

OLDMUTUAL

EasiFlex Funeral Plan

POLICY DOCUMENT

FOR THE POLICYHOLDER:

JOHN DOE

POLICY NUMBER:

EF24-0278942



Old Mutual EasiFlex Funeral Plan is distributed by and administrated by Different Life (Pty) Ltd, an authorised FSP (45453) and insured by Old Mutual Alternative Risk Transfer Limited (OMART), a licensed life insurer in the Old Mutual Group.

OMART

Your Policy

Policy Number: EF24-0278942
Total Monthly Premium: R 216.86
Original Purchase Date: 10-07-2024
Start Date: 01-08-2024

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).

Cover	Cover Start Date	Cover Amount	Premium
Old Mutual EasiFlex Funeral Plan	01-08-2024	R 100,000	R 216.86

Total Premium

R 216.86

The premium(s) above will escalate at 6% annually. Your cover will not increase.
Cover and Premium amounts in the table above are effective from 01-08-2024

Nominated Beneficiary

Name	Date of birth	Relationship
Jane	901212	Spouse

Premiums

While the Old Mutual EasiFlex Funeral Plan offers you great flexibility in paying your premiums (see “How do I Flex my Premiums” below for details), you must pay your premium every month for you to always benefit from full cover. Where we have your banking details and your debit order is not paused, we will collect the premium on your selected debit order date. In **August**, each year, your total premium is expected to increase by the amount in the table based on your premium escalation.

Date	Premium
01-08-2025	R 230
01-08-2026	R 244
01-08-2027	R 258
01-08-2028	R 274
01-08-2029	R 290
01-08-2034	R 388
01-08-2039	R 520
01-08-2044	R 695

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

Cover Start Date

Your policy will start when the first premium is collected. The cover on your policy will start on **01-08-2024** 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 Old Mutual EasiFlex Funeral policy

How do I Flex my Premiums?

The Old Mutual EasiFlex Funeral Plan offers you lots of flexibility in payment methods. The easiest is through a monthly debit order collection on your selected debit date, but you also have the option to change debit date or pause the debit order collection and use one of following payment options instead:

- Pay using your Pay@ Number at your local supermarket (or any Pay@ pay-point)
- Get a Pay@ link from your Policy Dashboard and pay online using debit card, credit card or EFT

If you have the funds available, you can also pay up to 12 months premiums in advance. These funds will be added to your premium PreFund and we'll collect your monthly premiums from there. And if you don't have the funds for any month, you can let us know that you want to Skip your premium. If you do so, we'll Flex your benefits instead.

Note: actual payment methods will change from time to time at our discretion.

How do my Benefits Flex?

If you ask us to Skip a premium, or if we are unable to collect your premium via debit order (and you haven't made an alternative payment and there are no funds in your PreFund) by the first of the month, that month's premium will be Skipped and the benefits will Flex.

As long as your policy remains active (i.e. it is not Dormant), you and all additional lives will have full cover for accidental death. If you have not Skipped a premium in the last six months (including the current month), you (and all additional lives) will also have full cover for death due to natural causes. However, if you have Skipped premiums in the last six months, your cover (and cover for all additional lives) for death due to natural causes will reduce to a percentage of the respective Cover Amount, based on the number of Skipped premiums in the past six months.

Skipped Premiums in the last 6 months	Natural Causes Cover	Accidental Cover
1	80%	100%
2	60%	100%
3	40%	100%
4	20%	100%
5	0%	100%
6 / Dormant	0%	0%

Dormancy and Reactivations

Even the Old Mutual EasiFlex Funeral Plan has a limit to how much the benefits can be Flexed, and if you Skip six consecutive premiums, your Cover (for natural causes and accidental death) will reduce to zero for you and all additional lives. The good news is that we won't cancel your policy: we will just leave it Dormant. It will remain in place, ready for you to Reactivate all your benefits by simply re-starting your premium payments. Note that during Dormancy, all premiums are treated as Skipped, so that on payment of your Reactivation premium, your Benefit Flex will be calculated as five Skipped premiums in the six months.

If a claim event occurs while your policy is Dormant but you have accumulated the EasiFlex Forever Accidental Benefit (see below for details), that Cover Amount will be paid out to you or the nominated beneficiary.

If you wish to Reactivate your policy, you can do so simply by paying a premium. Your Natural Causes Cover will increase back up to 100% (per the table above) as you continue to pay premiums each month.

Cancellation

If you are dissatisfied with any aspect of the product or service under the 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.

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 above). There is no investment component and no cash value if cancelled.

Claims

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 ratified 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 4350
- Email: claims@easiflex.co.za
- Web: easiflex.co.za/claims

Details of documents typically required for the claim process can be found at: www.easiflex.co.za/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.

If you are unsatisfied with the claim decision, you can make representations or provide additional evidence for consideration within 90 days of the claim decision being communicated.

If you would like to institute legal proceedings regarding the decision, you need to do so within 3 years after the end of the 90-day period referred to above. 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've made representations to us to have the decision reversed, your lawyer must institute legal action on your behalf within the time limit.

The claim may not be paid if we have not been notified within three months of the event that gave rise to the claim.

Old Mutual EasiFlex Funeral Plan

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 is kept updated. If you have not nominated a beneficiary the money will be paid to your spouse (if listed on this policy) or otherwise into your estate.

EasiFlex Forever Accidental Benefit

Because we want to be able to payout even when your policy is Dormant, we have designed the Forever Accidental Benefit.

After every 6 consecutive monthly premium payments, you will earn R1,000 Forever Accidental Benefit for yourself, and R500 for each additional life. The Forever Accidental Benefit will still be active even if your policy is Dormant, and will pay out on accidental death (in addition to your normal cover).

When does this cover cease?

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. If more than six premiums are skipped in the twelve months after your policy starts, or if your policy has been Dormant for more than two years and we have been unable to contact you, then your policy may be cancelled at our sole discretion.

Adding and removing insured persons

You may add insured people 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 insured persons from this 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 that the mother should be a life assured on the policy. Please note the waiting period for you and the mother 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 insured person as a result of:

- Death in a waiting period due to any cause other than an Accident.
- Directly or indirectly, suicide within the first year of the cover start date or any reinstatement date.
- When the person covered does not meet 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 at least 31 days before entering into this policy, that you (or any other insured person) had a previous policy with another insurer, the waiting period for you (or that other person) 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 insured person, provided the first premium has been paid. Accidental death for purposes of this benefit 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 people.

Cession

This policy and any benefits payable may not be ceded or assigned by the policyholder.



ANNEXURE

GENERAL INFORMATION

Different Life Proprietary Limited

Different Life (an authorised financial services provider) is appointed as a binder holder by OMART and is responsible for administering Old Mutual EasiFlex products. Please note that emails sent to info@easiflex.co.za will be routed to Different Life.

Physical Address

199 Bryanston Drive, Bryanston Place Office Park, Bryanston, Gauteng, 2191

Postal Address

Postnet Suite 165, Pvt Bag X21, Bryanston, 2021

Telephone: 010 020 4350

Website: www.easiflex.co.za

Email: info@easiflex.co.za

Compliance Officer

Name: Mrs G M Beukes

Company: Sirius Lex Consulting

Email: germa@siriuslex.co.za

Telephone: 012 809 1180

Old Mutual Alternative Risk Transfer Limited - OMART

The insurer and issuer 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

Legal

South African Law

This contract is governed by South African law and any changes on 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 verifying your identity

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:

<https://inforegulator.org.za/>

Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.

Tel: 010 023 5200

Email: enquiries@inforegulator.org.za

Intermediary Disclosures

Different Life Privacy Policy

Different Life Privacy Policy To view the full Different Life Privacy Policy please visit our website at <https://differentlife.co.za/privacy>.

Parties Involved

OMART acts as the insurer, provides life insurance policies and is the product supplier for the Old Mutual EasiFlex product. OMART has entered into various agreements in terms of which:

- Different Life has been engaged by OMART to market and sell in respect of the product ranges authorised by OMART from time to time. 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.
- Commission payments are made to Different Life in accordance with what the law prescribes.

Old Mutual EasiFlex policies are sold through a cell captive structure that is provided (and insured) 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 and other third parties in terms of the intermediary and binder agreements.

Cooling-off Period

Insurance products allow a cooling-off period during which 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 as long as no claims have been incurred. You may action the cooling-off period by calling or

Professional Indemnity Cover

Different Life 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 Different Life, on behalf of OMART as 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: Postnet Suite 165, Pvt Bag X21, Bryanston, 2021

Email: complaints@easiflex.co.za

Telephone: 010 020 4350

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 National Financial Ombud Scheme South Africa NPC (the NFO). 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 Different Life:

Old Mutual Internal Arbitrator

Postal: PO Box 80, Mutualpark, 7451

Fax: +27 (0)21 504 7700

Email: arbitrator@oldmutual.com

Tel: 021 509 1770

Office of the FAIS Ombud

Postal: P.O. 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 National Financial Ombud Scheme South Africa NPC (the NFO):

National Financial Ombud Scheme South Africa NPC (the NFO)

Telephone: 0860 800 900

Email: info@nfosa.co.za

Website: <https://nfosa.co.za/>

General Disclosures

1. No life insured shall be covered on more than one Funeral Cover Policy whether as a policyholder, or a life insured.
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 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 the money will be paid to your spouse (if listed on this policy) or otherwise into your estate.
7. You can visit www.easiflex.co.za/terms for full T&Cs



ANNEXURE

SPECIFIC DISCLOSURES

* These responses were entered on the website.

** These responses were answered over the phone.

Disclosure

Response

Old Mutual EasiFlex Funeral

OM EasiFlex Funeral Plan is underwritten by Old Mutual Alternative Risk Transfer Ltd (OMART), a licensed life insurer and distributed by Different Life (Pty) Ltd, an authorised FSP.

Ok *

We don't offer advice

Different Life (Pty) Ltd 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.

Ok *

Storing Personal Information

Different Life (Pty) Ltd 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.

Yes *

Are you buying this policy for yourself?

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

Yes *

Suicide Exclusion

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

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 *

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.

Ok *

Associated costs

Please note OMART pays Different Life (Pty) Ltd a monthly fee as reimbursement for the costs of administering all Old Mutual EasiFlex Funeral Plan policies insured by OMART, together with a recurring commission of 15% (excluding VAT) of premium to cover the cost of writing your policy.

Ok *

Professional Indemnity

Different Life (Pty) Ltd holds appropriate professional indemnity cover in line with terms and conditions of its FSP licence.

Ok *

Consent to monthly debit

An amount of R216.86 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.

Ok *

Old Mutual EasiFlex Funeral Plan is distributed and administrated by Different Life (Pty) Ltd, an authorised FSP (45453) and insured by Old Mutual Alternative Risk Transfer Limited (OMART), a licensed life insurer in the Old Mutual Group.

Disclosure

Response

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.

Ok *

Replacement policy

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

Yes *

Cooling Off

If you change your mind about the purchase within 31 days any premiums paid will be refunded.

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 *

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 *

Premium escalations

Your premium payable will increase annually. This increase is expected to be 6% each year. Your cover will not increase.

Ok *

Flexed Premiums

If you Skip a premium payment your cover may be reduced as described in your policy document.

Ok *
