

Policy & Disclosure Notice (collectively, the "POLICY")

1. INSURER:

This Policy is underwritten by Guardrisk Life Limited (Reg. No 1999/013922/06 and FSP No 76) ("Guardrisk"), a licensed insurer and Authorised Financial Services Provider.

2. TYPE OF POLICY:

Life Insurance: Funeral Class of business.

3. NON MANDATED INTERMEDIARY:

RCS Cards (Pty) Ltd (Reg. No 2000/017891/07) ("INTERMEDIARY").

4. DEFINITIONS:

Unless the contrary appears from the context, the following words and phrases shall have the meanings assigned to them where they appear in this policy:

4.1 ACCEPTANCE LETTER

the letter sent to the Insured from RCS confirm that the Insured's application for this Funeral Plan cover has been successful and that the Insured has consented to taking out the insurance cover;

4.2 ACCIDENT

means the sudden, unforeseen and uncertain event, which could not reasonably be expected to occur, which is caused by violent, external, physical and visible means at an identifiable time and place, resulting directly and independently of any other cause, in Bodily Injury;

4.3 ACCIDENTAL DEATH

means Bodily Injury which (directly and independently of all other causes) results within 14 (fourteen) Days in the Death of the Insured and shall exclude Natural Death;

4.4 ADMINISTRATOR

means RCS Cards (Pty) Ltd (Reg. no 2000/017891/07);

4.5 APPLICABLE LAWS

means the Insurance Act 18 of 2017 and/or the Long-term Insurance Act 52 of 1998, the Policyholder Protection Rules (Long-term Insurance), 2017 and the Protection of Personal Information Act 4 of 2013, and any other legislation dealing with data management and similar processes,

4.6 BODILY INJURY

means physical bodily injury to the Insured caused by an Accident. Bodily Injury shall be deemed to include death/permanent disability by starvation, thirst and/or exposure to the elements;

4.7 BUSINESS DAY

means any day excluding a Saturday, Sunday or registered public holiday;

4.8 CLAIM

means, unless the context indicates otherwise, a demand for policy benefits by a Claimant in relation to this Policy, irrespective of whether or not the Claimant's demand is valid;

4.9 CLAIMANT

means the person who submits a Claim and completes the required claim form and submits the required documentation to the Administrator in order to assess the validity of the Claim;

4.10 CLAIM EVENT

means the insured risk under this Policy, being the Death of the Insured as defined in this Policy;

4.11 COMMENCEMENT DATE

means the date when this Policy commences;

4.12 DAY

means a 24 (twenty-four) hour period, and DAYS has a corresponding meaning;

4.13 DEATH

means the Accidental Death, Natural Death or Unnatural Death of an Insured;

4.14 EXCLUSIONS

Means the losses or risk events not covered under this Policy;

4.15 INSURED

means You, the adult, South African citizen or permanent resident, who is over the age of 18 (eighteen) years but has not yet, and will not reach the age of 65 (sixty-five) years in the particular calendar year, who has applied for this insurance Policy and which has been accepted by the Insurer and who has an active and up-to-date RCS credit facility;

4.16 MEDICAL PRACTITIONER

means a registered Medical Practitioner;

4.17 NATURAL DEATH

means a death that is not Accidental Death resulting from a natural cause or illness;

4.18 NOMINATED BENEFICIARY

means the person nominated by the Insured to receive the benefits of this Policy on the Death of the Insured;

4.19 PERIOD OF INSURANCE

means every subsequent month after the Commencement Date that RCS receives Your Premium;

4.20 PERSONAL INFORMATION

means personal information as defined in the Protection of Personal Information Act 4 2013;

4.21 POLICY

means a life Policy under the Funeral Class of business;

4.22 PREMIUM

means the monthly premium payable to cover the risk of benefits provided by this Funeral Policy;

4.23 PRESCRIBE

means the legal termination of the period of time in which You can lodge a dispute in respect of a Claim outcome;

4.24 REPUDIATE

means, in relation to a Claim, any action by which Guardrisk rejects or refuses to pay a Claim, or any part of a Claim, for any reason, and includes instances where a Claimant lodges a Claim- in respect of a loss event or risk not covered by this Policy; and

4.24.1

in respect of a loss event or risk covered by this Policy but the Premium(s) payable in respect of this Policy are not paid and REPUDIATION shall have a corresponding meaning

4.24.2

means a valid and approved Claim where payment cannot be made to the Nominated Beneficiary as such person is unknown and not contactable. It is a Claim that is known to Us, has been reported, assessed, proven valid and approved.

4.26 UNNATURAL DEATH

means death resultant from suicide which death must occur after the first 12 (twelve) months from the Commencement Date in order to be covered. Suicide during the first 12 (twelve) months from the Commencement Date will not be covered.

4.27 VARIATION

means any act that results in a change to:

- The Premium;
- Any terms;
- Any condition;
- Any Policy benefit;
- Any Exclusion; or
- The duration of this Policy

VARY and VARIATIONS have corresponding meanings

4.28 WAITING PERIOD

means a period during which an Insured is not entitled to benefits and where the occurrence of a Claim Event will not be covered.

For Natural Death, the waiting period is a period of 6 (six) months commencing from the Commencement Date. Should a Natural Death occur during the waiting period, the Claim will be invalid and will remain so even after the expiry of the waiting period. There will be no Waiting Period for Natural Death in instances where an Insured was covered on a similar policy with an alternate insurer in the 31 (thirty-one) Day period prior to the Commencement Date of this Policy and where such waiting period on the similar policy with the alternate insurer has already expired and where the similar policy with the alternate insurer is being replaced with this policy. Proof will be required in order to waive the Waiting Period on this Policy, failing which the balance of the unexpired Waiting Period on the similar policy will be applied or where the full Waiting Period on this Policy will be applied.

If the Policy lapses and is reinstated within 2 months from the date of lapse, no new Waiting Period will be applied.

For Accidental Death there is no Waiting Period.

5. OPERATIVE CLAUSE:

5.1

In return for the timeous and prior payment of the required monthly Premium by the Insured and receipt thereof by Guardrisk and subject to the terms of this Policy, on the occurrence of the Claim Event, Guardrisk will pay the benefits of this Policy to the Nominated Beneficiary. Guardrisk will pay the benefits within 48 hours (2 working Days) upon receipt of all of the necessary claim documentation (see clause 10).

6. BENEFITS PAYABLE:

6.1 Funeral benefit

6.1.1 In the event of the Insured passing away from Natural Death and subject to the Waiting Period and the terms and conditions of this Policy, Guardrisk will pay the sum of **R 32 000.00** (thirty two thousand Rand) to the Nominated Beneficiary of the Insured.

6.1.2 In the event of the Insured passing away from an Accidental Death, and subject to the terms and conditions of this Policy, Guardrisk will pay **R 64 000.00** (sixty four thousand Rand) to the Nominated Beneficiary of the Insured.

6.1.3 In the event of the Insured passing away from an Unnatural Death, and subject to the Waiting Period and the terms and conditions of this Policy, Guardrisk will pay the sum of R32,000.00 (thirty four thousand Rand) to the Nominated Beneficiary of the Insured.

7. GENERAL EXCLUSIONS:

7.1

Guardrisk will not be liable to pay any benefit under this Policy if the Claim for a benefit arises directly or indirectly from or as a consequence to or from, or is traceable to:

- 7.1.1 suicide or attempted suicide within the first 12 (twelve) months from the Commencement Date;
- 7.1.2 ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from any nuclear weapons material. For the purpose of this exclusion only, combustion shall include any self-sustaining process of nuclear fusion;
- 7.1.3 war, invasion, act by a foreign enemy, hostility (whether war be declared or not), civil war, mutiny, insurrection, rebellion, revolution, military or usurped power;
- 7.1.4 the Insured's deliberate exposure to exceptional danger (except in an attempt to save human life) or the Insured's own criminal act;
- 7.1.5 wilful self-injury or where the Insured is affected temporarily or otherwise, by alcohol, narcotics or drugs, unless the latter is administered by or prescribed by or taken in accordance with the instructions of a registered Medical Practitioner (other than herself/himself where the Insured is such a registered medical practitioner).

8. PREMIUM:

8.1

If the Premium is charged to the Insured's RCS credit facility, the following provisions apply:

8.1.1

The Premium payable is the monthly amount shown on the Acceptance Letter and as specified in RCS's credit facility statement of account. The Insured authorises the Intermediary to debit and collect the Premium from her/his RCS credit facility and to pay it over to Guardrisk on her/his behalf in the amount as specified and RCS's credit facility terms and conditions will apply in addition to the terms and conditions of this Policy.

8.1.2

The Premium payable will not attract interest where the RCS credit facility payment plan is used to pay the Premium. If, however, the Insured does not make payment of his Premium and/or RCS credit facility then interest will be charged on all outstanding amounts as per the RCS credit facility terms and conditions which will be retained by the Intermediary.

8.1.3

In the event of any inconsistency or conflict between this Policy wording and the RCS credit facility terms and conditions, the RCS credit facility terms and conditions will prevail.

8.2

If the Premium is paid by means of a debit order, the following provisions apply:

8.2.1

The Premium is the monthly amount shown on the Acceptance Letter. The Insured telephonically authorises and requests the Intermediary, or its authorised representative, to draw against the personal bank account provided to the Intermediary, the amount necessary for payment of the monthly Premium as and when required and for the amount requested every month, until this Policy is cancelled in writing or in terms of this Policy wording.

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- 8.2.2 The Insured will be responsible for the payment of any bank charges associated with the monthly debit order.
- 8.3 The Premium is subject to review once every calendar year, and the Insured will be notified of any Premium increases 31 (thirty-one) Days before any increase takes effect;
- 8.4 We must receive your full Premium on the first of every month. If the Premium is still not paid after the grace period, your Policy will automatically terminate with effect from the last day of the month for which a Premium was paid. If the Premium payment is not received by RCS, RCS will double debit the Premium in the following month, which means the Premium will be billed twice, and should the outstanding Premium not be paid when it is re-debited, this Policy will be cancelled from the date the first unpaid Premium was due to be paid. All unpaid Premiums will attract interest and collection charges in accordance with the RCS credit facility terms and conditions. Any Claim arising during the 60 Day grace period will still be assessed and if valid, the benefit payable will be less the outstanding Premium(s). Any Claim arising after the expiry of the grace period where the Policy has been cancelled, will not be valid and will be Repudiated.

The Policy may be reinstated within 2 months from the date of lapse/cancellation and if so, no Waiting Period for Natural Death will be imposed. Where a request to reinstate occurs after 2 months from the date of lapse/cancellation, the full Waiting Period for Natural Death will be imposed.

We will tell you by SMS if you are not up-to-date with paying your Premium. We will tell you by SMS if your Policy has stopped.

- 8.5 Clause 8.4. applies to where the Insured elects to pay for the insurance Premium by means of a debit order or where the Insured has elected to charge the insurance Premium to the Insured's RCS credit facility. Please note that the abovementioned grace period relates to the termination of this Policy only, and in no way negates the Insured's responsibility to pay his Premiums in a timely manner.
- 8.6 During the grace period, we will provide the benefit payable. The benefit payable will be reduced by any outstanding Premiums payable.

9 CESSATION OF COVER:

- 9.1 If the Premium is charged to the Insured's RCS credit facility, cover under this Policy shall automatically end at midnight on the Day that:
- 9.1.1 the full RCS credit facility instalment is not received by the Intermediary within the period provided for in clause 8.4;
- 9.1.2 the Insured's RCS credit facility is suspended as provided for under the National Credit Act;
- 9.1.3 the Insured's RCS credit facility is terminated or closed.
- 9.1.4 However, notwithstanding 9.1.2 and 9.1.3, the Insured shall be given an opportunity in each instance to initiate the debit order option to retain full cover.
- 9.2 If the Premium is paid by means of a debit order, this Policy shall automatically end at midnight on the Day that:
- 9.2.1 the Premium is for whatsoever reason not received by RCS within the period provided for in clause 8.4.
- 9.3 The Policy shall also automatically end at midnight on the day that:
- 9.3.2 The Insured dies;
- 9.3.3 RCS ceases to participate in the Policy;
- 9.3.3 The Policy terminates for any reason whatsoever;
- 9.3.4 The Insured reaches the age of 65 years;
- 9.3.5 The Insured cancels the Policy by giving one month's notice to the Intermediary;
- 9.3.6 The Insurer cancels the Policy by giving a 31 Day notice period to the Insured for whatsoever reason;
- 9.3.7 The Insurer may immediately cancel this Policy or place it on hold, refuse any transaction or instructions or take any other action considered necessary in order to comply with the law and prevent or stop any undesirable or criminal activity, whichever of the aforementioned events occur first.
- 9.4 The Insurer shall not be affected by any arrangements that may be made between RCS and the Insured in any reduction of the number of instalments originally agreed on or extending the period for the repayment of the indebtedness beyond that originally agreed upon.

10 CLAIMS NOTIFICATION PROCEDURE:

- 10.1 A Funeral benefit Claim must be made within 3 (three) months of the Claim Event. Reference to "Claim" or "Claims" means the fully completed claim form with all required documentation attached. A claim form is attached to your Acceptance Letter or may be obtained by calling RCS Claims department on 081 729 727, or sending an email to: Claims@rcsgroup.co.za
- 10.2 When there is a Claim Event that is covered in terms of this Policy, the Claimant must, at their own cost:
- 10.2.1 Notify RCS in writing within 3 months of the date of the Claim Event giving rise to the Claim;
- 10.2.2 complete and send the claim form to RCS;
- 10.2.3 supply full details of the Claim Event in writing and provide RCS with all the necessary documentation and proof that RCS require;
- 10.3 If the Claim is Repudiated and the Claimant does not agree with this decision or with the amount paid, the Claimant can, within 90 (ninety) Days after Guardrisk has Repudiated or settled the Claim, discuss with Guardrisk the reason for the Repudiation or settlement. If after this period the Claimant still does not agree with Guardrisk's reasons, the Claimant has a further 180 (one hundred and eighty) Days to institute legal action against Guardrisk by way of the service of summons. The Claimant may also follow the Complaints Procedure as set out in clause 24 hereof. If the Claimant does not do anything then the Claimant gives up his or her rights to any further Benefits in respect of this Claim and the matter will Prescribe.
- 10.4 The Claimant must submit the following documents to the RCS claims department:
- 10.4.1 Fully completed RCS claim form;
- 10.4.2 Certified copy of the deceased's death certificate;
- 10.4.3 Certified copy of the deceased's identity document;
- 10.4.4 The DHA 1663 Registration of Death form (A document completed by the attending medical practitioner);
- 10.4.5 In the event of an Accidental/Unnatural Death a Police Report is required;
- 10.4.6 Certified copy of the Nominated Beneficiary's identity document;
- 10.4.7 Proof of address of the Nominated Beneficiary (not older than 3 (three) months);
- 10.4.8 If the Claim is only submitted after the aforementioned 3 (three) months, an affidavit which explains the reason for the delay;
- 10.4.9 Any additional details that may be required.

- 10.5 Notification of all Claims that are submitted to RCS under this insurance Policy shall be made to Guardrisk by RCS, on behalf of the Insured or Nominated Beneficiary/Claimant. A Claim shall not be payable by Guardrisk if the conditions set out in this clause are not complied with.

10.6 Unclaimed Benefits

- 10.6.1 If a valid and approved Claim under this Policy for a benefit is not claimed within 6 (six) months from the date of approval, we will be obliged to start the process of tracing the Nominated Beneficiary.
- 10.6.2 We will take the necessary 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 or in accordance with the Insurers Unclaimed Benefit Management Framework.
- 10.6.3 These steps may include various external data sources and tracing agents.

11 MISREPRESENTATION:

- 11.1 This Policy shall be voidable in the event of misrepresentation or non-disclosure by or on behalf of the Insured which is material to Guardrisk's assessment of the risk, in which event any and all Premiums so paid will be refunded in full less any administrative costs.
- 11.2 It is the responsibility of the Insured to let RCS know if any of her/his circumstances change and where this could affect the outcome of a potential Claim and/or invalidate this Policy and its benefit.

12 SURRENDERS OR CESSIONS:

- 12.1 This Policy may not be assigned or transferred.
- 12.2 This Policy does not accrue a surrender, loan or paid up value.

13 CONDITION PRECEDENT:

- 13.1 Strict compliance by the Insured with all the provisions, conditions and terms of this Policy shall be a condition precedent to liability on the part of Guardrisk hereunder.

14 CANCELLATION:

- 14.1 This Policy can be cancelled by the Insured within 31 (thirty-one) Days of the Commencement Date, provided that no benefit has yet been paid or claimed or the Claim Event insured against has not yet occurred, by giving RCS notice in writing. In the event that this Policy is cancelled within this 31 (thirty-one) Days cooling off period, the Insured will receive a refund of her/his paid Premium/s.
- 14.2 After this 31 (thirty-one) Day cooling off period, this Policy may be cancelled by the Insured giving 31 (thirty-one) Days' notice in writing to RCS or it may be cancelled by Guardrisk by giving 31 (thirty-one) Days' notice in writing to the Insured at the latter's last known contact details. Cover will cease at midnight on the last day for which the premium has been paid. In the event that this Policy is cancelled after the expiry of the cooling off period, the Premiums paid will not be refunded to the Insured.

15 POLICY VARIATION:

- 15.1 Guardrisk reserves the right to Vary, add or change the terms and conditions of this Policy by giving RCS written notice of such intention at least 31 (thirty-one) Days before any Premium rate adjustment and 31 (thirty-one) Days' notice before any other material Policy Variation; RCS must inform the Insured of any material Variation of the terms and conditions;
- 15.2 Any Variation and/or changes that will be binding on Guardrisk, RCS and the Insured may only be applied on the existing terms once the Policy has been in force for a period exceeding 12 (twelve) months from the Commencement Date (the guarantee period) after written communication of these changes has been sent to the Insured's last known contact details.

16 FRAUD:

- 16.1 If any Claim under this Policy is in any respect fraudulent, or if any fraudulent means or devices are used by the Insured or anyone acting on her/his behalf to obtain any benefit under this Policy, all benefits including Premiums paid under this Policy shall be forfeited.

17 JURISDICTION AND GOVERNING LAW:

- 17.1 Only the courts of South Africa shall have jurisdiction to entertain any Claims arising out of or in respect of this Policy and the law of South Africa shall apply to this Policy.
- 17.2 The parties hereby consent to the jurisdiction of the High Court of South Africa, in respect of all Claims and causes of action between them, whether now or in the future, arising out of or in respect of this Policy.

18 INDULGENCE, LENIENCY OR EXTENSION:

- 18.1 No indulgence, leniency or extension of time which RCS or Guardrisk may grant or show to the Insured, shall in any way prejudice RCS or Guardrisk, or preclude RCS or Guardrisk, from exercising any of their rights in the future.

19 COMMISSION OR OTHER REMUNERATION PAYABLE TO THE INTERMEDIARY:

- 19.1 Commission of 3.5% and a Binder Fee of 7.5% of the total monthly Premium is payable to RCS, which is included in the monthly Premium.

20 NO RIGHTS TO OTHER PARTIES:

- 20.1 Unless otherwise expressly provided in this Policy, nothing in this Policy shall give any rights to any person other than the Insured.
- 20.2 Payment to the Insured or the approved Claimant shall in every case be a full discharge to Guardrisk.

21 DISCLOSURE DETAILS - PLEASE READ CAREFULLY

- 21.1 As a life insurance policyholder, or prospective policyholder, you have the right to the following information:
The Financial Advisory Intermediary Services Act 37 of 2002 ("FAIS Act"), the General Code of Conduct and the Long Term Insurance Act 52 of 1998, and the Policyholder Protection Rules require compliance by Product Suppliers (insurers), Non Mandated Intermediary Binder Holders with various disclosure requirements in order to assist you in making informed

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decisions about the insurance products that you purchase. It also aims to ensure that your Product Supplier, NMI Binder Holder and Financial Services Provider (if applicable) render fi services honestly, fairly, with due skill and diligence and in your interests and the integrity of the fi services industry.

You will receive a Disclosure Notice at the inception of your policy and at each subsequent Renewal (or Anniversary) date. The Disclosure Notice contains certain information about your Product Supplier, NMI Binder Holder and Financial Services Provider (if applicable), together with information about the Ombud and the Registrar. Should you experience any difficulties in obtaining the required details, please contact your Financial Services Provider for further assistance.

21.1.1 Details of the Binder-holder Intermediary: RCS Cards (Pty) Ltd, Reg No. 2000/017891/07

RCS is licensed as a Financial Services Provider in terms of the Financial Advisory and Intermediary Services Act 2002. FSP Licence No. 44481. The below contact information is the relevant contact details for RCS:

Contact Details
 Physical Address: RCS Building Golf Park, Raapenberg Road, Mowbray, 7700
 Postal Address: P.O. Box 111, Goodwood, 7459
 Telephone Number: (021) 597 4000 or 0861 SAY RCS / 0861 729 727
 Fax Number: 0861 237 483
 Web Address: www.rcs.co.za

Claims department contact details

Postal Address: P.O Box 111, Goodwood, 7459
 Tel: 0861 729 727
 Fax: 0861 237 483
 Email Address: claims@rcsgroup.co.za
 Key individual email address: fais@rcsgroup.co.za

RCS Compliance Officer is available on the above numbers or on the following email address: compliance@rcsgroup.co.za.

- 21.1.2 RCS operates as a private company with limited liability.
- 21.1.3 RCS performs services as an intermediary under the Long Term Insurance Act 52 of 1998 entering into long term policies, maintaining, servicing and dealing with the policies on the Insurer's behalf.
- 21.1.4 RCS is authorised, in terms of the FAIS Act, to render advice and intermediary services in respect of Category 1, Subcategory B1 relative to long term insurance products.
- 21.1.5 RCS accepts liability for all fi advice and or intermediary services provided by our representatives.
- 21.1.6 RCS has a binder agreement with Guardrisk Life Insurance Company Limited. RCS does not hold more than 10% of the Insurer's shares nor did RCS receive more than 30% of its total income from the Insurer in the last 12 months.
- 21.1.7 RCS does have Professional Indemnity cover as well as the necessary Agreement in place to act on behalf of Guardrisk.
- 21.1.8 RCS earns a Binder fee of 7.5% and Commission of 3.25% of the premium payable.

21.2.1 Details of the Insurer: Guardrisk Life Limited, Reg No. 1999/013922/06

Guardrisk Life Limited is licensed as a Financial Services Provider in terms of the Financial Advisory and Intermediary Services Act 2002. FSP Licence No. 76. In terms of the FSP license, Guardrisk Life Limited is authorised to give advice and render fi services for products under:

CATEGORY I:

- Long-term Insurance : Category A
- Long-term Insurance : Category B1
- Long-term Insurance : Category B1-A
- Long-term Insurance : Category B2
- Long-term Insurance : Category B2-A
- Long-term Insurance : Category C

The below information is the relevant contact details for Guardrisk:

Contact Details
 Physical Address: The Marc, Tower 2, 129 Rivonia road, Sandton, 2196
 Postal Address: PO Box 786015, Sandton, 2146
 Telephone Number: (011) 669 1000
 Email Address: info@guardrisk.co.za
 Web Address: www.guardrisk.co.za
 Guardrisk's Compliance Officer is available via email: compliance@guardrisk.co.za, and
 Telephone: +27-11-669-1104
 Fax Number: +27-11-675-3826

- 21.2.2 Guardrisk has a Professional Indemnity Cover and a Fidelity Guarantee Cover in place.
- 21.2.3 You can access the Guardrisk's Conflict of Interest Management Policy at www.guardrisk.co.za

22 OTHER MATTERS OF IMPORTANCE

- 22.1 You must be informed of any material changes in the detail provided about Your Intermediary and Guardrisk.
- 22.2 If the information about the Intermediary was given orally, it must be confirmed in writing within 31 (thirty-one) Days.
- 22.3 If any complaint to the Intermediary or Insurer is not resolved to Your satisfaction You may submit the complaint to the Registrar of Long Term Insurance.
- 22.4 Guardrisk and not the Intermediary must give reasons for Repudiating Your Claim.
- 22.5 Guardrisk may not cancel Your insurance merely by informing the Intermediary. There is an obligation to make sure the notice has been sent to You.
- 22.6 You are entitled to a copy of the Policy document free of charge

23 WARNING

- 23.1 Do not sign any blank or partially completed application forms.
- 23.2 Complete all forms in ink.
- 23.3 Try and keep all documents handed to You.
- 23.4 Make a note as to what is said to You.
- 23.5 You may not be pressurised to buy any product.

24 COMPLAINTS PROCEDURE

- 24.1 Please first contact the Intermediary (RCS) if You have any complaints or queries on (021) 597 4000 or 0861 SAY RCS / 0861 729 727. You can access our Complaints Policy at www.rcs.co.za or email complaints@rcs.co.za
- 24.2 If any complaint to RCS is not resolved to Your satisfaction You may then submit the complaint to the Insurer, at:
 Guardrisk Life Limited – In the event of complaints not being satisfactorily resolved:
 Postal Address: PO Box 786015, Sandton, 2146
 Tel: 0860 333 361
 Email: complaints@guardrisk.co.za
- 24.3 You can access our Complaints Resolution Policy at: www.guardrisk.co.za or email: complaints@guardrisk.co.za
- 24.4 If any complaint to the Insurer is not resolved to Your satisfaction You may then submit the complaint to the following regulators:

The Long Term Insurance Ombudsman – In the event of claims/service problems not being satisfactorily resolved.

Postal Address: Private Bag X45, Claremont, 7735
 Tel: (021) 657 5000 Fax: (021) 674 0951
 Sharecall: 0860 103 236
 E-mail: info@ombud.co.za
 Website: www.ombud.co.za

The FAIS Ombud – In respect of complaints about the selling of the financial service provided.

Postal Address: PO Box 74571, Lynwood Ridge, 0040
 Tel: (012) 762 5000 or (012) 470 9080
 Fax: (012) 348 3447 or 0860 764 1422
 E-mail: info@faisombud.co.za
 Website: www.faisombud.co.za

Financial Sector Conduct Authority – if any complaint to the Intermediary or Insurer is not resolved to Your satisfaction

Postal Address: PO Box 35655, Menlo Park, 0102
 Tel: (012) 428 8000
 Contact centre: 0800 110 443 / 0800 20 20 87
 Fax: (012) 346 6941
 Email: info@fscsa.co.za
 Website: www.fscsa.co.za

25 COOLING-OFFRIGHTS

You have the right to cancel this Policy, via written notification within 31 (thirty-one) Days after the later of the receipt of this disclosure document or the Policy summary, or from a reasonable date on which it can be deemed that you received this disclosure document or Policy summary to cancel this Policy and be refunded any premium paid provided no Claim Event has arisen or any benefit paid.

26 TREATING CUSTOMERS FAIRLY

- 26.1 This product has been created to meet the requirements of our clients. RCS endeavours to at all times deliver on customer service and customer expectations by enforcing the principles of Treating Customers Fairly ("TCF").
- 26.2 The TCF principles ensure we apply fairness to all client experiences relating to new business, policy terms, service and claims processes. The TCF framework has 6 outcomes which are:
 - 26.2.1 You are confident that Your fair treatment is key to our culture.
 - 26.2.2 Products and services are designed to meet Your needs
 - 26.2.3 To communicate clearly, appropriately and on time during the lifespan of Your policy
 - 26.2.4 To provide information which is suitable to Your needs and circumstances.
 - 26.2.5 Our products and services meet your standards and deliver what You expect
 - 26.2.6 There are no unreasonable barriers to access our services, or to lodge a Claim or complaint

27 EXTENT AND NATURE OF PREMIUM OBLIGATIONS

- 27.1 Your Policy document reflects the Premiums payable, the due date of payment and the frequency of payment (e.g. monthly or annually). When amendments are made to the Policy an additional Premium may become due and such amounts are also reflected on the Policy schedule.
- 27.2 A Premium is due monthly and if not paid, this Policy and the benefit attached will cease and no longer be in force.

28 PROCESSING OF PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

- 28.1 Your privacy is of utmost importance to us. We will take the necessary measures to ensure that any and all information, including Personal Information (as defined in the Protection of Personal Information Act 4 of 2013) provided by you or which is collected from you is processed in accordance with the provisions of the Protection of Personal Information Act 4 of 2013 and further, is stored in a safe and secure manner.

You hereby agree to give honest, accurate and up-to-date Personal Information and to maintain and update such information when necessary. You accept that your Personal Information collected by us may be used for the following reasons:

- 28.1.1. To establish and verify your identity in terms of the Applicable Laws;

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- 28.1.2 To enable RCS/Guardrisk to fulfil its obligations in terms of this policy;
- 28.1.3 To enable RCS/Guardrisk to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws;
- 28.1.4 Reporting to the relevant Regulatory Authority/Body in terms of the Applicable Laws
- 28.2 We may share Your information for further processing with the following third parties which third parties have an obligation to keep Your Personal Information secure and confidential:
 - 28.2.1 Payment processing service providers, merchants, banks and other persons that assist with the processing of Your payment instructions;
 - 28.2.2 Law enforcement and fraud prevention agencies and other persons tasked with the prevention and prosecution of crime;
 - 28.2.3 Regulatory authorities, industry ombudsmen, governmental departments, local and international tax authorities and other persons that We, in accordance with the Applicable Laws, are required to share Your Personal Information with;
 - 28.2.4 Credit Bureaus;
 - 28.2.5 Our service providers, agents and sub-contractors that We have contracted with to offer and provide products and services to any Policyholder in respect of this Policy; and
 - 28.2.6 Persons to whom We cede Our rights or delegate Our authority to in terms of this Policy.

You acknowledge that any Personal Information supplied to Us in terms of this Policy is provided according to the Applicable Laws. Unless consented to by Yourself, We will not sell, exchange, transfer, rent or otherwise make available Your Personal Information (such as name, address, email address, telephone or fax number) to any other parties and You indemnify Us from any claims resulting from disclosures made with Your consent.

You understand that if We have utilised your Personal Information contrary to the Applicable Laws, You have the right to lodge a complaint with Guardrisk within 10 (ten) days. Should Guardrisk not resolve the complaint to Your satisfaction you have the right to escalate the complaint to the Information Regulator.

30 WAIVER OF RIGHTS

- 30.1 The FAIS 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 null and void.

31 CONFLICT OF INTEREST

- 31.1 RCS have considered the conflict of interest provisions in terms of the FAIS Act 37 of 2002 and have not identified any actual or potential conflicts of interest, either ownership interest, financial interest, third party relationships, associates or distribution channels as defined.
- 31.2 RCS adopted a values based approach where the spirit of the legislation is embraced. This is reviewed at least annually and reported on to the Financial Sector Conduct Authority. A conflict of interest management policy is available to clients upon request.