INQAKU
The Home of South African Football

FOR THE POLICYHOLDER:

JOHN DOE

POLICY NUMBER:

IL22-0211043

OMART FROM OLDMUTUAL

Products underwritten by Old Mutual Alternative Risk Transfer Limited, a licensed Life Insurer.

"Inqaku FC (Pty) Ltd trading as Inqaku is an authorised financial services provider | FSP No. 51044 | inqakulife.com | info@inqakulife.com | Unit 2B, Block B, Metropolitan Office Park, 281 Cape Road, Newton Park, Gqeberha, 6045 | 010 020 4371 | Policies underwritten by Old Mutual Alternative Risk Transfer Limited, a licensed life insurer under the Insurance Act (IA). | Different Life is the binder holder and administrator of this policy."

Your Policy

Policy Number:	IL22-0211043
Total Monthly Premium:	R 990.30
Original Purchase Date:	04-11-2022
Start Date:	01-12-2022

Policyholder Details

John Doe, the policyholder of this policy, was born on **02-01-1980**, is a Male, and is a permanent resident of **South Africa** whose identity number is **8001025000084** (if you plan to or emigrate please let us know as this could affect your policy with us).

Debit Order Details

Premium Payer Name:	John Doe
Bank:	Absa Bank
Branch Code:	632005
Account	123456789
Account Type:	Current
Debit Day:	25th of each month

Premiums

Premiums are collected from your bank account monthly in advance on your selected debit order date. In **December**, each year, your total premium will increase by the amount in the table based on your premium escalation. If, after your cover has started, we do not receive your premium on the due date for any reason, we will notify you and if payment is not received within the next 15 days, your policy may be cancelled.

Date	Premium
01-12-2023	R 1,040
01-12-2024	R 1,092
01-12-2025	R 1,146
01-12-2026	R 1,204
01-12-2027	R 1,264
01-12-2032	R 1,613
01-12-2037	R 2,059

Cover Start Date

Your policy will start when the first premium is collected. The cover on your policy will start on **01-12-2022** provided that we successfully collect your first monthly premium before then. Cover for each additional person will start on the first of the month after they are added to the policy, provided that we successfully collect the relevant premium before then.

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What you need to know about your policy

Premium Guarantee Period and Premium Reviews

Your premiums are guaranteed not to increase during the first year from the policy start date.

After that, premiums are expected to increase every year in December at your premium escalation rate (shown in the Policy Details and Descriptions table below), however there are certain conditions under which premiums may be adjusted. We can adjust premiums because of changes in expected future claims and expense experience as well as changes in future profitability of the product. These expectations will be informed by previous experience, assessed in an annual premium review. We will inform you at least 31 days in advance if a review results in a premium adjustment and your premium adjustment will take effect on the policy anniversary.

Risk-only Products

Your policy pays out only in the event of the death of any of the people covered (shown in the Policy Details and Descriptions table below), there is no investment component.

Cancellation

If you are dissatisfied with any aspect of the product or service under which the product does not live up to your expectations, you can cancel the policy at any time. Where at the date that we receive the cancellation notification, the payment that has already been collected or processed for a current or future cover period, will not be refunded and cancellation will be effected at the end of that cover period. This policy has no cash value if cancelled. Note: For a cancellation during the Cooling Off Period any payments to the insurer will be refunded (less the cost of cover enjoyed). You may cancel this policy by calling or emailing us.

Provision for Reinstatement

If the policy lapses, it may be reinstated under the same policy number within a maximum of six months of lapse upon such terms and conditions as the insurer may reasonably choose to impose, in line with regulations. Your premium and policy terms and conditions will not change for the first 12 months.

If reinstated within 2 months of lapse, no new waiting period will apply and no terms and conditions will be changed. The waiting period on the reinstatement will be limited to any unexpired waiting period before the policy lapsed.

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Claims

Any claims submitted on this policy must be initiated by the Policyholder; in the event of the Policyholder's death, the claim should be initiated by the nominated beneficiary.

Valid claims will be paid out within 2 business days after all required claim documents are received. If a claim is disputed, the claim will be approved or declined within 14 business days.

Please note that, in the event of you (or your beneficiary) needing to claim, the following contact details will be useful:

- Tel: 010 020 4371
- Email: claims@inqakulife.com or inqaku-claims@differentlife.co.za
- Web: inqakulife.com/claims

Details of documents typically required for the claim process can be found at: www.inqakulife.com/claims, but we will provide details of all the required information for the specific claim once the process has started. This will ensure that Different Life (as Binder Holder for OMART) can process the claim quickly and efficiently.

The claim may not be paid if neither Inqaku nor Different Life have not been notified within three months of the event of an insured person's death.

If you would like to institute legal proceedings regarding any claims decision, you need to do so within 3 years after the decision is confirmed. If legal action is not taken within this time, you will lose the right to dispute the rejection of this claim under this policy.

If your claim remains rejected even after you have made representations to us to have the decision reversed, your lawyer must institute legal action on your behalf within that three year time limit.

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Policy Summary

Cover	Cover Start	Cover Amount	Premium
Inqaku Funeral Cover	01-12-2022	R 100,000	R 262.65
Grandparent Doe - Grandparent - (1960-07-08)	01-12-2022	R 30,000	R 301.89
Nephew Doe - Nephew / Niece - (2008-09-07)	01-12-2022	R 30,000	R 17.73
Jane Doe - Spouse - (1990-09-08)	01-12-2022	R 50,000	R 54.41
Parent Doe - Parent / Parent-in-law - (1975-08-25)	01-12-2022	R 30,000	R 125.41
Adult Child Doe - Adult Children - (2001-01-25)	01-12-2022	R 30,000	R 54.44
Brother Doe - Brother / Sister - (2001-01-28)	01-12-2022	R 30,000	R 54.44
Cousin Doe - Cousin - (2002-11-25)	01-12-2022	R 30,000	R 34.51
Child Doe - Child - (2020-11-17)	01-12-2022	R 50,000	R 13.08
Uncle Doe - Uncle / Aunt - (2000-01-25)	01-12-2022	R 30,000	R 60.35
Grandchild Doe - Grandchild - (2019-08-09)	01-12-2022	R 30,000	R 11.39

Total Premium **R 990.30**

The premium(s) above will escalate at 5% annually. Your cover will not escalate.
Cover and Premium amounts in the table above are effective from 01-12-2022

*Note: by law, minors under the age of 6 years may not be insured for more than R20,000. The Cover Amount will therefore be limited to R20,000 for any minor child until they turn 6.

Nominated Beneficiary For Death Benefits

Name	Date of birth	Relationship To The Life Assured
Jane	901212	Spouse

Note: Benefits other than death benefits will be paid to the life assured.

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Debit Order and Banking Details

Your premium will be collected by debit order on the 25th of each month. If the debit date falls on a non banking day we will collect on the last banking day prior to the debit date. Your premiums are always collected in advance for cover starting on the 1st of the month following your debit.

You confirmed that you have authority over Absa Bank account number 123456789 and gave permission for it to be debited in terms of the policy and you agreed to allow for tracking of dates to match with cashflow (at no additional cost to yourself). This means that Inqaku Life can, in the event of there being insufficient funds available in your account, continue to re-present the payment instruction to your bank until payment has been fully satisfied.

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Inqaku Funeral Cover

Policy Benefits

If you die, your cover benefit amount of R 100,000 will be paid to your nominated beneficiary within two business days of receiving all required documentation for a valid claim.

If any of the other people insured under this policy die, the relevant cover amount will be paid to you within two business days of receiving all required documentation for a valid claim.

Please ensure that your beneficiary's details are kept updated. If you have not nominated a beneficiary and you die the money will be paid to your spouse (if listed on this policy) or otherwise into your estate.

Policy Relationship Definitions

- Spouse - A person who is married to the policyholder in terms of law, common law, customary or as a partner (lived together for more than 12-months).
- Child - A child born to the policyholder or spouse, or partner as well as legally adopted and guardian children under the age of 21 (Including foster children). Note by law we can only pay a maximum of R20 000 while a child is under 6.
- Parent / Parent-in-law - The biological parents of the policyholder, or the biological parents of the policy holder's spouse.
- Adult Children - A child over the age of 21 born to the policyholder or spouse, as well as children legally adopted by the policyholder or spouse and who are the child's guardian.
- Uncle / Aunt - A family relative who is a brother or sister of a parent or married to a sibling of a parent of the policyholder or policy holder's spouse.
- Brother / Sister - The brother or sister of the policyholder or spouse, they must share at least one adoptive or biological parent.
- Cousin - The child of the main member's aunt or uncle, this will include second cousins, that is the child of the main member's cousin.
- Nephew / Niece - The child of the policyholder's biological or adopted brother or sister.
- Grandparent - The biological or adoptive grandparents of the policyholder, or the policy holder's spouse.
- Grandchild - The child of the policyholder's son or daughter.

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When does this cover cease?

All cover shall cease on cancellation of this policy. If you fail to pay the premiums in terms of this Inqaku Funeral Cover on the due date and you fail to remedy such failure within 15 days, your policy may be cancelled. The policy will cease in the event of your death. Please note, if you cancel your cover, the policy, together with cover on all additional people insured under the policy, will cease.

Adding and removing policy members

You may add insured people (e.g. Spouse, Children, Parents, Parents In-law) onto the policy, provided the relationship to such person is within the business rules applicable at that time. Once added, the below waiting periods will apply starting on the 1st of the month following the month of the addition, provided the premium is paid for such lives assured. No waiting period will apply to newborn children if such a child is added within 2 (two) months from the date of birth.

Stillbirths

Stillbirths are covered by this policy after a 26 week gestation period if a valid death certificate can be produced. If your baby (or that of your spouse covered under this policy) is stillborn, the insurer will payout 10% of the mother's cover amount up to a maximum of R2000. Please note the waiting period for you and your spouse should be expired.

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When can I not claim ?

No cover shall be granted and the insurer will not recognise any claim in the event of the death of any policy member as a result of:

- death in a waiting period due to any cause other than an Accident.
- directly or indirectly from suicide or attempted suicide within the first year of the cover start date.
- the covered person not meeting the relationship definition as provided in the sales process and policy documentation, or when the policyholder is not the main life assured.

Waiting Periods

A six month waiting period from the respective cover start date will apply to all people covered.

If you confirm that in the 31 days before entering into this policy, you had a previous policy with another insurer, the waiting period for you and or any other insured person on that previous policy will be limited to any unexpired waiting period under the previous policy.

No waiting periods shall be applicable in the event of an accidental death of an assured person, provided the first premium has been paid. Accidental death for purposes of this Inqaku Funeral Cover means death caused directly or resulting from injuries sustained due to a sudden and unforeseen event (an accident) which occurs at an identifiable place and time and has a visible, violent and external cause and which results in the death of a person.

Cession

The policy may not be used as security for a loan and ownership of the policy cannot be transferred to another person.

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ANNEXURE

GENERAL INFORMATION

OMART FROM OLDMUTUAL

Products underwritten by Old Mutual Alternative Risk Transfer Limited, a licensed Life Insurer.

Inqaku FC Proprietary Limited

Inqaku FC (Pty) Ltd trading as Inqaku is authorised to provide intermediary services relating to the supply of life insurance, product categories A, B1 and B1-A. Please note that Inqaku acts only as intermediary for this product. Emails to Inqaku will be routed to Different Life, the binder holder and administrator.

Physical Address

Unit 2B, Block B, Metropolitan Office Park, 281 Cape Road, Newton Park, Gqeberha, 6045

Postal Address

156 Dorp Street, Stellenbosch, 7600

Telephone: 010 020 4371

Website: www.inqakulife.com
Email: info@inqakulife.com

Compliance Officer

Name: Mrs L Hietbrink
Company: ComplyEeze Consulting
Email: liza@complyeeze.co.za
Telephone: 082 389 0076

Old Mutual Alternative Risk Transfer Limited - OMART

The underwriter of this policy is Old Mutual Alternative Risk Transfer Limited, company registration no. 1997/008994/06, a licensed life insurer under the Insurance Act.

Physical Address

Mutualpark, Jan Smuts Drive, Pinelands, Cape Town.

Postal Address

P O Box 455, Cape Town, 8000

Telephone: 021 504 6423

Email: OMARTComplaints@oldmutual.com

OMART Compliance Officer

Physical Address

Mutualpark, Jan Smuts Drive, Pinelands, Cape Town.

Postal Address

P O Box 455, Cape Town, 8000

Email: OMARTCompliance@oldmutual.com

You may also contact the:

Office of Internal Arbitration at Old Mutual

Postal Address: P O Box 455, Cape Town, 8000

Email: arbitrator@oldmutual.com

Different Life Proprietary Limited

Different Life (an authorised financial services provider (FSP 45453)) is appointed as a binder holder by OMART responsible for administering the Inqaku Funeral Product. Please note that all emails to Inqaku will be routed to Different Life.

Physical Address

Building A, Bryanston Corner, 18 Ealing Crescent, Bryanston, Johannesburg, 2021

Postal Address

P.O. Box 3812, Dainfern, Johannesburg, 2055

Legal

South African Law

This contract is governed by South African law and any changes to the legislation affecting our contract with you may require a change. If a change is required we will give you 31 days written notice and clearly communicate any impact the change may have to our contract. An updated terms and conditions will be sent to you.

Insurer Disclosures

Protection of Personal Information

OMART may use, share or obtain your personal information (including criminal and/or health information) to meet our obligations to you under this contract and in the normal course of business including:

- Underwriting
- Assessment and processing of claims. Claims checks (Industry Life & Claims Register(s))
- Where applicable, credit reference searches or verification, credit scoring and assessment and credit management
- Verification of personal information (including your identity, address and banking details)
- Updating your personal information
- Tracing beneficiaries
- Tracing you where you are uncontactable
- Prevention and detection of fraud, crime, money laundering (including anti-money laundering screening) or other malpractice
- Market or customer satisfaction research or statistical analysis
- Audit & record keeping purposes
- Compliance with legal & regulatory requirements
- Sharing information with service providers including appointed administrators (Different Life) we engage to process such information on our behalf or who render services to us

You agree that we may view, search and update your information.

You may access your personal information that we hold and may also request us to correct any errors or to

You also have the right to complain to the Information Regulator, whose contact details are:

http://www.justice.gov.za

Tel: 012 406 4818

Fax: 086 500 3351

Email: inforeg@justice.gov.za

Intermediary Disclosures

Marketing

Inqaku would like to offer you ongoing financial services and may use your personal information to provide you with information about products or services that may be suitable to meet your financial needs.

OPT-OUT

If you prefer to no longer receive such information and/or financial services from Inqaku Life you can Opt-out at any time.

Parties Involved

OMART acts as underwriter, provides life insurance policies and is the product supplier for the Inqaku Funeral product. OMART has entered into various agreements in terms of which:

- Inqaku has been engaged by OMART to market and sell in respect of the product ranges authorised by OMART from time to time.
- Commission payments are made to Inqaku in accordance with what the law prescribes.
- Different Life provides binder and administration services for which pre-determined monthly fees are paid by OMART to Different Life.
  • These binder and administration fees are reviewed at least annually with the exact nature of services provided taken into account in assessing appropriateness.
  • No function or activity relating to the policies in respect of which remuneration is payable, is remunerated again in terms of the binder and administration agreements.
  • These services include, entering into, determining premiums, varying or renewing policies and settling claims on behalf of OMART.

Inqaku policies are sold through a cell captive structure that is provided (and underwritten) by OMART. Different Life, in its capacity as Cell Owner only, shares in the profits of the cell captive and these profits are derived directly from policies that are marketed, distributed or serviced by Different Life in terms of the representative and binder agreements.

Cooling-off Period

Insurance products allow a cooling-off period during which any payments to the insurer are refunded (less the cost of cover enjoyed) if you change your mind about the purchase within 31 days of receiving your policy documents. You may action the cooling-off by calling or emailing us.

Professional Indemnity Cover

Inqaku holds appropriate professional indemnity cover in line with terms and conditions of its FSP licence. Some of the Contact Centre consultants who interact with clients either via the traditional Call Centre or online communication means are working under supervision.

Dispute Resolution

Recordings of telephonic conversations with our consultants are available on request. If you are not satisfied with any aspects of your policy or services provided by Inqaku on behalf of OMART per above-mentioned agreements, please allow us the opportunity to resolve the issue as quickly as possible. For us to give your concerns the attention they deserve and ensure a quick response please contact us on:

Postal: 156 Dorp Street, Stellenbosch, 7600

Email: complaints@inqakulife.com

Telephone: 010 020 4371

If you are still not satisfied with how your complaint has been dealt with then you can contact the FAIS Ombud where this has to do with any of the intermediary services provided by Inqaku:

Office of the FAIS Ombud

Postal: P.O. Box 74571, Lynnwood Ridge, 0040

Telephone: 012 762 5000 / 012 470 9080

Email: info@faisombud.co.za

Fax: 012 348 3447

For unresolved complaints about the actual products and their respective features then please contact the Long-Term Insurance Ombud:

Ombudsman for Long-Term Insurance

Postal: Private Bag x45, Claremont, 7735

Telephone: 0860 103 236

Email: info@ombud.co.za

Fax: 021 674 0951

Information Regulator (South Africa)

Postal Address: 33 Hoofd Street, Forum III, 3rd Floor, Braampark

Postal: P O Box 31533, Braamfontein, Johannesburg, 2017

Telephone: 010 023 5200

Complaints: complaints.IR@justice.gov.za

General Enquiries: inforeg@justice.gov.za

General Disclosures

1. No policy member shall be covered on more than one Inqaku Funeral Cover Policy whether as a policyholder, or a policy member.
2. Your Premium and policy terms and conditions will not change for the first 12 months.
3. You are a permanent South African resident, buying this policy in your capacity as policyholder, premium payer and main life covered.
4. Valid claims will be paid out within 2 business days after all required claim documents are received.
5. If Inqaku or this product does not live up to your expectations you can cancel your policy at any time. Where at the date that we receive the cancellation notification, premiums have already been collected or processed for a current or future cover period, such premiums will not be refunded and cancellation will be effected at the end of that cover period. This policy has no surrender value.
6. If you have not nominated a beneficiary, if you die the money will be paid to your spouse (if listed on this policy) or otherwise into your estate.
7. You can visit www.inqakulife.com/terms for full T&Cs

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ANNEXURE

SPECIFIC DISCLOSURES

OMART FROM OLDMUTUAL

Products underwritten by Old Mutual Alternative Risk Transfer Limited, a licensed Life Insurer.

These responses were capture on the website (*) or over the phone (**) or via a facilitated process (***).

Disclosure	Response
Inqaku Inqaku Funeral Cover is underwritten by Old Mutual Alternative Risk Transfer Ltd, a licensed life insurer and distributed by Inqaku FC (Pty) Ltd, an authorised FSP.	Ok *
Associated costs Please note that OMART pays Inqaku a commission of 30% of premium to cover the cost of writing the policy	Ok *
Are you buying this policy for yourself? The questions can ONLY be answered by the main life insured.	Yes *
Storing of personal information We need to store, process and share player personal information with our partners to meet our obligations under this contract. We use this information for underwriting, processing claims, reporting and servicing the policy. We will always protect the information.	Ok *
We don't offer or provide advice Inqaku will provide relevant product information so that you can make an informed decision. As you go through the process we will highlight important information so that there are no surprises when it's time to claim.	Ok *
Information provided is true and correct You warrant that the information you have given is true and correct. Incorrect information may result in a repudiated claim.	Ok *
Consent to monthly debit An amount of R990.30 will be collected by debit order on the selected debit day. If the debit date falls on a non-banking day we will collect on the last banking day prior to the debit date. If your premium is not paid on the due date, and we are unable to arrange a recollection, your policy may be cancelled after a 15 day grace period.	Ok *
Confirm bank account authority Can you confirm that the account holder has authority over **Absa Bank** account number ***123456789*** and hereby gives permission for it to be debited in terms of the policy and that the account holder agrees to allow for tracking of dates to match with cash flow (at no additional cost to the account holder).	Ok *
Debit order approval Absa Bank should send you an SMS in the next 24 hours to approve this debit order mandate. Please follow the instructions to ensure that we can collect from your bank account.	Ok *

Disclosure	Response
Premium reviews Premium reviews could occur at any time after the first year, but we will inform you at least 31 days in advance if a review is expected to result in an increase in premium.	Ok *
Premium escalations Your premium payable will escalate annually. This increase is expected to be 5% per annum. Your cover will not increase.	Ok *
Waiting periods A 6 month waiting period applies to all people covered, during which only accidental death is covered. Let us know if you have an existing funeral policy as this may affect the waiting period.	Ok *
Replacement policy Let us know if you are replacing an existing funeral policy with an expired waiting period as this may reduce the waiting period under this policy.	Ok *