

## MY VALUE PLUS POLICY

### TERMS AND CONDITIONS

RMA Life Assurance Company Limited, Reg No 1990/06308/06 (RMA Life) is the insurer and Rand Mutual Admin Services (Pty) Limited, Reg No 2012/190552/07 (RMA Admin Services) with FSP No 46113 is the administrator under this Policy.

RMA Life will pay the benefits set out in this policy according to the terms and conditions set within this document. The policy will also be amended if and when required, therefore the amendments will form part of the assurance contract. Should there be any conflict between this policy and any other document issued by RMA Life, the terms and conditions set out in this policy will prevail.

The My Value Plus Policy is a life cover policy that pays out a lump sum in the event of the death of the Main Life or their Spouse. The My Value Plus Policy can be taken with an optional Funeral Benefit that will help pay for the cost of the funeral upon the death of an Assured Life.

Please keep this document in a safe place. This terms and conditions together with the application form, the policy schedule and any changes that you make to the policy, form part of your contract with RMA Life. This document details the conditions of cover and outlines how the policy works and the processes to follow where required.

#### 1. Definitions of Terms – What does it mean?

- 1.1. **Accidental Death:** a sudden, unexpected, unusual, specific event occurring at a particular moment and a particular place which even the Assured Life could not foresee, anticipate or envisage and which results in visible, violent, external and traumatic death of the Assured Life. Unnatural death as a result of surgery is specifically excluded and is not covered under this policy.
- 1.2. **Age Next Birthday:** Insured's age at a particular time with the addition of 1 year.
- 1.3. **Assured Life / Lives:** This means the person whose life is insured under this policy. All Assured Lives must be South African citizens or a permanent resident, or

a person with a legal South African permit. The Assured Lives are the Main Life and his / her Spouse, Children, Parents and Extended Family. The names of the Assured Lives are reflected on the Policy Schedule.

- 1.4. **Beneficiary:** This is the person nominated by the Main Life to receive the payment of the benefit under circumstances where the benefit is not paid to the Main Life.
- 1.5. **Benefit Start Date:** means the date on which cover commences in respect of the Assured Life, which is the date on which the first Premium is paid with respect to that Assured Life and received by the Insurer.
- 1.6. **Child/Children:** mean an unmarried, financially dependent child of the policyholder (Main Life) or Spouse, who has not yet attained the age of 21, and will include: a posthumous child, a stepchild, a grandchild, a legally fostered child and an adopted child.

***The policy payout for children is age-dependent and limited in terms of our product rules and current legislation (Section 55 of the Long-term Insurance Act of 1998 or its amendment or replacement). The claim amount will be limited to the legal maximum amount allowed.***

#### Benefit tables for children:

#### Section 55 child Limits of the Long-Term Insurance Act:

Age Bracket	Cover limit
Stillbirth	12.5% of the Main Life's cover under the Funeral Benefit with a maximum of R12 500.
0 – 5 years	R20 000
6 – 13 years	R50 000
14 and above	*Unlimited subject to overall product limit of R100 000.00  *as of 01.07.2018, subject to an annual CPI inflation rate increase as published by Statistics South Africa.

- 1.7. **Claimant:** means the person submitting the claim.
- 1.8 **Extended Family:** means grandparents, siblings, siblings in law, cousins, uncles, grand uncles, aunts, grand aunts, additional Spouse, additional Children.
- 1.9 **Insurer:** means RMA Life, the insurer. In return for a stipulated Premium, RMA Life accepts the risks and will payout the benefit if a claim event occurs.
- 1.10 **Marriage:** means a marriage or civil union concluded according to the statutory law of the Republic of South Africa, also a marriage done as per the Asiatic religion; RMA Life reserves the right to request proof of marriage. If the proof is not to the reasonable satisfaction of RMA Life, the claim will be repudiated.
- 1.11 **Main Life:** means the Assured Life that has taken out the policy, has an insurance contract with RMA Life and has a legal obligation to pay premiums in exchange for policy benefits. The Main Life is also a policyholder on this Policy.
- 1.12 **Natural death:** is medically defined as death brought on by a disease or age rather than caused by other factors like Accident or crime.
- 1.13 **Not taken up (NTU):** This is when the Premium payer misses the first Premium payable on the policy. The policy is considered as not taken up by the Main Life (NTU) and cancelled from inception.
- 1.14 **Parents:** means the persons who are the biological Parents, Parents-In-Law, adoptive Parents and step-parents of the Main Life.
- 1.15 **Premium:** The amount specified as payment for the policy benefits and confirmed in the policy schedule.
- 1.16 **Premium Payer:** a Main Life or any other person mandated by the Main Life in agreement with RMA Life to pay Premiums on behalf of the Main Life.
- 1.17 **Repudiation:** In relation to a claim means any action by which the Insurer rejects or refuses to pay a claim or any part of a claim, for any reason, and includes instances where a claimant lodges a claim –

1.17.1 In respect of a loss event or risk not covered by the policy; and

1.17.2 In respect of a loss event or risk covered by a policy, but the Premium or Premiums payable in respect of that Assured Life are not paid.

1.18 **Spouse:** means a person who is the permanent life partner (whether in a heterosexual or homosexual partnership) or Spouse or civil union partner of the Main Life in accordance with:

1.18.1 The Marriage Act, 68 of 1961;

1.18.2 The Recognition of Customary Marriages Act, 68 of 1997;

1.18.3 The Civil Union Act, 17 of 2006; or

1.18.4 The tenets of any Asiatic religion.

1.18.5 A permanent life partner is a partner who the Main Life has lived with for longer than 12 months.

1.18.6 A maximum of 1 Spouse will be covered for benefits under this policy at any one time.

1.19 **Stillbirth (Stillborn child):** a stillborn child following 26 weeks of pregnancy, but not as a result of any willful abortion. A stillbirth falls under the Funeral Benefit and provides cover for the Main Life for up to a maximum of 3 still births over the lifetime of this policy, provided that the Main Life has notified RMA Life 12 or more weeks in advance of the expected birth of the child.

## 2. What documents form part of the policy?

- 2.1. The Application Form;
- 2.2. The policy schedule and any changes that you request during the life of the policy;
- 2.3. The Terms and Conditions (this document); and
- 2.4. Acceptance of Terms & Conditions.

## 3. Benefits under this policy

In this section we list all the benefits that are available under this policy. The benefits chosen by the Main Life will be shown on your policy schedule.

### 3.1. Life Cover Benefits

- 3.1.1. This benefit covers the Main Life and their Spouse in the event of death. This benefit will payout a lump sum as set

- out in the policy schedule.
- 3.1.2. The amount that the Spouse is covered for, may not be more than the amount that the Main Life is covered for under their life cover benefit.
  - 3.1.3. Accidental Death income benefit: In the event of an Accidental Death of the Main Life, this benefit will payout R1000 for a period of 12 months.
- 3.2. Funeral Benefit**
- 3.2.1. This benefit covers the Main Life, Spouse, Parents, Children and/or Extended Family Members.
  - 3.2.2. The Main Life must be covered under this funeral benefit in order for the other Assured Lives to be eligible for cover under this benefit.
  - 3.2.3. The amount that the Spouse, Parents, Children and/or Extended Family Members is covered for, may not be more than the amount that the Main Life is covered for under their funeral cover benefit.
  - 3.2.4. This benefit will payout a lump sum as set out in the policy schedule.
  - 3.2.5. This benefit is optional and if chosen, an additional Premium will apply.
- 3.3. Premium Waiver Benefit**
- 3.3.1. This benefit covers the Main Life only.
  - 3.3.2. This benefit is optional and if chosen, an additional Premium will apply.
  - 3.3.3. If the Main Life chooses to take this benefit, the Main Life must not be older than the Age Next Birthday of 56 years old at the time of taking up this benefit.
  - 3.3.4. In the event of the Main Life's death, no premiums will be payable for the remaining Assured Lives under the Funeral Benefit for the duration of the premium waiver term as indicated in your policy schedule. This premium waiver does not apply to the Parents and Extended Family Members. If only the Main Life is covered under the Funeral Benefit, this premium waiver cannot be chosen.
  - 3.3.5. In the event of the Main Life reaching retirement age, no premiums will be payable for the duration of the premium waiver term as indicated in your policy schedule. The premium waiver on retirement does not apply to the Parents and Extended Family Members.
  - 3.3.6. The premium waiver benefit will apply for a fixed term of 5 (five) or 10 (ten) years as selected by the Main Life.

- 3.3.7. At the end of the premium waiver period as indicated above, this Policy will come to an end.
- 3.3.8. The Main Life can choose to take this benefit if the Life Cover Benefit or Funeral Benefit is also taken.

### 3.4. Repatriation Benefit

- 3.4.1. A Repatriation benefit is also available to all Assured Lives covered under this policy.
- 3.4.2. This benefit will only be available if the death claim is valid under this policy.
- 3.4.3. This benefit assists the bereaved family and next-of-kin with the road or air repatriation of the mortal remains of the deceased Assured Life to a funeral home closest to their normal place of residence.
- 3.4.4. Repatriation is arranged when the deceased's body is more than 100km from their place of residence, within South Africa and neighboring countries i.e., Lesotho, Namibia, Mozambique, Botswana, Zimbabwe and Swaziland.
- 3.4.5. All the arrangements to transport mortal remains as requested by the family are managed and special care is taken to consider particular customs and beliefs.
- 3.4.6. Assistance is provided with the necessary documentation and co-ordination with the authorities to transport the deceased's mortal remains back to the normal area of residence.
- 3.4.7. This benefit also includes the transfer of the ashes of the deceased to their normal place of residence after cremation.
- 3.4.8. Where family is required to identify the deceased or wishes to accompany the deceased to the final funeral home, closest to the place of burial, 1-night accommodation to the value of R1 000 is arranged and paid for.
- 3.4.9. The service is provided through the Europ Assistance Contact Centre 24 hours a day, 7 days a week and 365 days a year.

## 4. Who is eligible to purchase benefits under this policy?

- 4.1. The Main Life who is a South African citizen.

- 4.2. A Main Life who is a foreign national provided, he/she is in possession of a valid work permit, passport or visa.
- 4.3. The Main Life provided he or she is over the age of 18 (eighteen) years and not older than 75 (seventy-five) years.

## 5. Who is eligible for cover?

- 5.1. The Main Life and their Spouse, Parents, Child/Children and Extended Family members.

- 5.2. Minimum and Maximum entry ages

Insured Life	Minimum Entry Age	Maximum Entry Age	Cease Age
<b>Life Cover Benefit</b>			
Main Life	18	75	-
Spouse	18	75	-
<b>Funeral Benefit</b>			
Main Life	18	75	-
Spouse	18	75	-
Children	1	18	21
Parents	18	85	-
Extended Family Member	18	85	-
<b>Premium Waiver Benefit</b>			
Main Life	18	55	-

## 6. Premiums and Payment Options

- 6.1. Premiums are payable monthly.
- 6.2. The Premiums applicable to the Assured Lives are set out in the policy schedule.
- 6.3. The Premiums set out in the policy schedule in respect of the Assured Lives shall be paid by the Main Life in terms of clause 10.
- 6.4. Premiums must be paid in full, and no partial Premium payments will be accepted.

## 7. Premium Payback

- 7.1. The policy provides for an annual premium payback.
- 7.2. The Premium will be paid back, at the end of the month, following the policy anniversary date, after at least 12 consecutive months' Premium has been paid.
- 7.3. The Premium paid back will not be more than 10% of the total Premium collected over the preceding 12-month period.
- 7.4. The Premium paid back will be the

average Premium paid over the preceding 12-month period.

- 7.5. The total Premium in the calculation of the payback does not include the additional Premium for Value added services.

## 8. Will the Premium increase?

- 8.1 The policy holder can choose between 3 options:
  - 8.1.1. No annual increase.
  - 8.1.2. 5% Premium increase and 5% benefit increase.
  - 8.1.3. 7% Premium increase and 7% benefit increase.
- 8.2 The policy has to be in force for at least 12-months before any annual increase can be considered.
- 8.3 The Main Life has the option to choose any of the above-mentioned options in 8.1 at policy application stage or any time after the first 12-months of this policy.
- 8.4 Annual increases will stop when the Main Life turns age 66 next birthday.
- 8.5 The Main Life will be able to elect the month in which they would like their annual increase to occur.
- 8.6 RMA Life reserves the right to review and increase Premiums if necessary for the financial soundness of the Policy.
- 8.7 Should RMA Life review Premiums, RMA Life will give the Main Life 31-days' notice of such Premium change.

## 9. What is the Insurance Cover amount?

- 9.1 The cover amount is indicated in the policy schedule.
- 9.2 The cover amount shall not exceed the maximum amount prescribed in terms of applicable legislation.

## 10. How are the Premiums paid?

- 10.1 Premiums may be paid via debit order or salary deduction.
- 10.2 No cash payments will be accepted.

## 11. Missing the first Premium:

- 11.1 If the first payable Premium following the application for cover under this policy is missed, the policy will be deemed Not Taken Up (NTU).
- 11.2 What happens if Premiums are not paid?
  - 11.2.1 **Grace Period:** RMA Life allows a 31 day' Grace Period in respect of monthly Premiums

and 45 days for annual premiums, cover continues until the end of the Grace Period. Only applicable once the policy is in force or inception.

11.2.2 RMA Life will notify the Main Life of missed Premium within 15 days of the Premium due date.

11.2.3 **Lapse:** The policy will lapse if two consecutive Premiums are missed and/ or the policy will also lapse at any stage if two Premiums are outstanding. If the policy is lapsed, the Main Life will be informed of the lapse.

### 11.3 Can the policy be Reinstated?

11.3.1 Reinstatement allows the policy cover to continue on the same terms and conditions after it has lapsed, on the following conditions:

11.3.1.1 The policy may only be reinstated once in any rolling 24-month period.

11.3.1.2 The policy may be reinstated within a 3-month period after lapse has occurred.

11.3.1.3 If reinstatement is requested, all outstanding Premiums must be paid up to date for cover to be reinstated.

11.3.1.4 No new waiting period will apply for the Funeral benefit on reinstatement relating to all Assured Lives at the time of lapse.

11.4 If a lapsed policy is outside of the 3-month reinstatement period, the Main Life may apply for cover under a new policy. A new policy and policy number will be issued to the Main Life.

### 12 When does the cover start?

12.1 The insurance cover in respect of an Assured Life / Lives shall commence on the Benefit Start Date as indicated on the policy

schedule of this policy; or

12.2 the date on which an Assured Life is added onto the policy; provided that -

12.2.1 the Premium in respect of such Assured Life is received by RMA Life in accordance with the provisions of clause 10; and

12.2.2 this policy is in force at the time.

### 13 When does the cover end?

13.1 The cover for Assured Lives will cease if one of the following events occurs, whichever occurs first:

13.1.1 This policy is cancelled by the Main Life or RMA Life, in which case a 31 days-notice must be given by the cancelling party.

13.1.2 The policy benefits are paid with respect to the Main Life (and the spouse does not select to continue the policy), or

13.1.3 The policy is lapsed, in terms of clause 11.2.3.

13.1.4 When an Assured Life is removed from this Policy, the cover for that Assured Life will cease.

13.1.5 At the end of the premium waiver period under the Premium Waiver benefit.

### 14 Are there any Waiting Periods?

14.1 The following waiting periods are applicable. No Benefits will be paid during the waiting period.

#### 14.2 Funeral Benefit

14.2.1 A six (6) months' waiting period for death due to natural causes shall apply from the Benefit Start Date.

14.2.2 No waiting period applies for Accidental Death.

14.2.3 A twelve (12) months' waiting period for death due to suicide shall apply from the Benefit Start Date.

#### 14.3 Life Cover Benefit

14.3.1 A twelve (12) months' waiting period for death due to natural causes shall apply from the Benefit Start Date.

14.3.2 A twenty-four (24) month



waiting period for death due to suicide shall apply from the Benefit Start Date.

14.3.3 A twenty-four (24) month waiting period for death due to pre-existing conditions shall apply from the Benefit Start Date.

14.3.4 No waiting period applies for Accidental Death, and no waiting period shall apply to the Accidental Death Income Benefit.

#### 14.4 **Premium Waiver Benefit**

14.4.1 A five (5) year waiting period shall apply from the Benefit Start Date.

14.5 The waiting period is applicable per Assured Life and will commence when cover for that Assured Life commences.

14.6 Where new cover is added a new waiting period will be applicable to the new cover.

14.7 Where cover is decreased no new waiting period will be applicable.

14.8 The waiting period will be waived/reduced If the Main Life had another active policy with similar benefits that was cancelled within 31 days of taking out this policy. Similar benefits refer to the same or less cover amount and benefit payout type (e.g., lump-sum payment) on the following basis:

14.8.1 The waiting period will be reduced by the number of months the previous policy was active.

#### 15 **How long will Assured Lives be covered on this policy?**

15.1 This is a whole life policy.

15.2 All Assured Lives are covered for the life of the policy or until the insurance cover is terminated in accordance with this policy.

#### 16 **What happens to the policy if the Main Life passes away?**

16.1 **Spouse Continuation Option:** In the event of the Main Life's death, if the policy included an insured nominated Spouse, the policy will remain in force for a period of 2-months.

16.2 After the 2-months period, the Spouse will need to pay arrear Premiums for the policy to continue.

16.3 If there is a claim during these 2-months period the claim will be paid and any arrear Premiums will be

deducted from this claim amount.

16.4 RMA Life must be notified of the continuation of this policy within 2-months following Main Life's death.

16.5 Upon taking the continuation option, the spouse will be rated as the Main Life using the Spouse's age at entry and the premium increases that were previously applied under the policy in terms of Clause 8.

#### 17 **Can this policy be cancelled?**

##### 17.1 **Cooling off period**

17.1.1 The Main Life has the right to cancel this policy within 31- days of receiving the policy terms and conditions (this document).

17.1.2 If the Main Life chooses to cancel the policy in this period, RMA Life will refund any Premiums already received provided that no claim was made.

17.1.3 There will be no refund of Premiums if the Policy is cancelled outside the cooling-off period.

##### 17.2 **The right to cancel:**

17.2.1 Either party (RMA Life or the Main Life) can cancel this policy with a 31 days' notice to either party.

17.2.2 There will be no refund of Premiums if the policy is cancelled outside the cooling-off period.

17.2.3 No claim shall be entertained after the termination of this policy.

#### 18 **Can I make changes to the policy?**

18.1 RMA Life can amend terms and conditions of the policy with a 31 days' notice to the Main Life.

18.2 No amendments, waiver or cancellation of this Policy as a whole will be effective unless such amendment, waiver or cancellation is in writing and accepted by both RMA Life.

18.3 Only the Main Life may make changes to the policy.

18.4 The said changes, may include the following:

18.4.1 *Increasing and decreasing the cover level*

18.4.1.1 In the event that the cover amount is increased, waiting

- periods will be applied to the increased portion from the effective date of increase.
- 18.4.1.2 The Main Life can request to reduce the cover amount. Premiums will change accordingly and immediately, using the age of the Assured Life when the change in cover is processed.
- 18.4.2 *Additional lives to the policy:*
- 18.4.2.1 Additional lives to the limit of 1 spouse, 6 minor children (up to age 21) 4 parents, and 10 Extended Family members may be added.
- 18.4.2.2 Additional spouses and children can be added under Extended Family provided that the policy does not yet have and will not exceed 10 lives under the Extended Family definition.
- 18.4.2.3 The addition of lives on a policy is subject to all product rules (including full waiting periods unless proof of existing cover can be provided).
- 18.4.2.4 Additional lives will be added at an additional premium as per policy schedule.
- 18.4.3 *Removing lives off the policy:*
- 18.4.3.1 Lives may be removed from the policy at any time.
- 18.4.3.2 The Premium on the policy will reduce by the Premium for the applicable life.
- 18.4.3.3 The life will no longer be covered from the month from which no Premium is received.
- 18.4.4 *Change of annual increase option*
- 18.4.4.1 The Main Life can select the annual increase option only at application stage, the option can be changed after 12 month and every 12 months thereafter.
- 18.4.4.2 The Main Life will be able to elect the month in which they would like their annual increase to occur.
- 18.4.4.3 Annual increases will stop when the Main Life turns age 66 next birthday.
- 18.4.5 *Nominated Beneficiary*
- 18.4.5.1 The nominated Beneficiary may be changed at any time during the lifetime of the policy with notice to RMA Life.
- 18.4.5.2 Please note the nominated Beneficiary must be 18 years or older.
- 19 Child specific events**
- 19.1 Child passes away-
- 19.1.1 If a child who is covered in terms of this policy passes away, the Main Life may add an additional child at no extra cost provided the maximum number of children covered shall not exceed six (6).
- 19.1.2 The cover for the additional child added will have a 6-month waiting period.
- 19.2 The Main Life will also be able to add a child as an extended member on the policy, provided that there are less than 10

extended members currently on the policy.

- 19.3 Child reaches maximum age-
  - 19.3.1 Children over the age of 21 will not be covered as children but as extended. RMA Life will allow children over the age of 21 to be covered as children until the maximum age next birthday of 25 if they are still full-time students or mentally disabled.
  - 19.3.2 The Main Life should inform RMA Life in writing if their child is still a full-time student (this means the child must be enrolled at either a registered school, college, university, or university of technology).
  - 19.3.3 There will be no waiting period for this life in this instance.

## 20 How to submit a claim for funeral benefit?

- 20.1 Claims may be reported to any RMA Life branch during normal office hours; or
- 20.2 to the RMA Life Contact Centre on telephone number 086 010 2532; or
- 20.3 By email to: [funeralclaims@randmutual.co.za](mailto:funeralclaims@randmutual.co.za).
- 20.4 RMA Life will not pay or be liable for a claim for Funeral Benefits unless written notification of the claim, together with all supporting documents as prescribed by RMA Life is received within 180 days after the occurrence of the insured event.
- 20.5 If any information that is provided on any Assured Life is incorrect, any benefit that becomes payable may be recalculated or declined.
- 20.6 All claims must be reported to RMA Life within 180 days of the date of death of the assured life on the policy.
- 20.7 RMA Life will pay all valid claims within 48 hours of receiving all the required documentation. Should RMA Life require any additional documentation or information to validate the claim, the payment may take longer. The 48 hours will only apply once the additional documentation or information is received. RMA Life has the right to investigate any claim submitted. Once a claim is under investigation, the 48- hour payment turnaround time will fall away, and the investigation will determine the new timeframe in which a decision will be

reached on the validity of the claim.

## 20.8 Documentation to be submitted to RMA:

- 20.8.1 To enable RMA Life to process a claim, the following documents must be submitted:
  - 20.8.1.1 Completed claim form - obtain from any RMA Life branch or call the RMA Life contact center;
  - 20.8.1.2 RMA Life's Death Notification Form;
  - 20.8.1.3 Certified Copy of ID of the deceased;
  - 20.8.1.4 Certified Copy of ID of the claimant/beneficiary;
  - 20.8.1.5 Certified Copy of the death certificate issued by the Department of Home Affairs;
  - 20.8.1.6 Original or certified copy of all four (4) pages of the DHA1663 (Notification of death/stillbirth);
  - 20.8.1.7 Proof of bank account of the claimant (stamped by the bank); and
  - 20.8.1.8 A police report must be completed and submitted in the event of unnatural deaths.

## 21 Repudiation of Claims

- 21.1 The claim will be rejected if the policy has lapsed, or if it doesn't meet the applicable claim acceptance requirements.
- 21.2 If a claim has been rejected, RMA Life will inform the Beneficiary of the decision and reasons in writing.



- 21.3 The Beneficiary has the right to lodge a complaint to RMA Life's Complaints Officer if they need to query the decision.
- 21.4 Contact the RMA Life Claims or Complaints Department for further details on this process.
- 21.5 The Beneficiary has up to 90 days from the date of receiving the Repudiation Letter to lodge a complaint to RMA Life's Complaints Officer if they want to object against RMA Life's decision. The Complaints Officer will respond within 45 days, whereby the decision to repudiate the claim may be overturned or upheld. See the Complaints Procedure for the detailed complaints process.

## 22 What are the exclusions on this policy?

- 22.1 No benefit shall be payable in respect of claims arising wholly, or partly, directly or indirectly as a consequence of:
- 22.1.1 Active participation in war, invasion, acts of foreign enemies, hostilities, warlike operations (whether war is declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military action or usurped power.
  - 22.1.2 Exposure to radioactivity, atomic energy, nuclear reaction, terrorism, nuclear or biological or chemical hazards and warfare agents.
  - 22.1.3 The influence of drugs or narcotics, unless administered or prescribed by a medical professional (other than themselves).
  - 22.1.4 A motor vehicle injury where the Assured Life is driving whilst under the influence of alcohol (having a blood alcohol level above the statutory limit), in a race, stunt show or speed test.
  - 22.1.5 Operating, learning to operate, serving as a crew member of or jumping, parachuting or

falling from any aircraft or hot-air balloon, including those which are not motor-driven. This does not include flying as a fare-paying passenger.

- 22.1.6 Deliberate exposure to exceptional danger (excluding an attempt to save human life).
- 22.1.7 Criminal acts, participating or attempting to participate in illegal activity and/or being incarcerated in a penal institution.
- 22.1.8 No cover will be provided to any Assured Life where the Assured Life lives permanently outside the Republic of South Africa.

## 23 What are the Main Life's rights?

- 23.1 The Main Life may not cash in this policy or transfer /cede the rights under this policy to a third party as security or for any other reason whatsoever.

## 24 What are the Main Life's responsibilities?

- 24.1 The Main Life and the Claimant are responsible for answering all questions on the application form, claim form, or any other form that he/she might complete during the life of the policy, correctly and honestly.
- 24.2 Any neglect to complete these forms correctly, RMA Life may decrease the benefits or cancel the policy or insurance under the policy.
- 24.3 This may also result in the claim being repudiated. For legal purposes, the Main Life or claimant should not sign any blank or incomplete forms.

## GENERAL PROVISIONS

### 25 Policy review

- 25.1 RMA Life reserves the right to change the policy from time-to-time and will notify the Main Life of any policy changes.
- 25.2 Should RMA Life review the Policy, RMA Life will give the Main Life 31 (thirty-one) days' notice of any policy changes.

### 26 Fraud and Misrepresentation

- 26.1 Notwithstanding the provisions of this Policy relating to claims, RMA Life reserves the right to cancel the cover in respect of an Assured Life and declare all Premiums in respect of that life forfeited, should there be evidence of, or an attempted submission of a fictional claim, fraud, misrepresentation or non-disclosure of any material fact.
- 26.2 If we find any non-disclosure, misrepresentation or any incorrect information to any material facts or circumstances with regards to the policy, we may reject the application.
- 26.3 Should this information come up during the term of the policy or at claim stage, RMA Life will declare the contract null and void. This will result in us cancelling the policy contract from inception and no paid Premiums will be refunded.

### 27 Currency and the law

- 27.1 RMA Life will make all funeral payments in South African Rands (ZAR). Should the law of South African change, the conditions of this contract will be amended. RMA Life shall only make payment into South African bank accounts.

### 28 No rights to other individuals

- 28.1 Unless otherwise provided, nothing in this Policy shall give any right to benefit other than to the Assured Life or the Beneficiary or the Claimant.
- 28.2 Any extension providing indemnity to any person other than the Assured Life shall not give any rights of claims to such person, the intention being that the Claimant shall claim on behalf of such person.

### 29 Absence from the Republic of South Africa

In the event that an Assured Life is temporarily outside the Republic of South Africa:

- 29.1 For a period not exceeding 3 consecutive months ("Permissible Period"):

- 29.1.1 Cover in respect of such lives shall remain in force and continue uninterrupted for the duration of the Permissible Period; and

- 29.1.2 Premiums shall remain payable in respect of the lives for the duration of the Permissible Period.

- 29.2 For a period exceeding 3 consecutive months ("the Impermissible Period"):

- 29.2.1 Cover in respect of the life shall cease with effect from the commencement of the Impermissible Period; and

- 29.2.2 No further Premiums shall be payable in respect of such a life.

- 29.3 No Benefits shall be payable in respect of such lives upon the occurrence of the Accident unless an extension of the Permissible Period is agreed to in writing between the Insurer and the Main Life at least 31 (thirty-one) days prior to the termination of the Permissible Period, subject at all times to such rights and limitations as the Insurer may prescribe in its sole and unfettered discretion.

### 30 Commission and Fees

- 30.1 The commission is charged for each Premium.
- 30.2 Initial commission is payable and calculated according to the formula: Annual premium\* min (85%, 3.25%\*max(10, 75-Age))
- 30.3 Commission in month 13 is 1/3 of the initial commission.
- 30.4 Commission is calculated on premiums for all lives on the policy.
- 30.5 Commissions are worked out according to the regulations under the Long-term Insurance Act. And VAT will only be charged for Brokers who are VAT registered.

### 31 Consent to Collect and Share Personal Information

- 31.1 RMA Life may need to collect, process

and share personal information for administration purposes and to assess risks or consider claims for benefits under this policy.

- 31.2 RMA Life may legally only collect, share and process information specifically related and relevant to this policy.
- 31.3 RMA Life undertakes to keep that information confidential and secure, and not to keep it for longer than it is needed.

## 32 Unclaimed benefits

- 32.1 An unclaimed benefit is when we have a claim to be paid to a client or the nominated beneficiary, but we cannot find the client or the beneficiary to pay the benefit amount to.
- 32.2 Time Frame: The right to any unclaimed benefits remains intact until the claim is paid, regardless of the timeframe.
- 32.3 Registering of Unclaimed Benefits: After 3 Years (36 Months) has passed, during which reasonable steps have been taken to establish whether a customer is still alive or aware of their entitlement in respect of the product without success, the benefit will be identified as 'Unclaimed Benefit'.
- 32.4 Steps Taken by RMA: RMA Life will take steps in accordance with the Code on Unclaimed Benefits set by the Association for Savings and Investment South Africa (ASISA), which is available on their website [www.asisa.org.za](http://www.asisa.org.za). These steps may include the use of various external data sources and tracing agents. And we will deduct any administrative and tracing costs from the benefit amount.
- 32.5 Tracing and Administrative services: Any direct administrative and tracing costs incurred by RMA Life after a period of 6 months from the date on which the benefits first became due to the Main Life will be charged against the remaining value of the unclaimed benefits.
- 32.6 RMA Life will cease all attempts to trace the Main Life in the event that the remaining value of the unclaimed benefits is less than the costs of tracing.
- 32.7 Tracing Cost: Should RMA Life make use of tracing agents, the cost of tracing the beneficiary will be deducted from the policy benefit payout. The cost is subject to change from time to time and the cost is based on market rates for tracing.
- 32.8 Unclaimed Benefit Account: Unclaimed Benefits shall be allocated to a separate account specifically set up for Unclaimed

Benefits. The benefits may be invested in any appropriate interest-bearing investment vehicle as per RMA Life investment policy, provided that any investment does not put the ability of the company to pay benefits or the financial soundness of the company at risk.

## 33 Complaints or Queries

- 33.1 If you have any questions or complaints about the policy, please call the RMA Life contact center on **086 010 2532**.
- 33.2 If you are not satisfied with the outcome or answer, you may send your complaint in writing to:
  - 33.2.1 [complaints@randmutual.co.za](mailto:complaints@randmutual.co.za)
  - 33.2.2 If your questions or complaints were still not resolved to your satisfaction, you may submit your complaint or questions to our compliance team at [Compliance@randmutual.co.za](mailto:Compliance@randmutual.co.za)
- 33.3 If you have a complaint about the product and/ or its benefit offerings and RMA Life could not resolve your query to your satisfaction, you may contact the FAIS Ombudsman
- 33.4 If you have a complaint about the policy itself or any claim under the policy and RMA Life could not resolve your query to your satisfaction you may contact the National Financial Ombud Scheme South Africa (NFO) at:

THE FAIS OMBUDSMAN  
P.O. BOX 74571  
Lynnwood Ridge  
0040

Telephone: 021 657 5000  
or 021 674 0951  
E-mail: [info@ombud.co.za](mailto:info@ombud.co.za)  
Website: [www.ombud.co.za](http://www.ombud.co.za)

Private Bag X45, Claremont, Cape Town, 7735  
**Cape Town Physical address:**

Claremont Central Building, 6th  
floor, 6 Vineyard Road,  
Claremont, 7700

**Johannesburg Physical address:** 110  
Oxford Road, Houghton Estate,  
Illovo, Johannesburg, 2198

Telephone: +27 (0) 66 473 0157

Share call : 0860 800 900

Email: [info@onfosa.co.za](mailto:info@onfosa.co.za)

Website: [www.nfosa.co.za](http://www.nfosa.co.za)

.... End....

