



FOR THE POLICYHOLDER:

JOHN DOE

POLICY NUMBER:

IL23-0252210



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 (Pty) Ltd is the binder holder and administrator of this policy.

Your Policy

Policy Number:	IL23-0252210
Total Monthly Premium:	R 329.00
Original Purchase Date:	13-11-2023
Start Date:	01-12-2023

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	1239999321
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 premium is not received within the next 15 days, your policy may be cancelled.

Date	Premium
01-12-2024	R 345
01-12-2025	R 363
01-12-2026	R 381
01-12-2027	R 400
01-12-2028	R 420
01-12-2033	R 536
01-12-2038	R 684
01-12-2043	R 873

Cover Start Date

Your policy will start when the first premium is collected. The cover on your policy will start on **01-12-2023** 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.

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.

Premiums are based on our expectations of future conditions and we expect them to be sufficient for the duration of your policy. However, future conditions are uncertain and may be different to our expectations. For this reason, we will review your premium at the end of the first year and thereafter each year on your policy anniversary. If, at a review, there is a premium change, we will notify you of the premium change at least 31 days before the premium change is implemented. We may change the premium at any time, even before the next review date, if the cost of providing cover changes significantly because of changes in tax or other laws

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 not be reinstated.

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.

Policy Summary

Cover	Cover Start	Cover Amount	Premium
Inqaku Funeral Cover	01-12-2023	R 100,000	R 273.19
Jane Doe - Spouse - (1990-12-12)	01-12-2023	R 50,000	R 55.81

Total PremiumR 329.00

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 01-12-2023

Nominated Beneficiary For Death Benefits

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

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 1239999321 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 Different 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.

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).

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.

You may remove policy members from this Inqaku Funeral Cover at which time the cover will terminate on the last day of the month for which a premium for the specific insured person was paid.

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.

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 funeral policy in place which was replaced with this one, the waiting period for you or any other person insured on that previous policy will be limited to any unexpired waiting period under the previous policy. This waiting period waiver on replacement cover only applies up to the amount of the cover the respective person enjoyed on 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.

ANNEXURE

GENERAL INFORMATION



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: 010 055 7701

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 80, Cape Town, 7451

Email: arbitrator@oldmutual.com

Different Life Proprietary Limited

Different Life (an authorised financial services provider) 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

Postnet Suite 165, Pvt Bag X21, Bryanston, 2021

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 delete this information. In certain cases you have the right to object to the processing of your personal information.

The full privacy notice applicable to OMART is available on the website (<https://www.oldmutual.co.za/privacy-notice/>).

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: infoereg@justice.gov.za

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. Please contact us to do so.

Inqaku Privacy Policy

To view the full Inqaku Privacy Policy please visit our website at <https://inqakulife.com/terms>

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 commission 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

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 handled then you can contact OMART or, if they have not assisted, the Ombudsman for Long Term Insurance. If 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 Life:

Office of the FAIS Ombud

Postal: PO BOX 41, Menlyn Park, 0063
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: infoereg@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

ANNEXURE

SPECIFIC DISCLOSURES



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

Suicide Exclusion

No claim will be paid if the life assured commits suicide within 1 year of cover starting.

null *

We don't offer 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, we don't offer advice.

null *

Associated costs

Please note that OMART pays Inqaku a commission of 30% of premium to cover the cost of writing the policy

null *

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.

null *

Are you buying this policy for yourself?

The questions can ONLY be answered by the main life insured.

null *

Professional Indemnity

Inqaku holds appropriate professional indemnity cover in line with terms and conditions of its FSP licence.

null *

Storing Personal Information

Inqaku is collecting personal information that will be passed to OMART to be used for purposes such as underwriting, assessments, processing of claims, and so forth. We also need your permission to access your information held with 3rd party data providers at our discretion in the normal course of business. A detailed description of how personal information is used will be included with your policy.

null *

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.

null *

Information you share

Please check the information you provided on additional people insured under this policy. The information you provided is important and, if it is not correct, it may affect your ability to claim.

null *

Consent to monthly debit

An amount of R329.00 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 *

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 *

Confirm bank account authority

Can you confirm that the account holder has authority over **Absa Bank** account number **1239999321** 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 *

Waiting periods

A 6 month waiting period applies to all people insured under this policy, 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

Are you replacing existing cover as this may reduce the waiting period under this policy?

Yes *

Premium reviews

We will review your premium after 1 year and then monthly. We may change the premium at any time if there are changes in tax or other laws.

Ok *

Marketing Offers

Inqaku Life would like to offer you products or services that may be suitable to meet your financial needs. At any stage you can choose to unsubscribe from these offers by contacting us.

Ok *

Cooling Off

If you change your mind about the purchase within 31 days any premiums paid will be refunded (less cost of cover enjoyed).

Ok *

Premium escalations

Your premium payable will escalate annually. This increase is expected to be 5% per annum. Your cover will not increase.

Ok *