic fatigue syndrome and its synonyms;
- a neck or back condition, unless it is one of the following: paraplegia; quadriplegia; malignant tumours of the spinal cord and vertebral column; or failed back syndrome after multiple spinal surgery, provided the extent of the functional impairment arising from the failed back syndrome is verified by a specialist that we will nominate;
- an injury or illness that directly or indirectly resulted from, or is traceable to, any of the above causes;
- a complication that directly or indirectly is attributable to any of the above causes, or to such an injury or illness;
- a side-effect of treatment for any of the above causes, or for such an injury or illness, or for such a complication.

Other general exclusions are set out in the applicable overview chapter in this technical guide. Specific exclusions, if any, are set out in the plan overview, in the special provisions for the life insured concerned.

Waiving of payments

When will it start?

We will start waiving the payments from the first payment date on or after the date we admit the claim.

How long will the waiving continue?

We will waive the payments for as long as the disability continues, but only up to midnight before the cover end date set out in the plan overview. From the cover end date, the payments must be resumed.

If we admit the claim because the life insured, as a result of the disability, is unable to fulfil the occupational demands of the occupation he or she practised for income immediately before he or she became disabled, we will waive the payments for only 24 months. Thereafter, we will continue waiving the payments only if the life insured is also unable to fulfil the occupational demands of another occupation we may reasonably expect him or her to practise despite his or her disability, taking into account his or her education, training and experience.

While the payments are being waived, we may from time to time ask for proof that the life insured is still disabled. We may require the life insured to be examined for this purpose, at our cost. If the life insured recovers to such an extent that he or she is no longer disabled, we will stop waiving the payments.

We will also stop waiving the payments if

- we do not receive the required proof of the life insured's continued disability, or
- the life insured
 - refuses to be examined, or
 - refuses to undergo reasonable treatment on a regular basis, at his or her cost, by a medical doctor, other than the life insured if he or she is a medical doctor, or
 - dies.

If we stop waiving the payments, they must be resumed.

Explanations

Neck or back condition

A disease, disorder, or dysfunction of the vertebrae, spinal cord, intervertebral discs, nerve roots and supporting muscles or ligaments, as well as the direct or indirect consequences of, or the side-effects of any treatment applied for, such disease, disorder, or dysfunction.

Paraplegia

Total, permanent and irrecoverable loss of function of both lower extremities, with or without loss of bowel or bladder function.

Quadriplegia

Total, permanent and irrecoverable loss of function of all four limbs.

Malignant tumours of the spinal cord and vertebral column

The incontrovertible presence of uncontrolled growth and spread of malignant cells, the invasion of normal tissue, and the definite histological evidence of a malignant growth in the spinal cord and vertebral column.

Failed back syndrome after multiple spinal surgery

When the life insured, after the cover for the benefit has begun, must undergo more than one spinal operation on two or more intervertebral disc spaces in the lumbar or cervical area, and despite those operations, still suffers severe back pain as verified by a multidisciplinary pain clinic. Such operations may include discectomy, vertebral fusion and internal fixation.

FutureCover: Death (FS1) & FutureCover: Comprehensive (FS2)

These benefits are available under the Premier product option of our Topcover and Term cover products.

Benefit description

For certain events the planholder has the option to purchase additional cover on the life of the insured without proof of good health. The cover amount is set out in the plan overview.

The planholder may purchase additional cover under one or more of the benefits available when the planholder exercises an option. However, the planholder may **not** exercise an option to purchase such additional cover under the Express product option, **and** additional cover for a benefit may only be purchased under a Classic or Premier product option if that benefit is available under the applicable product option. Refer to the applicable overview chapter in this technical guide for more information about benefits that are available under a specific product option.

New business rules will apply when options are exercised, for example rules for cover and age limits and qualifying lives.

The list of available benefits will change if we discontinue a benefit, or make other benefits available. The following benefits are currently available:

FutureCover: Death

- Death (DS)
- First death (DS80)
- Immediate Expenses (DSF3)
- Estate Expenses (DEC)
- Death income (DI3)*

FutureCover: Comprehensive

- Death (DS)
- First death (DS80)
- Immediate Expenses (DSF3)
- Estate Expenses (DEC)
- Comprehensive Disability (CAR3/CSR3)
- Comprehensive Disability Plus (CAR4/CSR4)
- Comprehensive Impairment (OAI/OSI)
- Waiver of payment with future growth at disability (OGG1)*
- Waiver of payment without future growth at disability (OPG1)*
- Temporary disability income (OIT3)*
- Overhead expenses protector (OIB)*
- Extended disability income (OIO3)*
- Total and permanent disability income (OIR)*
- Death income (DI3)*

*If additional cover is purchased for this benefit, the cover amount of this benefit will be converted to a lump sum in order to calculate the effective option amount.

Type of benefit

Standalone

When will this benefit end?

This benefit will end

- at midnight before the cover end date set out in the plan overview, or
- if the plan ends for any reason before the cover end date, or
- when the full cover amount has been exercised or forfeited.

Cover limits per life insured	<p>Scholars and students may qualify for a limited amount of cover*, as described under "Financial underwriting" in the underwriting chapters. Otherwise the limits below apply.</p> <p>Minimum: R200 000</p> <p>Maximum: R10 000 000*</p> <p>*Subject to financial underwriting</p>
Age limits	<p>Benefit start age</p> <p>Minimum: <ul style="list-style-type: none"> • Payment patterns other than fixed compulsory growth: 15 next birthday • Fixed compulsory growth: 30 next birthday </p> <p>Maximum: <ul style="list-style-type: none"> • 55 next birthday for FutureCover: Death • 54 next birthday for FutureCover: Comprehensive </p> <p>Benefit cease age</p> <p>65 next birthday, but limited to a maximum term of 12 years.</p> <p>Under Term cover products the term of a benefit is limited to a maximum of the selected term of the plan.</p>
Qualifying lives	<p>The following lives do not qualify:</p> <ul style="list-style-type: none"> • Rate group 1 • Housewives/house husbands • Pensioners • Unemployed persons <p>Other lives may qualify, subject to age limits and underwriting.</p>
Payment and cover growth	<p>If a plan has cover growth, the cover amount as well as the available option amounts will grow in accordance with the cover growth on the plan.</p>
Guarantee period	<p>As selected for the plan.</p>

Option events

The events at which an option may be exercised and the available maximum option amount are set out below. The available option amount will be limited to ensure that the total option amount exercised and forfeited does not exceed the cover amount.

Option event	Available maximum option amount
Every 3rd plan anniversary from the date the plan begins	25% of cover amount
Marriage	25% of cover amount
Birth or adoption of a child	25% of cover amount
The life insured purchasing a home	The smaller of <ul style="list-style-type: none"> 50% of the cover amount, and the value of the bond or the increase in the value of the bond
The life insured starting employment in a chosen field of study for the first time after successful completion of tertiary education	25% of the cover amount
Child's tertiary education	The smaller of <ul style="list-style-type: none"> 25% of the cover amount, and the number of years of future attendance at an institution multiplied by the sum of the 1st year's tuition fees plus the 1st year's accommodation fees provided by the institution
Increase in the life insured's personal liability as a result of business activities	The smaller of <ul style="list-style-type: none"> 50% of the cover amount, and the amount of the increase in the life insured's liability
Increase in the life insured's interest in a partnership	The smaller of <ul style="list-style-type: none"> 50% of the cover amount, and the amount of the increase in the life insured's interest in the partnership
Increase in the life insured's value to a company as a key individual	The smaller of <ul style="list-style-type: none"> 50% of the cover amount, and the amount of the increase in the life insured's value to the company as a key individual
Plan anniversary at expiry of the benefit	The remaining percentage of the cover amount. This amount should still comply with the minimum new business requirements applicable at that stage.

Exercising an option

The planholder must apply to exercise an option within 2 months of the date the option event occurred.

When the planholder exercises an option, he or she must take out a new plan.

There are regular option dates on every 3rd plan anniversary from the date the plan begins. The planholder must exercise at least one option to the value of at least 25% of the cover amount during a period of 3 years that ends on an option date. If the cover start date of this benefit is later than the date the plan begins, the first period may be less than 3 years. If, within 2 months after an option date, the planholder has not exercised any options, or the planholder has exercised one or more options with a total value of less than 25% of the cover amount, the planholder will forfeit the percentage that he or she did not exercise. The forfeited percentage will not be available for future options.

The cover amount and payment will not be reduced when an option is exercised or forfeited. The cover amount represents the total option amount available during the term of the benefit, not the option amount still available.

We will still require the following for the life insured, at the time when the planholder exercises an option:

- a cotinine test for non-smokers;
- financial underwriting;
- occupational underwriting;
- underwriting for risky part-time activities;
- overseas underwriting, where applicable.

The life insured's rating factors at the time of exercising the option will also apply. These include a rating factor for raised body mass (BMI), depending on the life insured's BMI at the time.

The available option amount may be reduced due to financial underwriting.

Explanations

Marriage

A marriage, civil or customary union as recognised by the laws of the Republic of South Africa, or a union recognised as marriage in accordance with the principles of any religion. The life insured must be a party to the marriage.

Birth or adoption of a child

The birth or legal adoption of a child where the life insured is the parent of the child.

Child's tertiary education

The child must be financially dependent on the life insured and must be registered for study at a recognised tertiary education institution.

Tertiary education

An educational qualification with a rating of level 5 and above according to the National Qualifications Framework, or its replacement. This includes a university degree, a national higher diploma from a recognised university of technology, or a teaching diploma from a recognised teaching college.

Increase in the life insured's personal liability as a result of business activities

The life insured incurs additional monetary liability as a result of starting a new business, or increases his or her personal liability for business debts by at least 33%.

Increase in the life insured's interest in a partnership

The life insured enters into a professional partnership, or increases his or her share in a partnership or other business by at least 33%.

Increase in the life insured's value to a company as a key individual

The life insured's value to a company as a key individual increases by at least 33%.