

One of the Global One money management products or services

Funeral Cover Plan



VAT Number: 4680173723
Authorised Financial Services Provider
Capitec Bank Limited Reg No: 1980/003695/06
24-hr Client Care Centre: 086 010 2043

Capitec Bank Limited
5 Neutron Road
Techno Park
Stellenbosch, 7600

Your attention is drawn to the following terms of this Agreement and Summary that we recommend you read carefully and ensure you understand. These describe:

- Definitions of Accident, Lives Assured and Premium Effective Month (Clause 1)
- Information about Your Policy including benefits and cancellation (Clause 2)
- How your Policy works (Clause 3)
- Cover Start and End dates (Clause 4)
- Premium obligations and effect of non-payment (Clauses 6-8))
- Waiting Periods (Clauses 13 and 14)
- Exclusions (Clause 15 and 24)
- Maximum Cover amounts (Clause 16 and 17)
- How to Claim (Clause 18)
- Disputed Claims (Clauses 21)
- Right to Cancel (Clause 25)
- Changes to Terms (Clause 26)
- How to Communicate (Clause 27)
- How to Complain (Details in Disclosure Notice)

By signing this agreement, You confirm that You have been given an opportunity to read and understand the terms of this Agreement, and that You have been advised that if You require an explanation of the terms that You may visit a Capitec branch, alternatively contact the Capitec Client Care Centre on 0860 10 20 43 and a Capitec Consultant will assist you.

SECTION A: POLICY SCHEDULE

Policyholder

Title: <Title>
First name: <Name>
Surname: <Surname>
ID/Passport number: <1234567890123>

Policy Details

Policy number: CF<12345678>
Signature date: <dd/mm/ccyy>
Frequency of premium payment: <Monthly>
Recurring debit order day: <31> *
Method of payment: <Debit Order>

Your first premium of R <0.00> is payable on <dd/mm/ccyy>* and thereafter a recurring premium of R<0.00> is payable on the <dd>* of each and every month.

*or such earlier or later date in that month on which a credit is posted to Your nominated account

Please note the following:

- Capitec Bank Limited is an Authorised Financial Services Provider FSP 46669.
- The Funeral Cover Plan is underwritten by Capitec Life Limited, a Licensed Life Insurer and Authorised Financial Services Provider FSP 54090.

Name of Life Assured	ID Number/ Date of Birth	Relationship Type	Monthly Premium Amount	Cover Start Date	Premium Effective Month	*Cover Amount:
<Name Surname>	<dd/mm/ccyy>	<Main Life>	R<0.00>	<dd/mm/ccyy>	<dd/mm/ccyy>	R<0.00>
<Name Surname>	<dd/mm/ccyy>	<Spouse>	R<0.00>	<dd/mm/ccyy>	<dd/mm/ccyy>	R<0.00>
Total			R<0.00>			R<0.00>

*Cover is subject to a waiting period, except for death due to an Accident.

Cover amount for death due to an Accident is double the Cover Amount, except where legal limits apply for Children.

Beneficiary	ID Number/Date of Birth	Cover Amount
<Name Surname>	<dd/mm/ccyy>	R<0.00>
<Name Surname>	<dd/mm/ccyy>	R<0.00>

SECTION B: POLICY TERMS

1. DEFINITIONS

- 1.1 'Accident'** An accident is a sudden, unexpected event that happens at a place and time that is identifiable after the Cover Start Date. The accident must be caused by visible, violent, physical and external means, independent of any other cause. The accident must lead to the death of a Life Assured within 14 calendar days of the date of the accident, in order for the event to qualify as an accident in terms of this Policy. An iaccident does not include suicide.
- 1.2 'Capitec Life', 'We' and 'Us'** means Capitec Life Limited.
- 1.3 "Child/Children": Your or Your spouse's son or daughter.**
- 1.3.1 This includes biological, adopted or step-children, sons and daughters-in-law, and any child under your legal guardianship.
- 1.3.2 This relationship must be in place at the Cover Start Date.
- 1.4 'Cover Amount'** Cover Amount is the amount We will pay if a Life Assured dies as shown in the Policy Schedule.
- 1.5 'Cover Start Date'** This is the date when the Life Assured's Cover starts as reflected on Your Policy Schedule.
- 1.6 'Extended Family Member'** This specifically includes Siblings, Aunts, Uncles, First Cousins (and their children), Nieces, Nephews, Grandchild or Great Grandchild, and Grandparents or Great Grandparents:
- 1.6.1 Relationships to You:
- 1.6.1.1 Spouse as defined. Up to 2 spouses. Ages 18-85. This includes cover for 2 (two) Spouses at any one time with no limitation of Spouse claims across the term of the policy.
- 1.6.1.2 Parent as defined. This includes up to 5 (five) Parents ages 26-85.
- 1.6.1.3 Child as defined. Up to 10 Children. Age up to 50.
- 1.6.1.4 Great-Grandparent defined: Your Grandparent's Parent, also includes your Spouse's Great Grandparent
- 1.6.1.5 Grandparent as defined: who is Your Parents' Parent. Also includes Your Spouse's Grandparent.
- 1.6.1.6 Aunt: Your Parent's sister, or Your Spouse's Aunt, or the Spouse of Your Uncle.
- 1.6.1.7 Uncle: Your Parent's Brother. Or Your Spouse's Uncle, or the Spouse of Your Aunt.
- 1.6.1.8 Sibling: Your brother or sister. You need to share at least one Parent. Also includes Your Spouse's Sibling
- 1.6.1.9 First Cousin: The Child of Your Aunt or Uncle. You need to share a Grandparent to be a First Cousin. Also includes your Spouse's First Cousin.
- 1.6.1.10 Nephew or Niece: The Child of Your brother or sister. Also includes your Spouse's Nephew or Niece
- 1.6.1.11 First Cousins Child: The Child of Your First Cousin. Also includes Your Spouse's First Cousin's Child
- 1.6.1.12 Grandchild: Your Child's Child; also includes Your Spouse's grandchild.
- 1.6.1.13 Great-Grandchild: Your Grandchild's Child. Also includes Your Spouse's Great Grandchild.
- 1.7 'Licensed Insurer'** A licensed insurer recognised by the Financial Sector Conduct Authority (FSCA) and listed on the FSCA website (<https://www.fsc.co.za>).
- 1.8 'Life/Lives Assured'** This is any life listed on the Policy Schedule as being covered by this

Policy. These lives must meet the definitions of a Policyholder, Spouse, Child, Parent or Extended Family Member. These relationships must exist on the Cover Start Date.

- 1.9 'Married'** is when 2 (two) people are:
- 1.9.1 married according to the laws of any sovereign country;
- 1.9.2 married according to customary or tribal law;
- 1.9.3 married under any religion that is practiced in South Africa;
- 1.9.4 living together for a period of at least 6 months subject thereto that You can provide, upon request by the Insurer, satisfactory proof of the permanency of the relationship; or
- 1.9.5 party to a civil union in terms of the Civil Union Act, 2006.
- 1.10 'Parent(s)'** Your or Your Spouse's mother or father. This includes step-parents and legal guardians, biological Parents, Parents-in-law, adoptive Parents and Step-Parents (this includes Your Parent's husband and wife). This relationship must exist on the Cover Start Date.
- 1.11 'Policy'** is the contract between You and the Insurer as set out in the Policy Schedule.
- 1.12 'Policyholder'** The Policyholder is the owner of the Policy and the main Life Assured. The Policyholder on this Policy must be a natural person. The Policyholder may be a foreign national, provided they have permanent residency with a South African ID. The Policyholder must be a Capitec Bank savings account holder.
- 1.13 'Policy Schedule'** Your Policy Schedule, in Section A, shows You who is/are the Life Assured/Lives Assured, the Cover Start Date, Monthly Premium and Cover Amount/s.
- 1.14 'Premium Effective Month'** Is stated on Your Policy Schedule. It is the date when your first premium is payable after the Cover Start Date of Your Policy or if Your premium is amended as a result of changes made to Your Policy, then it is the date when Your first amended premium is payable, whichever is applicable.
- 1.15 'Signature Date'** is the date on which You signed Your Policy or amended your Policy, which date is indicated on Policy Schedule.
- 1.16 'Spouse(s)'** Your husband, wife, or life partner at the Cover Start Date. This includes all legal, religious, customary, civil or same-sex unions.
- 1.17 'Stillborn'** This means a baby being born dead after the 28th week of pregnancy.
- 1.18 'You/Your'** "You" and "Your" means the Policyholder.

2. YOUR POLICY

2.1 This Policy consists of the Policy Schedule in Section A, the Policy Terms in Section B and the Debit Order Mandate in Section C. We will provide You with a Summary of Benefits, Conditions, Limitations and Exclusions document and a Disclosure Notice which does not form part of this Policy.

2.2 We entered into agreements with Capitec Bank ('Capitec'), in terms whereof Capitec will, on Our behalf, provide services to You. Capitec can only provide services to You as the Policyholder if You have a Capitec Bank savings account. If You wish to cancel Your Capitec savings account, You may do so but then We will cancel Your Policy as well. You

	cannot have the Policy without a Capitec savings account.	7.3	No partial premium payments will be allowed.
2.3	If the bank cancels your Capitec Bank savings account then We will cancel Your Policy as well.	7.4	Any arrear premiums, including the premium due in the month of a claim, will be deducted from any Cover Amount payable.
2.4	Only the Policyholder is allowed to make changes to the Policy.		
3.	HOW YOUR POLICY WORKS	8.	MAY PREMIUMS BE INCREASED?
3.1	All the benefits explained in clause 12 are automatically included.	8.1	We may review the premium annually and should the monthly premium not be sufficient to maintain the Policy benefits, Your premium will be increased subject to:
3.2	You must make sure that all the family members You want to cover comply with our definitions of Lives Assured that can be covered (read the definitions of such persons in clause 1 above) and are listed correctly on the Policy Schedule. Only the Lives Assured listed in the Policy Schedule are covered by this Policy. You can request Us to add or remove Lives Assured or change the Cover Amount for Lives Assured. These changes will be done by agreement between us. The premium will change if You add or remove Lives Assured or if You change the Cover Amount.	8.1.1	Us notifying You of the proposed review if We expect the review to result in an increase in Your premium; and
3.3	If it is found that You have committed fraud, We may cancel the Policy with immediate effect. We will not refund any premiums relating to a fraudulent Policy. Where fraud has taken place and We discover this after the payment of a claim, We reserve our rights to recover the amount paid.	8.1.2	Us giving You at least 31 (thirty-one) days written notice of such increase.
4.	WHEN COVER STARTS AND TERMINATES	9	WHAT IS THE VOLUNATRY POLICY PAUSE BENEFIT?
	Your Policy starts on the Cover Start Date and will terminate on the earliest of the following:	9.1	You may keep the policy active for up to 6 (six) months without making any premium payments. All benefits under the policy will stop for the period that You are not paying the premiums, except for the Funeral Support benefit.
4.1	Your Policy is cancelled;	9.2	You will only be entitled to the benefits once You start paying premiums again. Cover is only provided for a claim event that occurred within the period that You paid Your premiums. You can start paying Your premiums again at any time during the 6 (six) month period.
4.2	when all Lives Assured have died;	9.3	No changes can be made to the Funeral Cover plan when this benefit is being used.
4.3	at the end of the Death Premium Waiver benefit;	9.4	This benefit is only available after a waiting period of 24 (twenty-four) months from Your Cover Start Date.
4.4	when We cancel Your Policy due to non-payment of premiums.	9.5	This benefit may be used more than once during the life of the Funeral Cover Plan, subject to a 24 (twenty-four) month waiting period from the last time You used this benefit.
5.	WHAT ARE THE ENTRY AGES FOR THE POLICY?	10.	WHAT IS THE DEATH PREMIUM WAIVER BENEFIT?
	Entry age is the Life Assured's actual age on the Cover Start Date in respect of that Life Assured and is used to calculate the premium. Minimum and maximum entry ages for Lives Assured that may be added to the Policy as at the Cover Start Date are set out in the table in clause 17 below, (Important Information). There are no age restrictions after entry.	10.1	This benefit provides that We will for a period of 6 (six) months from the date of Your death waive the payment of premiums by You and continue cover for all other remaining Lives Assured.
6.	WHEN ARE THE PREMIUMS PAYABLE?	10.2	This benefit is only available after a waiting period of 6 (six) months from Your Cover Start Date. This waiting period will not apply in the case of Your death due to an Accident.
6.1	The premium is Your monthly financial obligation and is payable by debit order. All amounts are payable in South African Rand. All premium refunds (if any) will be paid to You and if You die, to Your nominated beneficiary.	10.3	While this benefit is active, cover for the Funeral Benefit and Funeral Support Benefit for Lives Assured will remain subject to the existing terms of the Policy.
6.2	Your first premium and amended premium is payable in the Premium Effective Month and thereafter on the recurring debit order day indicated on the Policy Schedule.	10.4	The Policy will terminate 6 (six) months after Your death or when the last Life Assured dies, whichever occurs first.
7.	WHAT IF YOU DON'T PAY YOUR PREMIUM?	10.5	This benefit is automatically activated once a claim on the death of the Policyholder has been approved.
7.1	If you fail to pay Your premium Your Policy will remain in force until terminated in terms of clause 4.4. If you want to avoid termination of Your Policy, You must pay Your arrear premium any time before We terminate the Policy in terms of clause 7.2.	11.	WHAT IS THE NEWBORN PREMIUM WAIVER BENEFIT?
7.2	If You are in arrears with 3 (three) premiums Your Policy will be terminated with effect from the date of the last premium received by Us.	11.1	This benefit will allow You, as mother or father, of a newborn or a legally adopted Child (not older than 25 years of age), to stop paying premiums for up to 6 (six) months, while still keeping all benefits on Your policy active subject to the following conditions:

- 11.1.1 You must apply for this benefit within 3 (three) months of the birth or legal adoption of the Child;**
- 11.1.2 No changes to Lives Assureds or Cover Amounts can be made by You to the Policy when this benefit is being used**
- 11.1.3 This benefit is only available after a waiting period of 6 (six) months from the date You first entered into this Policy Agreement;**
- 11.1.4 While this benefit is active, cover for Lives Assured will remain subject to the existing terms of the Policy; and**
- 11.1.5 This benefit may be used more than once during the life of the Policy, subject to a 6 (six) month waiting period from the last time You used this benefit.**
- 12. WHAT ARE YOUR POLICY BENEFITS?**
- 12.1 Funeral Benefit:** This benefit pays the Cover Amount when a Life Assured dies. If the Life Assured dies due to an Accident double the Cover Amount will be paid, unless restricted by law.
- 12.2 Funeral Support:** This benefit covers the repatriation of mortal remains of a Life Assured to the funeral home or parlour of the claimant's choice, closest to the place of burial.
- 12.2.1** The following funeral support services are available in respect of a Life Assured:
- 12.2.1.1** The place of death must fall within the Republic of South Africa, Namibia, Zimbabwe, Botswana, Swaziland, Lesotho and Mozambique (south of the 22-degree parallel). The place of burial must fall within the Republic of South Africa
- 12.2.1.2** Transportation arrangements for a single relative to accompany the mortal remains from the place of death to the nearest funeral home of choice, closest to the place of burial
- 12.2.1.3** Pre-arranged bed and breakfast accommodation for a maximum of one night, if required, for a single relative accompanying the mortal remains to the place of burial
- 12.2.1.4** Legal assistance regarding the funeral procedures e.g. death certificate, removal of body, etc.
- 12.2.1.5** Assistance in the arrangement of a burial or cremation, all funeral costs are for Your account and not Ours.
- 12.2.1.6** Assistance in obtaining a death certificate.
- 12.2.1.7** If required, referrals to a pathologist, psychologist, psychiatrist, or special counselling (particularly relating to the loss of a Child). The benefit in this clause 12.2.1.7 is limited to referral only. The actual costs pertaining to the pathologist, psychologist, psychiatrist, or counselling will be for the account of the Policyholder.
- 12.2.2** This benefit cannot be exchanged for cash. This benefit is arranged for You by Us and is not provided by Us but by a third party. We will notify You as soon as possible when this benefit is changed or cancelled.
- 12.2.3** As this benefit/service is provided by a third party, We will not be liable for losses, damages or expenses arising from the use of the service even if such losses, damages or expenses are caused by our negligence.
- 12.2.4** You can claim this benefit by calling 0860 777 554 or log a request via our remote banking app or WhatsApp for the service provider to contact you. When requesting the service make sure that you have:
- Your name, address and contact number
 - Your policy number or ID number
- 12.3** The name and ID number of the deceased, and the address where the death occurred
- 12.3.1 Stillborn Cover:** This benefit pays R1 000 on the birth of a Stillborn if You or Your Spouse gave birth to the Stillborn.
- 12.3.2** This benefit is extended to include a newborn up to 6 months of age if the death is not due to an Accident.
- 12.3.2** The mother of the Stillborn must be a Life Assured on the policy.
- 13. WHAT WAITING PERIODS ARE APPLICABLE?**
- 13.1** A waiting period refers to a period during the life of the Policy when premiums must be paid, but no benefits are available.
- 13.2** A waiting period applies to the Funeral Benefit, Newborn Premium Waiver Benefit, Voluntary Policy Pause Benefit and the Death Premium Waiver Benefit. The waiting period is calculated from the Life Assured's Cover Start Date. If the Cover Amount is increased the waiting period will apply to the increased portion of the Cover Amount.
- 13.3** There is no waiting period for death due to an Accident. Death due to suicide will be treated as a non-accidental death.
- 13.4** The duration of the waiting periods are indicated in the table in clause 17.
- 14. WAIVER OF WAITING PERIODS**
- 14.1** A Waiting Period will not be applicable on the Funeral Benefit if:
- 14.1.1** the Lives Assured were covered on a previous funeral policy with another Licensed Insurer not older than 31 (thirty-one) days before the Cover Start Date or covered on a previous Capitec Policy within 2 (two) months before the Cover Start Date ("the previous policy"); and
- 14.1.2** the previous policy has lapsed or was cancelled; and
- 14.1.3** the waiting period expired in respect of that previous policy for the Life Assured.
- 14.2** You consent that We may enquire from the other Licensed Insurer(s) if Your policy is still active and to obtain a copy of the policy from the other Licensed Insurer(s). The following would need to be submitted any time up to when a claim is submitted:
- 14.2.1** Name of Licensed Insurer, policy number and any other information that would assist Us to confirm the validity of the previous policy; and/or
- 14.2.2** Policy schedule of the previous policy not older than 31 (thirty-one) days before the Capitec Policy Cover Start date.
- 14.3** A waiting period on the Funeral Benefit will be applicable if:
- 14.3.1** the waiting period on the Life Assured on the previous policy has not expired at the time of the Life Assured's Cover Start Date on this Policy. We will impose a waiting period equal to the unexpired part of the waiting period of the previous policy, or
- 14.3.2** a claim for a Life Assured covered in terms of this Policy can still be made against the previous policy during the previous policy's cancellation notice period.
- 14.4** If the cover in terms of the previous policy was for a lesser amount than the Cover Amount in the Policy Schedule, then We will only pay such lesser amount.

- 15. EXCLUSION FOR ALL BENEFITS**
We will not pay a claim if it is as a direct or indirect result of unlawful and criminal acts (where a Life Assured dies due to participation in any unlawful or criminal act), active participation in war, invasion, acts of foreign enemies, hostilities, illegal strikes, warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising or riot, military or usurped power.
- 16. WHAT IS YOUR COVER AMOUNT?**
- 16.1** The Cover Amount is the amount as shown in the Policy Schedule that We will pay to You if a Life Assured dies or to Your beneficiary if You die.
- 16.2** The Cover Amount will remain unchanged unless You request an increase or decrease in the Cover Amount of any Life Assured. An increase in the Cover Amount will be effective from the Cover Start Date subject to the waiting period per clause 13.
- 16.3** The maximum Cover Amounts for Children are limited by legislation. We will not pay more than the statutory maximum Cover Amount in respect of Children.
- 16.4** The Policy covers the lives of 2 (two) Spouses at any one time during the term of the Policy.
- 16.5** In the event that You have more than one Policy with Us, the amount payable by Us per Life Assured will be limited to the maximum Cover Amount as stated in the table in clause 17.
- 16.6** Should We find that a limit has been exceeded, the cover that started last will be cancelled and premiums refunded without any interest.
- 17. IMPORTANT INFORMATION**
The following table shows the:
- 17.1** Minimum and maximum entry ages allowed for the different Lives Assured;
- 17.2** Maximum Cover Amounts per Life Assured
- 17.3** Waiting periods; and
- 17.4** Maximum number of claims for each Life Assured type.

Life Assured	Entry Ages	Maximum Funeral Benefit		Waiting Period (Including Suicide) The maximum waiting period, if applicable is calculated from the Cover Start Date (Not applicable to death due to an Accident).	Maximum number of lives on the Policy
		Cover Amount	Cover Amount for death due to an Accident		
Policyholder	18 - 64	R100 000	R200 000	6 months	1
Spouse	18 - 85	R100 000	R200 000	6 months	2***
Stillborn more than 28 weeks pregnant	More than 28 weeks	R1 000	n/a	**	
Child	0 – 5*	R20 000	R20 000	6 months	10
	6 – 13*	R50 000	R50 000	6 months	
	14 - 50	R50 000	R100 000	6 months	
Parent	26 - 85	R50 000	R100 000	6 months	5
Extended family member	0 – 5*	R20 000	R20 000	6 months	8
	6-13*	R50 000	R50 000		
	14-85	R50 000	R100 000		

*Legal maximum Child cover: The total amount that can be paid out for a Child's death is restricted by legislation and We must apply those limits across all our policies and those of other insurers that We become aware of and across all benefit types. For example, if the Child cover on the policy reaches the maximum amounts above, We will restrict the amount We pay out to the maximum allowable amount as shown in the table.

** The Policyholder must have completed the waiting period.

*** This includes cover for 2 (two) Spouses at any one time with no limitation of Spouse claims across the term of the policy.

Other	Waiting Period
Voluntary Policy Pause	24 months
Death Premium Waiver	6 months
Newborn Premium Waiver	6 months

18. HOW TO CLAIM YOUR BENEFITS

18.1 General

18.1.1 Benefits under this Policy can only be claimed if the claim event occurred while the Policy is active in accordance with clause 4 above.

18.1.2 If any information that You have provided on any Life Assured is incorrect, any benefit that becomes due may be recalculated or repudiated.

18.1.3 **You will be responsible for the costs of obtaining all relevant documents and submitting them to Us.**

18.2 How to claim

18.2.1 **You may submit a claim at any Capitec branch. Visit the Capitec branch network at <https://www.capitecbank.co.za/branch-locator>; or**

18.2.2 **You may email Capitec at Insuranceclaims@capitec.com; or**

18.2.3 **WhatsApp 067 418 9565**

18.3 Supporting documents required

The following supporting documents must be provided when You submit a claim:

18.3.1 All claims

18.3.1.1 **Original or copy of the claimant's ID**

18.3.1.2 **Original or copy of the beneficiary's ID**

18.3.1.3 **Original or copy of the death certificate**

18.3.1.4 **Original or copy of fully completed BI-1663/BI-1680 or DHA-1663/DHA-1680**

18.3.1.5 **Beneficiary's bank account number and branch code if the beneficiary is not a Capitec Bank account holder; and**

18.3.1.6 **Any other documents/reports which We need to assess the validity of the claim**

18.3.2 Death due to an Accident

18.3.2.1 **Documents listed under clause 18.3.1; and**

18.3.2.2 **A police report with details of the cause of death**

18.3.3 Waiver of Waiting Period claim

18.3.3.1 **Policy schedule of a funeral policy from any other Licensed Insurer which must be active and dated not more than 31 (thirty-one) days before the Signature Date of the Capitec Policy. It can be submitted at any time after the Signature Date of the Capitec Policy; and**

18.3.3.2 **Proof of cancellation of this previous policy at the time of the claim**

18.3.4 Newborn Premium Waiver claims

18.3.4.1 **Original or copy of an unabridged birth certificate**

18.3.5 Voluntary Policy Pause claims

18.3.5.1 **No documents are required**

19. WHAT IS A BENEFICIARY?

19.1 The beneficiary is a person who will receive the cover amount when it becomes payable.

19.2 In the event of Your death We will pay the Cover Amount to Your nominated beneficiary who must be 18 years or older and hold a South African bank account. If Your nominated beneficiary is deceased, We will pay the Cover Amount to Your deceased estate.

19.3 When nominating Your beneficiary, please ensure that You have provided Us with the surname, ID

	number and contact number of Your nominated beneficiary.	24.2.2	Proof of citizenship and copy of barcoded ID (provided by Department of Home Affairs for foreigners); or
20.	WHAT IS AN UNCLAIMED BENEFIT?	24.2.3	A permanent working permit with a copy of the Life Assured's passport
20.1	An unclaimed benefit is when We must pay a Cover Amount to You (or Your beneficiary), but We cannot trace You (or Your beneficiary) to pay the money to.	24.3	If any Life Assured leaves South Africa on a permanent basis, it is Your responsibility to request, in writing, to end the cover for that Life Assured. No premiums will be refunded in respect of such Life Assured.
20.2	We 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 . These steps may include the use of various external data sources and tracing agents. Capitec will deduct any administrative and tracing costs from the Cover Amount.	25.	WHEN MAY THE POLICY BE CANCELLED?
21.	WHAT IF WE DISPUTE YOUR CLAIM?	25.1	Cancellation within cooling-off period: You have the right to cancel this Policy within 31 (thirty-one) days from the Signature Date or from the date that You requested a change to the benefits of this Policy (for example if You add a Life Assured or increase the Cover Amount) and receive back all the premiums You have paid (or the additional premium where You requested a change after the addition of the Life Assured or increase in Cover Amount), provided that no benefit has yet been paid or claimed or a claim event has not occurred.
21.1	We will provide You with written notice within 2 (two) business days after receipt of all the relevant documents, advising You or Your nominated beneficiary whether the claim is accepted or rejected or whether the amount claimed is in dispute. The notice will contain the reasons for the dispute or rejection.	25.2	Cancellation after the cooling-off period You may still give notice to Us to cancel the Policy at any time after the 31 (thirty-one) day period referred to above but You will not be entitled to a refund of premiums.
21.2	You or Your nominated beneficiary is granted 90 (ninety) days from the date of rejection to provide Us with written reasons why the claim should be paid. We will respond to Your written reasons within 10 (ten) days of receipt of Your written reasons. Should We re-confirm the decision to reject or dispute the claim, You or Your nominated beneficiary can either refer the complaint to the National Financial Ombud Scheme or institute legal proceedings against Us.	25.3	Cancellation of the Policy by You must be communicated via any of the channels in clause 27.
21.3	Our policy requires you to institute legal action within 180 (one hundred and eighty) days after the expiration of the 90 (ninety) day period referred to above, failing which you will forfeit your claim and no liability can arise in terms of such claim.	25.4	We may cancel the Policy at any time by giving You 31 (thirty-one) days written notice.
22.	LEGISLATION This Policy is governed by South African Law and subject to the jurisdiction of the courts of South Africa.	25.5	We may further terminate our relationship with You in regard to any other policies that You may have with any entity in the Capitec group of companies, where fraud or attempted fraud was committed. This may include past instances of fraud or attempted fraud.
23.	CESSIONS AND LOANS The rights and obligations of this Policy cannot be transferred to someone else. The Policy cannot be used to secure a loan.	26.	CHANGES TO TERMS AND CONDITIONS EXCLUDING CHANGES TO PREMIUMS We may unilaterally change the terms of the Policy subject to Us giving You at least 31 (thirty-one) days prior notice of the change. We will provide You with appropriate details of the reasons for any change together with an explanation of the implications of the change as well as the options available to You.
24.	RESIDENCE, TRAVEL AND OCCUPATION	27.	HOW TO COMMUNICATE WITH US We will only accept communication as having been submitted by You if done via one of the following channels: The Capitec branch network https://www.capitecbank.co.za/branch-locator The Client Care Centre on 0860 10 2043; or An email to the Client Care Centre at ClientCare@capitecbank.co.za
24.1	No cover will be provided to any Life Assured where the Life Assured lives permanently outside the Republic of South Africa.		
24.2	The Policy provides cover to South Africans or South African residents that meet the definitions in section B clause 1 and can provide:		
24.2.1	Proof of residency (provided by Department of Home Affairs)		

28. DATA PROTECTION

- 28.1 We respect your privacy and We process Your personal information lawfully to the extent necessary to provide You with quality, secure and affordable products and services. This includes contacting appropriate third parties to confirm and/or verify a familial bond with a Life Assured or beneficiary. Our personal information processing practices are more fully described on the Capitec Privacy Centre on the Capitec website <https://www.capitecbank.co.za/privacy-centre/> ("Capitec Privacy Centre").
- 28.2 You acknowledge and understand that by accepting this Funeral Cover Plan and by utilising any products or services offered by Us, you hereby agree that in order to:
- 28.2.1 conclude and fulfil contractual terms or obligations to you;
- 28.2.2 comply with obligations imposed by law; and
- 28.2.3 to protect or pursue your, Capitec Life, or a third party's legitimate interests, including a Capitec group entity offering you products and services, including personalised offers, that may be of value to you;
- 28.2.4 your personal and special personal information, including credit bureau information, geolocation tracking and transactional behaviour data pertaining to you, may be processed by Capitec Life or its affiliates through centralised functions and systems across entities (including joint ventures and companies) in the Capitec group of companies or its operators and may be used for the purposes of risk monitoring and analysis to improve, develop, price, and market products or services, in the manner, and with the appropriate controls as set out in the Capitec Privacy Notice which can be found in the Capitec Privacy Centre.
- 28.3 We take appropriate technical and organisational measures to safeguard Your personal information against unauthorised access and loss or damage to the information.
- 28.4 You may request confirmation of what personal information We process and exercise any of Your

rights in terms of data protection and privacy law, as described on the Capitec website. Our personal information processing practices are more fully described in the Capitec Privacy Centre.

- 28.5 If a Life/Lives Assured under this Funeral Cover Plan is a minor under the age of 18 (eighteen), you hereby confirm that you are a competent person, as defined in POPI, in respect of such minor Life/Lives Assured and that you hereby consent to Us and Capitec Bank processing their personal information for the purpose of administering this Funeral Cover Plan.
- 28.6 In accordance with your consent We may further provide information to any Life Assured or beneficiary regarding whether they are covered by or a beneficiary of this policy.

CONTRACTING PARTIES

- 29.1 You**
As defined in section 1.18
- 29.2 Non-Mandated Intermediary and Binder holder: Capitec Bank Limited**
5 Neutron Road, Techno Park, Stellenbosch, 7600
Tel: 0860 10 20 43
Fax: 021 941 0770
Email: ClientCare@capitecbank.co.za
www.capitecbank.co.za
- 29.3 Insurer: Capitec Life Limited**
5 Neutron Road, Techno Park Stellenbosch, 7600
Tel: 0860 10 20 43
Fax: 021 941 0770
Email: Insuranceinfo@capitec.com
Website: www.capitec.com

SECTION C: DEBICHECK / DEBIT ORDER MANDATE

1. AUTHORITY

- 1.1 Given by <Title Name Surname>, <ID Number>, of <Residential Address>.

Bank Account Details

Bank: <Bank Name>
Branch Code: <Branch Code>
Account Number: <1234567890>
Account Type: <

("Account")

To: Capitec Life Limited of 5 Neutron Road, Techno Park, Stellenbosch, 7600

- 1.2 The following abbreviated name will appear as a description on your bank statement, for any payment made: CapFuneral together with your policy number
- 1.3 I hereby authorise Capitec Life Limited ("Capitec Life") to issue and deliver payment instructions, for my obligations in terms of the Policy to pay the monthly insurance premium in the amount of R<0.00> ("the Premium"), for collection against my account on condition that the sum of such payment instructions will not differ from my obligations as agreed in the Policy.
- 1.4 The individual payment instructions so authorised to be issued, must be issued and delivered when the obligation in terms of the Policy is due and the amount of each individual payment instruction may not differ as agreed to in the Policy.
- 1.5 The payment instructions so authorised to be issued must carry the Policy Number <CF12345678> which number must be included in the said payment instructions and must be provided to identify the specific contract. The said Policy Number appears in section 5 below.
- 1.6 I agree that the first payment instruction for payment of the Premium will be issued and delivered on <dd/mm/ccyy> or such earlier or later date in a month on which a credit is posted to your account and thereafter regularly on the <25th> of each month or such earlier or later date in the month on which a credit is posted to your account.
- 1.7 Subsequent payment instructions will continue to be delivered in terms of this authority until the obligations in terms of the Policy have been paid or until this debit order mandate is cancelled by me by giving Capitec Bank notice in writing of not less than one month.
- 1.8 DISCLOSURE: We may use tracking, which allows Capitec Life to track the availability of the posting of credits to your account, and to represent the debit order once a credit is identified as being available if submissions of previous payment instructions have been unsuccessful.
- 1.9 If your monthly premium increases in terms of the Agreement, the amount we collect from your account will correspondingly be increased.

2. MANDATE

I acknowledge that all payment instructions issued by Capitec Life will be treated by my abovementioned bank as if the instructions had been issued by me personally.

3. CANCELLATION

- 3.1 I agree that although this debit order mandate may be cancelled by me, such cancellation will not cancel the Policy.
- 3.2 I also understand that I cannot reclaim amounts which have been withdrawn from my account (paid) in terms of this debit order mandate if such amounts were legally owing to Capitec Life.

4. ASSIGNMENT

I acknowledge that this debit order mandate may be ceded or assigned to a third party if the Policy is also ceded or assigned to that third party.

5. POLICY NUMBER/S

The Policy Number is CF<12345678>
Signature date: <dd/mm/ccyy>

DECLARATION

By signing this Policy I acknowledge and confirm that:

- I have been given the opportunity to read the Policy, Summary and Disclosure Notice and I understand their meaning and effect.
- my attention has been drawn to the terms relevant to my rights as policyholder. I further acknowledge that I am aware of the nature and effect of these terms.
- all of the information that I have given to Capitec Life or Capitec Bank is true and correct.
- my electronic signature, indicates my agreement with the terms contained in this document.
- In any legal proceedings Capitec Life and Capitec Bank may rely on my electronic signature as rebuttable evidence of my agreement to the terms of the Policy.
- A copy of the Policy, Summary and Disclosure Notice have been given to me.
- No advice, as defined in the FAIS Act 37 of 2002, was given during the application process of this Policy.

Agreement electronically signed at <Test Branch> on <dd/mm/ccyy>

A digital image of the signatory's fingerprint **(Client)**, presented with the intent of it being used as a signature, at <Test Branch>, is uniquely linked to this record together the date/time stamp generated at the time that the signatory signed the agreement

A digital image of the signatory's fingerprint **(Consultant)**, presented with the intent of it being used as a signature, at <Test Branch>, is uniquely linked to this record together the date/time stamp generated at the time that the signatory signed the agreement

Electronically signed by:

First Name:

Surname:

Time:

Electronically signed by:

First Name:

Surname:

Time:

SUMMARY OF BENEFITS, CONDITIONS, LIMITATIONS AND EXCLUSIONS

(This Summary does not form part of your Policy Terms)

For Your convenience, We provide You with the following summary of the benefits, conditions, exclusions and limitations. This is only a summary and You must read Section A & B in detail together with this summary. If there is any conflict between the terms and conditions of this summary and the Policy Terms in Section B, then the Policy Terms in Section B shall prevail.

1. **Interpretation:**
 "You" and "Your" mean the Policyholder. "Capitec Life", "We" and "Us" mean Capitec Life Limited.
2. **How your Policy works:**
 - 2.1. Only the Lives Assured listed in the Policy Schedule are covered by the Policy.
 - 2.2. You must make sure that all the family members You want to be covered in Your Policy are listed correctly on the Policy Schedule and comply with Our definitions of persons that can be covered.
 - 2.3. You can request Us to add or remove family members or change the Cover Amount for Lives Assured. These changes will be done by agreement between us. The premium will change if You add or remove Lives Assured or if You change the Cover Amount.
 - 2.4. If it is found that You have committed, or attempted to commit fraud, We may cancel the Policy with immediate effect. We will not refund any premiums relating to a Policy where fraud or attempted fraud were committed. We may further terminate our relationship with You in regard to any other policies that You may have with any entity in the Capitec group of companies, where fraud or attempted fraud was committed. This may include past instances of fraud or attempted fraud.
3. **Please note the following rules around which lives may be insured on Your Policy:**
 - 3.1 **'Spouse(s)'** Your husband, wife, or life partner at the Cover Start Date. This includes all legal, religious, customary, civil or same-sex unions
 - 3.2 **'Married'**, for purposes of this Policy, is when 2 (two) people are:
 - 3.2.1 married according to the laws of any sovereign country
 - 3.2.2 married according to customary or tribal law
 - 3.2.3 married under any religion that is practiced in South Africa
 - 3.2.4 living together for a period of at least 6 months subject thereto that You can provide, upon request by the Insurer, satisfactory proof of the permanency of the relationship.; or
 - 3.2.5 party to a civil union in terms of the Civil Union Act, 2006
 - 3.3 **'Parent(s)'** Your or Your Spouse's mother or father. This includes step-Parents and legal guardians. This relationship must exist on the Cover Start Date.
 - 3.4 **Child/Children':** Your or Your spouse's son or daughter.
 - 3.4.1 This includes biological, adopted or step-Children, sons and daughters-in-law, and any Child under Your legal guardianship.
 - 3.5 **'Stillborn'** This means a baby being born dead after the 28th week of pregnancy.
 - 3.6 **'Extended Family Member'** This specifically includes Siblings, Aunts, Uncles, First Cousins (and their Children), Nieces, Nephews, Grandchild or Great Grandchild, and Grandparents or Great Grandparents:
 Relationships to You:
 - 3.6.1 Great-grandparent: Your Grandparent's Parent, also includes your Spouse's Great Grandparent.
 - 3.6.2 Grandparent: Your Parents' parent. Also includes Your Spouse's Grandparent
 - 3.6.3 Aunt: Your Parent's sister. Also includes your Spouse's aunt
 - 3.6.4 Uncle: Your parent's brother. Also includes your Spouse's uncle.
- 3.6.5 Sibling: Your brother or sister. You need to share at least 1 (one) Parent. Also includes your Spouse's Sibling and Your Sibling's Spouse.
- 3.6.6 First cousin: The Child of your Aunt or Uncle. You need to share a Grandparent to be a First Cousin. Also includes Your Spouse's First Cousin.
- 3.6.7 Nephew or Niece: The Child of your Brother or Sister.
- 3.6.8 First Cousin's Child: The Child of Your First Cousin. Also includes Your Spouse's First Cousins Child.
- 3.6.9 Grandchild: Your Child's child. Also includes your Spouse's GrandChild.
- 3.6.10 Great-Grandchild: Your Grandchild's Child. Also includes Your Spouse's Great Grandchild.
4. **Waiting Periods**
 - 4.1 A waiting period refers to a period during the life of the Policy when premiums must be paid, but no benefit will be paid.
 - 4.2 A waiting period applies to the Funeral Benefit, Newborn Premium Waiver Benefit, Voluntary Policy Pause Benefit and the Death Premium Waiver Benefit. The waiting period is calculated from the Life Assured's Cover Start Date. If the Cover Amount is increased the waiting period will apply to the increased portion of the Cover Amount.
 - 4.3 There is no waiting period for death due to an Accident.
 - 4.4 A waiting period will apply to suicide
5. **Your premium obligations:**
 - 5.1 Your Policy Schedule reflects the premiums payable, the due date of payment and the frequency of payment (i.e. monthly). No partial premium payments will be allowed. Any arrear premiums, including the premium due in the month of the claim, will be deducted from any Cover Amount payable.
 - 5.2 When amendments are made to the Policy, an additional premium may become due and such amounts are also reflected on the Policy Schedule.
 - 5.3 Your premium is a monthly premium paid by debit order.
6. **Consequences of non-payment of premiums:**
 Your premiums are due on Your chosen premium payment date. The chosen payment date for the premium is reflected on Your Policy Schedule. Should You fail to make payment on this date Your Policy will remain in force during the period of non-payment of Your premiums however will be terminated if You are in arrears with 3 (three) premiums.
7. **Annual premium review:**
 We may review Your premium annually and should the monthly premium not be sufficient to maintain the Policy benefits, Your premium will be increased subject to:
 - Us notifying You of the proposed review if We expect the review to result in an increase in Your premium; and
 - Us giving You at least 31 (thirty-one) days written notice of such increase.
8. **Your right to cancel:**
 - 8.1 Cancellation within the Cooling-off period: You have 31 days from the Signature Date to decide whether You want to keep Your Policy and/or changes made to the Policy. You can cancel Your Policy and/or changes

made during this time if no claim has been made and receive a full refund of premiums paid.

8.2 Cancellation after the Cooling-off period above: You may also cancel Your Policy at any time however You will not be refunded any premiums already paid.

8.3 Please notify Capitec of Your decision by way of communication via any of the following channels:

- The Capitec branch network
<https://www.capitecbank.co.za/branch-locator>
- The Client Care Centre on 0860 10 2043; or
- An email to the Client Care Centre at ClientCare@capitecbank.co.za

9. How to claim:

- You may submit a claim at any Capitec branch. Visit the Capitec branch network at <https://www.capitecbank.co.za/branch-locator>; or
- You may email Capitec at Insuranceclaims@capitec.com; or
- WhatsApp 067 418 9565

10. Documentation required when You claim:

- Original or copy of the claimant's ID
- Original or copy of the beneficiary's ID
- Original or copy of the death certificate
- Original or copy of fully completed BI-1663/BI-1680 or DHA-1663/DHA-1680
- Beneficiary's bank account number and branch code if the beneficiary is not a Capitec Bank accountholder; and
- Any other documents/reports which We need to assess the validity of the claim

Benefits, Terms, Limitations and Exclusions:

Funeral	We will pay	The Cover Amount	Double the Cover Amount
	When will We pay	- On the death of a Life Assured after the expiry of the waiting period. - Stillbirth claims for You or Your Spouse, if covered, for stillbirths that happen after the 28th week of pregnancy. This will be extended to when the Child is up to 6 (six) months old	If a Life Assured dies due to an Accident
	When will We not pay	- If the death is within the Waiting Period (applicable to natural death) - If the death is due to suicide any time after the Cover Start Date but within the waiting period - If the Cover Amount(s) is more than the Statutory Maximum Cover in respect of Children stipulated in the table below, We will not pay the amount above the Statutory Maximum Cover - If the death happened before the Cover Start Date. - If any information that You have provided on any Life Assured is incorrect. Any benefit that becomes due may be recalculated or repudiated.	
	Who can claim	Any party with necessary documentation acting on behalf of the Policyholder or beneficiary	
Death Premium Waiver	Documents required	- Original or copy of the death certificate - Fully completed BI-1663/BI-1680 or DHA-1663/DHA-1680 - Original or copy of the Beneficiary's identity document or passport - Beneficiary's banking details - Any other documents/reports which We need to assess the validity of the claim	- Original or copy of the death certificate - Fully completed BI-1663/BI-1680 or DHA-1663/DHA-1680 - Original or copy of the Beneficiary's identity document or passport - Beneficiary's banking details - Police report confirming the Accidental Death - Any other documents/reports which We need to assess the validity of the claim
	We will	Waive payment of the policy premium and continue cover on all the other remaining Lives Assured on the policy, for a period of 6 (six) months from the date of death of the Policyholder	
	When will this happen	On the death of the Policyholder after a waiting period of 6 (six) months from Your Cover Start Date. This waiting period will not apply in the case of Your death due to an Accident	
	We will not	Allow any changes by You to the Policy while this benefit is in operation	
Waiver of the Waiting Period	How to Claim	Automatically activated once a claim on the death of the Policyholder has been approved	
	We will	- Waive the waiting period on the Policy if the relevant Life Assured was covered on a funeral policy with another licenced Insurer (as listed on the FSCA website) within 31 (thirty-one) days before the Cover Start Date or covered on a previous Capitec Policy within 2 (two) months before the Cover Start Date and if the previous policy has lapsed or was cancelled - If the cover in terms of the previous policy was for a lesser amount than the Cover Amount in the Policy Schedule, then We will only pay such lesser amount	
	When will We pay	- If the required documents are provided, We will pay the Funeral Benefit if a Life Assured dies within the first 6 (six) months of the Cover Start Date - If the waiting period expired in respect of a previous policy for the Policyholder and the Lives Assured under the previous policy had expired or was partially served then We will waive the waiting period in respect of the time served	
	We will not waive the waiting period	- Without proof of cancellation of the previous policy at the time of the claim - If the relevant Life Assured was not covered under the previous policy during that policy's cancellation notice period - If the previous policy was not underwritten by a Licensed Insurer (as listed on the FSCA website)	
	Who is entitled to this benefit	Lives Assured	
	Documents required	- Name of Licensed Insurer, Policy Number and any other information that would assist Us in confirming the funeral policy and/or - Policy schedule of a funeral policy from any Licensed Insurer not older than 31 (thirty-one) days before the Capitec Policy Cover Start date. - These can be submitted at Signature Date or any time after the Cover Start Date of the Capitec Policy before a claim is submitted.	
Funeral Support	We will assist at claim submission with	- The transportation of a deceased Life Assured from within the Republic of South Africa, Namibia, Zimbabwe, Botswana, Swaziland, Lesotho and Mozambique (south of the 22-degree parallel) to the place of burial anywhere in South Africa - Travel and overnight accommodation for 1 (one) family member accompanying the deceased - Arranging counselling for family members, funeral arrangement advice and help with claims and death certificates	
	Who can claim	Policyholder or Claimant	
	Documents required	None	

If You need to pause Your Policy's premiums		
Voluntary Policy Pause	We will	- Allow You to keep the Policy active for 6 (six) months without making any monthly premium payments - Allow all Lives Assured on the Policy to use the Funeral Support Benefit during the Voluntary Policy Pause
	When are You entitled to the benefit	24 (twenty-four) months after Your Cover Start Date - This benefit may be used more than once during the life of the Policy, subject to a 24 (twenty-four) month waiting period from the last time You used this benefit.
	We will not	- Pay the Funeral Benefit during this Voluntary Policy Pause - Allow changes to the Cover Amounts and Lives Assured while this benefit is in operation - Allow You to claim the Newborn Premium Waiver or Death Premium Waiver Benefit
	Who can claim	Policyholder
	Documents required	None, the Policyholder must visit a Capitec branch or contact the Client Care Centre
If a Child is born or adopted		
Newborn Premium Waiver	We will	Allow You to stop paying premiums for 6 (six) months while still keeping all benefits on Your plan active for all Lives Assured on this plan
	When are You entitled to this benefit	- After Your Policy has been active for 6 (six) months; and - When Your baby is born or You adopt a Child; and - You apply for the benefit within 3 (three) months of the birth or legal adoption of the Child
	We will not	Allow changes by You to the Cover Amounts and Live Assured while this benefit is in operation
	Who can claim	Policyholder (as mother or father)
	Documents required	An unabridged birth certificate

Entry Ages, Maximum Cover, Waiting Periods and Maximum Number of Claims:

Life Assured	Entry Ages	Maximum Funeral Benefit		Waiting Period (Including Suicide) The maximum waiting period, if applicable is calculated from the Cover Start Date (Not applicable to death due to an Accident).	Maximum number of lives on the Policy
		Cover Amount	Cover Amount for death due to an Accident		
Policyholder	18 - 64	R100 000	R200 000	6 months	1
Spouse	18 - 85	R100 000	R200 000	6 months	2***
Stillborn more than 28 weeks pregnant	More than 28 weeks	R1 000	n/a	**	
Child	0 – 5*	R20 000	R20 000	6 months	10
	6 – 13*	R50 000	R50 000	6 months	
	14 - 50	R50 000	R100 000	6 months	
Parent	26 - 85	R50 000	R100 000	6 months	5
Extended family member	0-5	R20 000	R20 000	6 months	8
	6-13	R50 000	R50 000		
	14 - 85	R50 000	R100 000		

*Legal maximum Child cover: The total amount that can be paid out for a Child's death is restricted by legislation and We must apply those limits across all our policies and those of other insurers that We become aware of and across all benefit types. For example, if the Child cover on the policy reaches the maximum amounts above, We will restrict the amount We pay out to the maximum allowable amount as shown in the table.

** The Policyholder must have completed the waiting period.

*** This includes cover for 2 (two) Spouses at any one time with no limitation of Spouse claims across the term of the policy.

Other	Waiting Period
Voluntary Policy Pause	24 months
Death Premium Waiver	6 months
Newborn Premium Waiver	6 months

DISCLOSURE NOTICE

IMPORTANT INFORMATION – PLEASE READ CAREFULLY

(This notice does not form part of the Insurance Contract or any other document)

As a long-term insurance policyholder, or prospective policyholder, you have the right to the following information:

1. NON-MANDATED INTERMEDIARY AND BINDER HOLDER

- 1.1 Capitec Bank Limited
Registration No: 1980/003695/06
FSP No: 46669
PO Box 12451, Die Boord, Stellenbosch, 7613
5 Neutron Road, Techno Park, Stellenbosch, 7600
Tel: 0860 10 20 43
Fax: 021 941 0770
Email: ClientCare@capitecbank.co.za
www.capitecbank.co.za
- 1.2 We are an authorised Financial Services Provider in terms of the Financial Advisory and Intermediary Services Act and may render intermediary services in respect of category I, sub-category A, B1, B1-A, B2 and B2-A long-term insurance products. We accept liability for all intermediary services provided by our representatives, which services may be provided under supervision. We hold professional indemnity insurance
- 1.3 We act as an intermediary and earn a maximum commission of 1.5% of the gross written premium which is permitted under the Long-term Insurance Act and the regulations thereto. In addition, we act as a binder holder in terms of a binder agreement with Capitec Life. We earn a binder fee of 0.6% for binder functions performed.
- 1.4 Capitec Bank Limited does not hold more than 10% of Capitec Life shares and has not received more than 30% of our remuneration from Capitec Life in the last 12 (twelve) months.
- 1.5 Client Care Centre
Tel: 0860 10 20 43
Fax: 021 941 0770
Email: ClientCare@capitecbank.co.za
- 1.6 Compliance department
Tel: 021 809 4599
Fax: (021) 880 1130
Email: Compliance@capitecbank.co.za
- 1.7 Complaints department
In the event of a complaint with regard to the services provided by Capitec, please contact the Client Care Centre as per clause 1.5
- 1.8 Claims department
The claims procedure is detailed in clause 18 of the policy terms
- 1.9 A claim can be submitted:
- At a Capitec branch; visit the Capitec branch network <https://www.capitecbank.co.za/branch-locator>; or
 - By email: Insuranceclaims@capitec.com

Via WhatsApp on 067 418 9565

2. PRODUCT SUPPLIER / INSURER

- 2.1 Capitec Life Limited
Registration No: 2021/924456/06
Licensed Life Insurer Number: I078
PO Box 12451, Die Boord, Stellenbosch, 7613
5 Neutron Road, Techno Park, Stellenbosch, 7600
Tel: 0860 10 20 43
Fax: 021 941 0770
Email: Insuranceinfo@capitec.com
Website: www.capitec.com
- 2.2 Compliance department
The Compliance Officer is contactable at the numbers above
Email: Insurancecompliance@capitec.com
- 2.3 Complaints department

If you are not satisfied with the policy, service or way the complaint has been resolved through the internal complaints handling process of the intermediary, you can address your complaint to Capitec Life's Complaints department who is contactable at the number above.

Email:

EscalatedInsuranceComplaints@capitec.com

All complaints must be reduced to writing and accompanied by any supporting documents. A copy of our complaints procedure can be provided to you on request

2.4 Claims department

The Claims department is contactable at the number above.

Email: Insuranceclaims@capitec.com

3. FAIS OMBUD

- 3.1 If you are not satisfied with the policy, service or way the complaint has been resolved through the internal complaints handling process of the intermediary, you can address your complaint to the FAIS Ombud who is contactable at:

3.2 FAIS Ombud

PO Box 41 Menlyn Park, 0063
Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010

Tel: 012 762 5000

Fax: 012 348 3447

Email: Info@faisombud.co.za

Website: <http://www.faisombud.co.za>

4. NATIONAL FINANCIAL OMBUD SCHEME SOUTH AFRICA

- 4.1 If you are not satisfied with the way the claim has been dealt with, you can address a complaint to the National Financial Ombud Scheme South Africa who is contactable at:

4.1.1 Johannesburg: 110 Oxford Road, Houghton Estate, Illovo, Johannesburg

4.1.2 Cape Town: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont
Tel: 0860 800 900

Email: info@nfosa.co.za

Website: www.nfosa.co.za

5. THE FINANCIAL SECTOR CONDUCT AUTHORITY

- 5.1 Alternatively, you can address a complaint to the FSCA who is contactable at:

5.2 FSCA

PO Box 35655, Menlo Park, 0102
Riverwalk Office Park, Block B, 41 Matroosberg Road (Corner Garsfontein and Matroosberg Roads), Ashlea Gardens, Extension 6, Menlo Park, Pretoria
Tel: 012 428 8000

Fax: 012 347 0221

Website: <http://www.fsca.co.za>

6. OTHER MATTERS OF IMPORTANCE

- 6.1 You must be informed of any material changes to the information referred to in sections 1, 2 and 3
- 6.2 The product supplier (Capitec Life) must give you written notice of its intention to cancel your policy
- 6.3 You are entitled to a copy of your Policy free of charge
- 6.4 Should you not be satisfied with the policy, you are entitled to cancel the policy within 31 (thirty-one)

days from the Signature Date of your policy where no benefit has yet been paid or claimed, or an event insured against has not yet occurred, and where premiums have been paid.

7. WARNING

- 7.1 Keep all documents you receive
- 7.2 Make notes as to what is said to you
- 7.3 Do not be pressured into buying the product
- 7.4 All material facts must be accurately fully and properly disclosed by you. All information provided by you is your own responsibility. You need to be satisfied with the accuracy of any transaction submitted by Capitec Bank Limited on your behalf. Misrepresentation, incorrect or non-disclosure by you of any material facts or circumstances may impact negatively on any claims arising from your Policy. In the event that it is discovered by Capitec that you intentionally misrepresented any material facts or circumstances relating to you, a Life Assured or beneficiary, Capitec may terminate its relationship with you across its group of companies with immediate effect. This may include past instances of fraud, which we discover after a claim has been paid.

8. SHARING OF INSURANCE INFORMATION

- 8.1 Insurers share information with each other regarding policies and claims with a view to prevent fraudulent claims and obtain material information regarding the assessment of risks proposed for insurance. By reducing the incidents of fraud and assessing risks fairly, future premium increases may be limited. This is done in the public interest and in the interest of all current and potential policyholders.
- 8.2 By accepting this insurance, you or any other person that is represented herein, gives consent to the said information being disclosed to any other insurance company or its agent.
- 8.3 You also similarly give consent to the sharing of information in regard to past insurance policies and claims that you have made. You also acknowledge that information provided by yourself or your representative may be verified against any legally recognised sources or databases.
- 8.4 By accepting this insurance, you hereby consent to such information sharing with regards to underwriting or claims information that you have provided or that has been provided by another person on your behalf.
- 8.5 In the event of a claim, the information you have supplied with your application together with the information you supply in relation to the claim, will be included on the system and made available to other insurers participating in the information data sharing system.
- 8.6 Insurers share information with each other regarding policies and claims with a view to prevent fraudulent claims and obtain material information regarding the assessment of risks proposed for insurance. By reducing the incidents of fraud and assessing risks fairly, future premium increases may be limited. This is done in the public interest and in the interest of all current and potential policyholders.
- 8.7 By accepting or renewing this insurance, you or any other person that is represented herein, gives consent to the said information being disclosed to any
- 8.8 By accepting or renewing this insurance, you hereby consent to such information sharing with regards to underwriting or claims information that you have provided or that has been provided by another person on your behalf.
- 8.9 In the event of a claim, the information you have supplied with your application together with the information you supply in relation to the claim, will be included on the system and made available to other

insurers participating in the information data sharing system.

9. DATA PROTECTION

- 9.1 We respect your privacy and We process Your personal information lawfully to the extent necessary to provide You with quality, secure and affordable products and services. Our personal information processing practices are more fully described on the Capitec Privacy Centre on the Capitec website <https://www.capitecbank.co.za/privacy-centre/> ("Capitec Privacy Centre").
- 9.2 You acknowledge and understand that by accepting this Funeral Cover Plan and by utilising any products or services offered by Us, you hereby agree that in order to:
 - 9.2.1 conclude and fulfil contractual terms or obligations to you;
 - 9.2.2 comply with obligations imposed by law; and
 - 9.2.3 to protect or pursue your, Capitec Life, or a third party's legitimate interests, including a Capitec group entity offering you products and services, including personalised offers, that may be of value to you;
- 9.2.4 your personal and special personal information, including credit bureau information, geolocation tracking and transactional behaviour data pertaining to you, may be processed by Capitec Life or its affiliates through centralised functions and systems across entities (including joint ventures and companies) in the Capitec group of companies, or its operators and may be used for the purposes of risk monitoring and analysis to improve, develop, price, and market products or services, in the manner, and with the appropriate controls as set out in the Capitec Privacy Notice which can be found in the Capitec Privacy Centre.
- 9.3 We take appropriate technical and organisational measures to safeguard Your personal information against unauthorised access and loss or damage to the information.
- 9.4 You may request confirmation of what personal information We process and exercise any of Your rights in terms of data protection and privacy law, as described on the Capitec website. Our personal information processing practices are more fully described in the Capitec Privacy Centre.
- 9.5 If a Life/Lives Assured under this Funeral Cover Plan is a minor under the age of 18 (eighteen), you hereby confirm that you are a competent person, as defined in the Protection of Personal Information Act No. 4 of 2013 ("POPI"), in respect of such minor Life/Lives Assured and that you hereby consent to Us and Capitec Bank processing their personal information for the purpose of administering this Funeral Cover Plan.
- 9.6 In accordance with your consent We may further provide information to any Life Assured or Beneficiary regarding whether they are covered by or a beneficiary of this policy.
- 9.7 Finally, we will contact any third parties in order to confirm and/or establish a familial bond with a Life Assured or Beneficiary.

10. WAIVER OF RIGHTS

The General Code of Conduct stipulates that no financial services provider may request or induce in any manner a client to waive any right or benefit conferred on the client by or in terms of any provisions of the said code, or recognise, accept or act on any such waiver by a client. Any such waiver is not legally valid.

11. CONFLICT OF INTEREST

- 11.1 We have entered into an agreement with Capitec Life Limited in terms of which we are remunerated by Capitec Life to offer this Policy to You and to provide certain services to you in regard to the Policy.
- 11.2 We are confident that we have mitigated any potential conflict of interest that may exist in terms of our obligations to you and the payment to Us of the fees mentioned in sub-clause 11.1 above to ensure that we provide unbiased and fair financial services to you.
- 11.3 A copy of our Conflict of Interest Management policy is available at www.capitec.com. The policy is reviewed on an annual basis and transmitted to the Financial Services Conduct Authority for purposes of oversight.

12. UNCLAIMED BENEFITS

- 12.1 An unclaimed benefit is when We must pay a Cover Amount to You (or Your beneficiary), but We cannot trace You (or Your beneficiary) to pay the money to.
- 12.2 We 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. These steps may include the use of various external data sources and tracing agents. Capitec will deduct any administrative and tracing costs from the Cover Amount.