

TERMS AND CONDITIONS FOR BEEF PRODUCT

Principal member must be below age 65 at inception of this policy and have the ability to afford and pay the monthly premiums for the plan as stated on the schedule. The principal member must be a permanent resident of South Africa and accept the conditions as stated herein and the premiums indicated in the schedule. Policy will commence on the date of the first premium is received and/or honored and the policy will continue as long as the future premiums are honored. The Principal member may also be defined as the policyholder in any future correspondence pertaining to this policy. The policy will terminate on non-payment of premiums and on death of the principal member.

Spouse: A person married to the Principal member by law, Tribal Custom or under the Tenets of any Asian Religion and shall include a Common Law Spouse and where applicable, a relationship between two people of the same gender. The Principal Member may, due to a Life changing incident apply to Prospercare Benefit Solutions in writing to change the spouse details within one month of such changes.

Child: an unmarried child of the Principal Member including posthumous child, stepchild, child of any common law spouse of the principal member, illegitimate or legally adopted child, providing that proof of any child is submitted to Prospercare and acceptance acknowledged by the Underwriter.

Unmarried children: are covered to below age 22 and to below age 26 years if a full-time student. Unmarried children who are mentally retarded or totally and permanently disabled prior to age 22, who are unable to care for themselves are covered to death, cessation age of the principal member or withdrawal (In both instances, proof satisfactory to the underwriter of the condition of disablement or confirmation of full-time study must be submitted at claim stage. This does not include part-time correspondence students). This life shall also be classified as an Immediate Family Dependent for the duration of this policy.

REVISION OF TERMS AND CONDITIONS

Prospercare Benefit Solutions reserves the right to amend, revoke, vary or alter any of the terms and conditions of this policy, and giving all its members a 30 days notice period.

CANCELLATIONS

The policyholder as well as Prospercare Benefit Solutions, reserves the right to cancel this policy at any time after giving the other party 3 (Three) months written notice of such intention.

BENEFICIARIES

The beneficiary is the person fully described in the schedule to this policy who has been elected by the principal member to receive the benefits or direct the usage of the benefits claimed as a result of death of the principal member.

SURRENDER VALUES

There are no surrender values attached to this Policy. Benefits under this Policy may not be ceded or pledged in any way. No Loans will be granted against this policy.

BEEF BENEFIT

This benefit will, on death of the member and/or immediate family dependent and on approval of such submitted claim, produce delivery of a **beef livestock or butchery voucher (valid for 3 months)** per life as per the Beef Schedule and categories' table specified on the application form to the premises within South Africa selected by the Beneficiary. A claim on this optional benefit shall also be subject to the waiting period as stipulated in the waiting period conditions and be approved only if the waiting period has been served from the time the member selected and started paying for this optional benefit. **This optional benefit cannot be substituted for cash payout.** This livestock delivered in respect of the applicable qualifying claims will range from 430kg to 450kg

PREMIUM PAYER

The Premium Payer is the person selected by the Principal Member to be responsible for payment of premiums. The premium payer on group schemes will be the principal member via his payroll office.

WAITING PERIODS:

- There is a 6 (six) months waiting period for claims due to natural causes in respect of all lives below 75 years at entry and benefits of R20,000 and below. A further 3 (three) months waiting period will be applicable for those benefits in excess R20,000 in respect of deaths due to natural causes.
- There is a 6 (six) months waiting period for claims due to natural causes in respect of extended family lives 86 years and below. Maximum age at entry for extended life is 86, applicable from 1 April 2019. (9 month waiting period on lives between 75 – 86 who joined prior to April 2019)
- Where premium payments are missed then resumed, the applicable waiting period will apply from date payment of premiums is resumed.
- Suicide will not be covered during the first **(one) year** of membership.

OTHER PERTINENT CONDITIONS

- Each Principal Member must complete an application form electing his / her dependants.
- In the event of duplication of cover, the underwriter will not be liable for any accumulation of benefit on any one life covered, which exceeds R36,000 in respect of those below 65 and R10,000 in respect of those above 74. The accumulation of cover in respect of extended cover will be limited to 2 policies per extended family life and to a maximum of R15 000 per extended family life aged below 75 and R10 000 per extended life aged above 74.
- *Extended family member/s can only be added to the Beef Policy if they are covered on the principal member's funeral policy with Prospercare.*
- Prospercare Benefit Solutions reserves the right to review the premium rate in line with inflation, market and Actual claims experience of the business and in general on the Scheme Anniversary date.
- In the event that the member elects to change the dependants' covered, such change must be communicated in writing and new dependants shall attract waiting periods as stipulated in the waiting period conditions.
- All amendments to the policy details need to be submitted to Prospercare's offices in writing and it remains the member's responsibility to ensure that the amendment is received and finalized.
- *In the event that the premiums are missed for 2 months, the policy shall be regarded as lapsed;*
- *Policies with 3 or more premiums missed shall be regarded as cancelled;*
- *Lapsed policies, shall attract a waiting period of 3 months on reinstatement and a full settlement of outstanding premiums shall be payable prior to reinstatement being approved;*
- In the event of discontinuation or termination of this agreement, there will be no refund of premiums paid as the contract does not have any surrender benefits;
- Cancelled policies shall be treated as new and in the event that the policyholder seeks to reinstate such cover normal waiting period will be applicable from afresh as stated in the waiting period conditions;
- Should you have any problems regarding the particulars of lives insured, please contact us within seven (7) days of receiving this document. We shall assume that all the particulars and the rules are satisfactory if we do not receive any written correspondence contesting the rules of the particulars herein.

CLAIMS PROCEDURE

- In the event of a death, the beneficiaries must contact Prospercare Benefit Solutions on 0860 111 447, as soon as possible to arrange the provision of the funeral benefit. Claims forms will be forwarded to you upon request and completed forms may be faxed to the claims department on (011) 475 2013. The claims department will notify you of the status of your claim within 24 hours after the claim is submitted. All premiums must be paid up to date at the time of a claim being submitted. All deaths must be notified to Prospercare Benefit Solutions within 6 (six) months of the date of death with the following documentation:
 - ✓ Completed Prospercare Benefit Solutions Claim Notification Form
 - ✓ The original computer produced Death Certificate or a faxed certified death certificate (BI-5)
 - ✓ Certified Copy of ID document of the Deceased (must be Stamped DECEASED)
 - ✓ Certified Copy of ID document of the Principal Member and/or claimant in the event that the Principal Member is the deceased
 - ✓ Removal order or the BI-1663 form
 - ✓ Confirmation letter from Funeral Parlour
 - ✓ Copy of Principal Member's most recent payslip prior to the death (In cases of suicide 6 months will be required).
 - ✓ In cases of unnatural death, a Police report form (to be obtained from Prospercare) completed by the Investigating officer.
 - ✓ For a disabled child, confirmation of the Disability Grant, copy of the Medical application or Medical report is required
 - ✓ In case of stillbirths, a copy of Medical Certificate signed only by a Medical Practitioner or District Surgeon, (BI-12) – Original or faxed certified copy of Abridged Death Certificate (applicable up to age 4 months) with Home Affairs stamp and numbered in black.
 - ✓ Copy of the Bank statement (no internet bank statements will be accepted)
- Failure to lodge the claim within the first 6 (six) month period from date of death, could result in the benefit being forfeited;
- Claims, in respect of dependants, will only be paid where such dependants have been nominated on the original application form;
- All Certified documents shall only be accepted if and only if such certification is done by a certified commissioner of oaths (an Attorney or a Funeral Parlor) or the South African Police Service;
- The underwriter and / or Prospercare Benefit Solutions reserves the right to request any further

documentation or information as it may seem necessary to accurately assess a claim;

COOLING OFF PERIOD

From the date that Prospercare Benefit Solutions receives the first premium, there is a 30-day period in which the applicant still has an option to cancel the policy. Prospercare Benefit Solutions must be notified in writing to have the policy cancelled and any premiums that may have been paid or deducted, refunded. If no such notification is received within 30 (thirty) days from payment and/or deduction of the premium, in writing, Prospercare Benefit Solutions will consider the policy taken up

IMPORTANT WARNING

- It is very important that you are quite sure that the product or transaction meets your needs and that you feel you have all the information you need before making a decision.
- It is recommended that you discuss with the intermediary or insurer the possible impact of the proposed transaction on your finances, your other policies or your broader investment portfolio. You should ask for information about the flexibility of any proposed policy.
- Where paper forms are required, it is advisable to sign them only once they are fully completed. Feel free to make notes regarding verbal information, and to ask for written confirmation or copies of documents.
- Remember that you may contact either the long-term insurance Ombudsman or the registrar of long-term insurance, whose details are set out below, if you have any concerns regarding a product sold to you or advice given to you.

Prospercare Benefit Solutions is a juristic representative of NESS Consulting (Pty) Ltd. NESS is an independent administrator with written mandates from Sanlam Developing Markets and other Underwriters. It has no interest in any of the Insurers. Prospercare earns an average administrative and marketing fee of 15% of the premium. Collection fees of an average of 2.5% of the premium per policy are also included in the premium. NESS is an authorized financial service provider licensed to render financial services and act as an intermediary in the Long-Term insurance categories 1A and B, amongst others. NESS holds a PI cover.

COMPLAINTS PROCESS

Should there be complaints with regards to any policies; clients must submit these complaints in writing to Prospercare Benefit Solutions. Upon receipt of complaints, Prospercare will provide written acknowledgement of receipt of the complaint and endeavor to resolve the complaint. Should clients not be satisfied with final response, clients may direct their complaints to the FAIS Ombud at the details below.

DETAILS OF OMBUDSMAN

Ombudsman for Long Term Insurance
P.O Box 45007, Claremont, 7735

Tel No.: (012) 674 - 0330
Fax No.: (012) 674 - 0951

<http://www.ombud.co.za>

DETAILS OF COMPLIANCE OFFICER

Ncamane Consultants (Pty) Ltd

Telephone: 011 - 715 9700

Email address: compliance@nessgroup.co.za

DETAILS OF ADMINISTRATOR

NESS Consulting (Pty) Ltd FSP No.: 22576

Reg No.: 2005 / 020315 / 07

Head Office:

222 Building, 222 Smit Street, Braamfontein,
Johannesburg, 2001;

Telephone: (011) 715-9700

Key Individuals Of NESS Consulting Services (Pty) Ltd :

Mbulelo Maqubela

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Tel: (011) 339 – 7647 Fax: 086 683 1414

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Prospercare Benefit Solutions (Pty) Ltd

Reg No. : 2004/006007/07

Key Individual of the Juristic Representative:

Helga Smit

Physical Address : Lakeside Office Estate, No 5
Upper Lake Road, Constantia Kloof, 1709;

Postal Address : P.O. Box 1547, Strubensvalley,
1735

Telephone: (011) 675-3570

Facsimile: (011) 475-2013

DETAILS OF THE UNDERWRITER

This product is underwritten by the following underwriter:

✓ Sanlam Developing Markets

Tel : (011) 359 – 7991

Fax : (011) 359 – 7915

FSP No. : 11230

Reg No. : 1998/021121/06