



# FIDELITY GUARANTEE QUESTIONNAIRE & INSURANCE PROPOSAL FORM

Please use BLOCK LETTERS and tick boxes where appropriate

## CLIENT DETAILS

Cover does not attach until this proposal has been accepted by Old Mutual Short-term Insurance (Namibia) Limited (Hereinafter OMSIC.) Please supply the following details. If you do not have enough room please use a separate piece of paper.

Full Name of Proposer	
Company Registration # & Year Established	
VAT #	
Address (physical and postal)	
Telephone #	
Full Business Description and Activities	
Subsidiary Companies: a separate proposal to be completed for each and every subsidiary to be included.	



## GENERAL

**Please answer all of the following questions.**

**Important:** This form should only be completed and signed by a senior executive, official, director or partner authorised to sign on behalf of the Proposer.

1. State the total number of employees and estimated wage roll for the financial year most concurrent with the period of insurance in the following categories:		
	<b>No. of Employees</b>	<b>Wage roll in N\$</b>
a. Managers, Directors & Executives		
b. Travellers, Collectors & Salesmen		
c. Drivers		
d. Other employees with responsibility (directly or indirectly) for money, securities, stock or accounts		
e. All other employees		
2. State estimated annual turnover		
3. What is the total number of premises occupied by your employees?		
4. Have you previously applied for, or are you currently applying for Fidelity Guarantee (Theft By Employee) insurance from another insurer?		
If 'Yes', has any insurer refused terms or applied special conditions or restrictions?		
Insurer Name and date of Application:		
5. Do professional auditors audit your accounts at least once every 12 months?		
a. Do they audit all locations?		
b. Name and address of your auditors		
c. Do you have an internal audit team? (If 'Yes', you now need to complete Appendix 1 – Internal Audit)		
6. Do you always obtain satisfactory written references direct from former employers covering the three years immediately preceding the engagement of any employees responsible for money, goods, accounts, computer operations or computer programming		
7. Has any insurer ever:		

Yes No



	Yes	No
a. declined to insure you or to renew any of your insurance policies		
b. cancelled any of your insurance policies		
c. avoided any of your insurance policies for non-disclosure or misrepresentation of any material fact		
d. refused to pay a claim or restricted cover as a result of a breach or any policy term or condition, or risk improvement requirements		
e. imposed special terms or conditions		
If 'Yes' to any of the above, please provide full details:		
8. Within the last 10 years have you or any director or partner traded under a different name?		
If 'Yes', please provide full details:		
9. Is there any additional information or detail which may assist us in assessing the nature of the insurance risk being proposed, and which may influence our decision to accept this insurance, or in setting the terms and premium?		
a. any special or unusual facts relating to your insurance risk		
b. any particular concerns which led to you seeking insurance cover		
c. anything that would generally be understood to provide a fair description of your insurance risk, taking account of the nature of your business and the activity undertaken at your premises or elsewhere		
If 'Yes', please provide full details:		
10. Have you or any partner, director, or any other person responsible for managing the business, either personally or in any business capacity:		
a. ever been convicted of or charged (but not yet tried) with any criminal offence other than road traffic offences?		
b. received an official caution for a criminal offence within the last three years other than a (road traffic) motoring offence?		
c. ever been declared bankrupt or entered into an individual voluntary arrangement, or if a company, gone into liquidation, administration, receivership, administrative receivership, or entered into a company voluntary arrangement or creditors scheme of arrangement?		
d. ever been a director or partner of a company that went into liquidation, administration, receivership, administrative receivership, or		



	Yes	No
entered into a company voluntary arrangement, or a creditors scheme of arrangement or was dissolved?		
e. ever been prosecuted for a breach of any statute relating to health or safety of employees or others?		
f. ever been served with a Prohibition Notice under the Labour Act Nr.11 of 2007?		
g. ever been prosecuted for failure to comply with any environmental protection legislation?		
h. ever been the subject of a recovery action under the Namibia Revenue Agency Act 12 of 2017?		
i. ever been the subject of a High Court or Supreme Court judgment?		
j. cancelled any of your insurance policies?		
If 'Yes', please provide full details:		



## COVER OPTIONS

Please complete:

**Section A for a Blanket Policy.** Covers all employees

or

**Section B for a Specified Names or Positions Policy.** Covers specified employees or specified positions within the company.

<b>A. Blanket Policy</b>	
State limit of indemnity required: Any one loss	

<b>B. Specified Policy</b> (One limit any one loss will apply to all employees selected for cover.) Please complete i. or ii.			
i. Specified Employees			
Name of Employee	Position of Employee	Length of Service	Limit any one Loss
ii. Category of Employee			
Name of Employee	Position of Employee	Length of Service	Limit any one Loss



## SYSTEM OF CHECK

### IMPORTANT NOTE:

The Insurer must be immediately advised of any changes to the below. Terms, conditions and cover provided may be adjusted should any of the below be changed during the period of insurance.

	Yes	No
1. Have you appointed a competent person to exercise control over Accounts and cash?		
Please confirm what qualifications they have and how long they have been in control of those areas?		
2. Are employees receiving money required to bank daily?		
3. Are employees required to account for money received at least:		
a. weekly if Travellers/Collectors?		
b. monthly – all other employees?		
4. Are bank statements, receipt counterfoils and supporting documents checked at least monthly against the cash book entries and the balance tested with cash, independently of the employees making cash book entries or paying into the bank?		
5. Are statements of account sent to customers directly by post/email independently of employees in a position to receive payment of an account at least monthly?		
6. Will all wages and salaries be checked against wage lists and wage figures independently of persons who prepare the wages?		
7. Do you allow employees to handle money or goods other than in the normal course of your Business (e.g. holiday club money) and are these to be covered by the Policy?		
Please confirm what qualifications they have and how long they have been in control of those areas?		
ever been the subject of a High Court or Supreme Court judgment?		
cancelled any of your insurance policies?		
8. Does any employee have:		
a. the power to operate your Bank Account?		
If 'Yes', what is the maximum authorised transaction amount on the sole authority of one employee?		



	Yes	No
b. direct control over your or your clients' investments, securities or stocks?		
9. Do you operate an Electronic Funds Transfer system?		
(If 'Yes', you now need to complete Appendix 2 – Funds Transfer)		
10. Is clients' money held in separate accounts from that of the business accounts?		
11. Will all stock including completed goods and returned goods be physically checked independently of the employees normally responsible for it, at least six monthly, with any discrepancies investigated?		
12. Do you additionally carry out "spot check" audits without warning?		
If so, how often?		
13. Do you hold stock of high value materials or goods? (e.g. non-ferrous or precious metals, exercise stock)		
If 'Yes', please indicate:		
a. Nature of goods:		
b. Maximum value:		
c. Special security precautions taken against theft by employees:		
14. Are different employees acting independently responsible for:		
a. ordering goods?		
b. recording receipt of goods?		
c. authorising payment for goods?		
15. Is the appointment of suppliers carried out through the use of a formal tendering procedure?		
If 'No', please provide details		



## COMPUTER SECURITY

	Yes	No
1. Are any Wage, Accounts or Stock Control functions computerised? Note: If 'No', please move on to the next page.		
2. Is physical access to rooms containing computer terminals restricted to authorised staff?		
a. Is computer media (discs, tapes, etc.) securely stored in locked cabinets when not in use by authorised staff?		
b. Can your systems be accessed from terminals outside your premises?		
3. Has your computer security been vetted by a professional computer company or computer security personnel of your auditor?		
4. Did they make any recommendations?		
If 'Yes', have they been fully complied with?		
5. Do employees with access to the computer system need a secure, individual password to access the system?		
a. Are users forced by the system to change passwords upon expiry, at least once every six months?		
b. Is password access deleted or invalidated immediately an employee leaves your employment?		
c. Is computer data backed up daily and stored securely off site?		
6. Do you employ your own computer personnel?		
7. Do you use any computer programs that have been written or obtained from anyone other than third party specialist computer companies?		
If 'Yes', please specify:		
8. Can your computer staff access or interfere with your wage, accounts or stock control records?		
9. you aware of any wrongful interference by employees or otherwise with your computer systems?		
If 'Yes', would the interference have resulted in a loss if undetected?		
Please provide details:		
10. Do you have a "computer trail" audit? (i.e. Do you audit access to your system to ensure users are only accessing those areas of the system they are authorised to and that all access is by authorised users only)		





## IMPORTANT INFORMATION – YOUR DUTY TO MAKE A FAIR PRESENTATION OF THE RISK

You must make a fair presentation of the risk to us at inception, renewal and variation of your Policy. This means that you must tell us about all facts and circumstances which may be material to the risks covered by your Policy in a clear and accessible manner or give us sufficient information to alert us of the need to make enquiries about such facts or circumstances.

Material facts are those which are likely to influence us in the acceptance of or assessment of the terms or pricing of your Policy. If you are in any doubt as to whether a fact is material, you should tell us about it.

If you fail to make a fair presentation of the risk, we may avoid your Policy (that is treat it as if it had not existed) and refuse to pay any claims where any failure to make a fair presentation is:

- a. deliberate or reckless; or
- b. of such other nature that, if you had told us about a material fact or circumstance, we would not have issued, renewed or varied your Policy.

In all other cases, if you fail to make a fair presentation of the risk, we will not avoid your Policy but we may instead:

- a. reduce proportionately the amount paid or payable on any claim, the proportion for which we are liable being calculated by comparing the premium actually charged as a percentage of the premium which we would have charged had you made a fair presentation (e.g. if we would have charged you double the premium, we will only pay half the amount of any claims under your Policy); and/or
- b. treat your Policy as if it had included such additional terms as we would have imposed had you told us about a material fact or circumstance. Payment of any claim you make will be subject to the application of any such additional terms.

For these reasons it is important that you check all of the facts, statements and information set out in your Proposal Form or in any other information provided are complete and accurate. You must also make reasonable enquiries to check with anyone you employ in your business that the facts and statements set out in your Proposal Form or in any other information provided are complete and accurate and that there are no other material facts which you need to disclose.

If any of the facts, statements and information set out in your Proposal Form, risk presentation or any additional information provided are incomplete or inaccurate, you or your insurance adviser must contact us immediately. Failure to do so could invalidate your policy or lead to a claim not being paid or not being paid in full.



## DECLARATION

I/We declare that:

1. I/We have read this proposal and understand that I/we are under a duty to make a fair presentation of the risk and that failure to do so could result in my/our policy being invalidated and/or a claim not being paid or not being paid in full.
2. the facts, statements and information contained within this proposal, whether provided by me/us or by others on my/our behalf, are true and complete.
3. the facts, statements and information which are not contained within this proposal but which have been provided to OMSIC separately by me/us or by others on my/our behalf are true and complete.
4. I/We have declared all material facts and circumstances which may affect the risk being accepted by OMSIC under this policy even if OMSIC has not asked me/us any questions about such facts.
5. I/We have made all reasonable enquiries of any employed by me/us to ensure that all facts, statements and information provided to OMSIC are accurate and correct.
6. I/We agree to accept OMSIC's standard form of policy for this/these class/classes of insurance. A specimen copy of the policy is available on request.
7. I/We understand that OMSIC reserves the right to decline any proposal.
8. I/We have read the Fair Processing Notice and the Consent for Special Categories of Personal Data contained within this proposal and consent to data being used for the purposes specified.

DATE .....

AUTHORISED SIGNATORY .....

DESIGNATION .....

PRINT NAME .....



# SHORT-TERM INSURANCE

## DO GREAT THINGS EVERY DAY



<https://www.oldmutual.com.na/about-old-mutual/how-we-do-business/legal/privacy-policy>

## **CUSTOMER PRIVACY NOTICE**

At Old Mutual we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

This Notice explains how we obtain, use and disclose your personal information and aims to inform you of your rights and how to exercise them.

This Notice sets out:

- Who we are
- What information we collect and from where we collect it
- The purposes for which we use your information
- Our aim to provide ongoing financial services
- To whom we disclose your information
- How we safeguard your information
- Your rights to access and correction and deletion of information
- Changes to this Notice
- How to contact us

### **WHO WE ARE**

In this Notice, "Old Mutual", "Old Mutual Group" or "we" refers to one or more of the companies in the Old Mutual Group that operate in Namibia.

### **THE INFORMATION WE COLLECT**

We collect and process your personal information mainly to provide you with access to our services and products, to help us improve our offerings to you and for certain other purposes explained below. In order for us to do this, you must provide us with the information that we request, failing which we cannot enter into a relationship with you or assist you.

When you provide us with information about third parties (for example your spouse, beneficiaries and/or dependents), we will process their personal information to issue a policy/benefit and to pursue their legitimate interest. We will furthermore process personal information for the purposes set out in this Notice. You warrant that when you give us personal information about third parties, this information is accurate and correct and you have received their permission to share their personal information with us for the purposes set out in this Privacy Notice or any other related purposes. If you are giving consent for a person under 18 (a minor) you confirm that you are a competent person and that you have authority to give their consent on their behalf.

The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for that purpose.

We collect information directly from you where you provide us with your personal details, for example when you apply for a product or services from us or when you submit enquiries to us or contact us.

We also collect information, including criminal and medical information, about you from other sources, such as:



- Third parties for the purposes listed below, for example credit reference and fraud prevention and law enforcement agencies.
- Other insurers to prevent fraudulent claims.
- Other companies in the Old Mutual Group for the purposes listed below, or when we believe it will enhance the services and products we can offer to you, but only where you have not objected to such sharing. This includes supplementing the information that you provide to us with information we receive from other companies in the Old Mutual Group in order to offer you a more consistent and personalized experience in your interactions with Old Mutual, and to ensure that we have updated information about you.

We have a duty to take all reasonably practicable steps to ensure your personal information is complete, accurate, not misleading and updated on a regular basis. To enable this, we will always try to obtain personal information from you directly, and we shall appreciate it if you would keep your personal information up to date and accurate. You can do so by logging on to MyPortfolio whenever your details change or by contacting us at [PIManagement@oldmutual.com](mailto:PIManagement@oldmutual.com). Where we are unable to obtain personal information from you directly, we will make use of verifiable independent third-party data sources.

Website usage information is collected using "cookies" which allows us to collect standard internet visitor usage information. This includes information about how you logged on and from our website, including your IP address, information about your visit, your device information and how you use our website. This will include the capture of your approximate location information - please see the Cookies Policy on our website for further information on this.

## **PURPOSES FOR WHICH WE USE YOUR INFORMATION**

We will use your personal information only for the following purposes:

- To provide our products or services to you, to carry out the transaction you requested and to maintain our relationship;
- For underwriting purposes;
- To assess and process claims;
- To conduct credit reference searches or verification;
- To confirm and verify your identity, address and banking details
- To verify that you are an authorised user for security purposes
- For maintaining the accuracy of your personal information
- For operational purposes, and where applicable, credit scoring and assessment and credit management;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- For debt tracing or debt recovery;
- To trace you where you are unreachable. To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- Social responsibility
- In connection with legal proceedings.

We will also use your personal information to comply with legal and regulatory requirements or industry codes to which we subscribe or which apply to us, or when it is otherwise allowed by law (for example to protect Old Mutual's interests).

We may also process your information, including personal and special personal information, to conduct sanction screening against all mandatory and non-mandatory sanctions lists, and we may communicate such personal information to local and international Regulatory Bodies as well as to other entities in the Old Mutual Group if you are matched to one of these sanctions lists.



You agree that we may obtain and share information about your creditworthiness or the creditworthiness of any payer on your policy with any credit bureau or credit provider's industry association or industry body. This includes information about credit history, financial history, judgments, default history and sharing of information for purposes of risk analysis, tracing and any related purposes.

## ONGOING FINANCIAL SERVICES

Given our aim to provide you with ongoing financial services, we would like to use your information to keep you informed about other financial products and services which may be of particular interest to you.

You may also give and withdraw consent and tell us what your communication preferences are by contacting us at:

- Customer Call Centre: +264 (0) 61 299 3999
- [MyPortfolio](#)
- [nam-csenquiries@oldmutual.com](mailto:nam-csenquiries@oldmutual.com)

## DISCLOSURE OF INFORMATION

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with these privacy terms.

We may share your personal information with:

- Third parties for the purposes listed above, for example credit reference and fraud prevention agencies, law enforcement agencies;
- Other insurers to prevent fraudulent claims.
- Other companies / entities in the Old Mutual Group and, where appropriate, Old Mutual sponsored retirement funds, for the purposes listed above, or when we believe it will enhance the services and products we can offer to you, but only where you have not objected to such sharing.
- In compliance with the requirements stipulated to by Anti Money Laundering (AML) processes and legislation.
- Other third parties from whom you have chosen to receive marketing information.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes; or
- Where we believe it is necessary to protect our rights.

## INFORMATION SECURITY

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information is secure.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;



- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private personal information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We may wish to transfer your personal information to another country for processing or storage. We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

## **YOUR RIGHTS**

We will take all reasonable steps to confirm your identity when you exercise your rights.

### Access to information

You have the right to request a copy of the personal information we hold about you. To do this, simply click here to log into [MyPortfolio](#) to review your personal information or contact us at [PAIA@oldmutual.com](mailto:PAIA@oldmutual.com)

Please note that any such access request may be subject to a payment of a legally allowable fee.

### Objection to processing

In certain cases you have the right to object to the processing of your personal information. If you want to object, please contact us at: [PIManagement@oldmutual.com](mailto:PIManagement@oldmutual.com).

### Correction of your information

You have the right to ask us to update or correct your personal information. You may do this by clicking here to log into [MyPortfolio](#) to review and change your personal information or by contacting us at [PIManagement@oldmutual.com](mailto:PIManagement@oldmutual.com)

### Deletion of your information

You agree that we may keep your personal information until we destroy your information based on Old Mutual's destruction standards. You have the right to ask for deletion or destruction of your personal information – we will do that unless the law requires us to keep it or if we need it for legitimate business purposes. You may do this by contacting us at [PIManagement@oldmutual.com](mailto:PIManagement@oldmutual.com).

### Automated decision making

You agree that we may process your personal information by using automated means (without human intervention in the decision-making process) to make a decision about you or your application for any product or service you may query the decision made about you.

## **CHANGES TO THIS NOTICE**

Please note that we may amend this Notice from time to time. Please check this website periodically to inform yourself of any changes.



## HOW TO CONTACT US

If you have questions about this Notice or believe we have not adhered to it, or need further information about our privacy practices or wish to give or withdraw consent, exercise preferences or access or correct your personal information, please contact us at the following numbers/addresses:

- Customer Call Centre: +264 (0) 61 299 3999
- [nam-csenquiries@oldmutual.com](mailto:nam-csenquiries@oldmutual.com)

Date: July 2021

Version: 2.0



## APPENDIX 1 – INTERNAL AUDIT

Yes No

Where there is an internal audit department:		
1. How many people are employed in the internal audit department?		
2. How often are full internal audits made?		
3. Are surprise audits regularly conducted?		
4. Are all premises audited?		
5. What is the maximum length of time between audits for an area or location of the business?		
6. Is there an "audit and control" procedures manual?		
7. Are internal controls reviewed by external auditors?		
If 'Yes', are any recommendations brought to the attention of management and complied with?		

## APPENDIX 2 – FUNDS TRANSFER

Yes No

1. Estimated annual value of funds transferred:		
Maximum amount		
How many fund transfers take place on average per month?		
2. Are computers used to handle fund transfers?		
If 'Yes', to a please attach a copy of the procedures followed.		
If no, what methods are used?		
3. Do you use a Cash Management System?		
If 'Yes', please answer the following questions		
a. Name of Service Bank and system		





	Yes	No
b. Do you comply with all terms and conditions contained in the agreement with the Service Bank?		
c. Is the system used for:		
i. Balance reporting?		
ii. Funds transfer instructions to own party accounts?		
iii. Funds transfer instructions to third party accounts?		
iv. Other? If 'Yes', please specify:		
d. Does the system impose limits on the amounts/values of instructions?		
If 'Yes', please describe:		
e. Within your organisation are there written procedures regarding the control and usage of the system?		
f. Are cash management system transaction statements received from the Service Bank verified by the end of the next business day following receipt?		
If 'No, when are they verified?		
4. With regard to funds transfer (whether through a Cash Management System or not) please provide the following:		
a. In respect of funds transfer applications do you input instructions in:		
i. Fixed/pre-format?		
If 'Yes', describe procedures for setting up and amending authorities:		
ii. Free-format?		
b. Does the bank acknowledge transfers?		
If 'Yes', describe by what means:		



Yes No

c. Who approves transfers?		
And is dual authorization required?		
If 'Yes', for over what amount?		
d. Are the details of such transactions entered by someone who is not permitted to authorise transfers?		
e. How many persons are required to release an electronic funds transfer instruction?		
f. Do the terminals used feature a lock-out mechanism that denies access after a certain number of failed access attempts and logs the incident on an audit or supervisory report?		
g. Are all transactions audited?		
If 'Yes', by whom and how often?		