Card Protection Plan
CLAIM FORM

ACCOUNT HOLDER / INSURED PERSONAL INFORMATION	
Surname	
Initials	
First Name	
ID number of Insured	
Telephone number (mobile)	
Postal address	
Email address	
ACCOUNT INFORMATION	
Account number	
Have you previously claimed on this policy? YES/NO/DATE	
CIRCUMSTANCES OF CLAIM	
Unauthorized Use	
Date of unauthorized use	
Date reported to RCS	
Circumstances of unauthorized use including value	
Was the incident report to the SA Police? YES / NO /DATE	
Police Case Reference Number & Policy station reported to	
Card replacement	
Date card was lost and date reported to RCS	
Describe circumstances and place of lost card	

IMPORTANT DOCUMENTS WE REQUIRE TO PROCESS THE CLAIM
Completed and signed Claim form
Certified copy of Identity Document
Affidavit in the event that Identity Document has been lost/stolen
Email documents to claims@rcsgroup.co.za with claim form

DECLARATION:

I, the claimant, hereby certify that all the information I have provided relative to this claim is true and correct. I authorise any hospital, clinic, doctor, or other individual to furnish RCS with any information in respect of the claim, including any copies of medical records, consultations, medical history, sickness or injuries the deceased have had with any institution. I have not withheld any information which could be material to the assessment of the claim.

Signature claimant _____ Date

Mutualpark, Jan Smuts Drive, Pinelands, Cape Town 7405
PO Box 111, Goodwood, 7459
Tel: +27 (0)21 597 4000
www.rcs.co.za

NOV 2026

Directors: RF Adams* V Metz ** M van Brakel*
*Executive /**Non-Executive
RCS Cards Proprietary Limited | Registration Number 2000/017891/07 | NCRCP38 | FSP44481 | RCS is a registered credit and authorised financial services provider

Classification: Confidential

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PROCESSING OF PERSONAL INFORMATION IN TERMS OF POPI ACT 4 OF 2013

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 and kept for the period prescribed by the Applicable Laws.

You hereby agree to give honest, accurate and up-to-date Personal Information which may be used for the following reasons:

- to establish and verify your identity in terms of the Applicable Laws;
- to enable Us to fulfil our obligations in terms of this Claim;
- to enable Us to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws; and reporting to the relevant Regulatory Authority/Body, in terms of the Applicable Laws.

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:

- Payment processing service providers,
- merchants,
- banks and other persons that assist with the processing of any benefit payable;
- Law enforcement and fraud prevention agencies and other persons tasked with the prevention and prosecution of crime;
- 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; and
- Credit Bureau's.

You acknowledge that any Personal Information supplied to Us in terms of this Claim 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 to any other parties and you indemnify Us from any claims resulting from disclosures made with your consent. Such Personal Information provided (voluntarily, unconditionally and specifically) will be utilized by Us or by any appointed third parties, on our behalf, and will be kept for such period as legislated according to the Applicable Laws.

You understand that if We have utilized 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.

Signature	
Date	