

## FAIS NOTICE TO LONG TERM INSURANCE POLICYHOLDERS

Important - Please read carefully disclosures and other legal requirements. (This notice does not form part of the insurance contract or any other document.)

As a long term insurance policyholder, or prospective policyholder, you have the right to the following information:



### FAMILY BURIAL PLAN

#### 1. About the Intermediary (insurance broker or representative)

##### a. Full business name, full trade name, registration number, physical address, postal address, and telephone number.

Family Expenses Southern Africa (Pty) Ltd trading as LifeWise.

Registration number 1998/012373/07.

Cnr Goldman Street & Second Avenue, Florida, 1709.

PO Box 3294, Florida, 1710.

Tel: 011 472 2020.

##### b. Legal status and any interest in the insurer.

LifeWise acts as an administrator on behalf of The Hollard Life Assurance Company Limited.

##### c. Whether or not in possession of professional indemnity insurance

Yes. LifeWise is covered by professional indemnity insurance.

##### d. Shareholdings in insurer if 10% or more.

No shareholdings.

##### e. Name of insurer from which the intermediary received 30% or more of total remuneration, including commission, during the preceding 12 month period.

Hollard Life Assurance Company Limited.

##### f. Rand amount of fees payable.

Agents earn a maximum once-off acquisition fee of R 50-00 per policy issued.

##### g. Names and contact details of the LifeWise compliance department.

The Compliance Manager.

011 670 4500

All complaints should be referred to the compliance department at the following address:

Constantia Kloof Office Park, Block B,

764 Golf Club Terrace,

Constantia Kloof,

1709.

PO Box 6144

Weltevreden Park

1715.

#### 2. About the insurer.

##### a. Full business name, full trade name, registration number, physical address, postal address, and telephone number.

The Hollard Life Assurance Company Limited.

Registration Number: 1993/001405/06.

22 Oxford Road,

Parktown, 2193

PO Box 87419,

Houghton, 2041.

Tel: 011 351 5000

##### b. Names and contact details of the Hollard compliance department.

The Compliance Officer.

Tel: 011 351 5000

##### c. Insurance products that may be sold.

Funeral policies.

#### 3. The intermediary or insurer dealing with you must inform you of:

3.1 The premium that you will be paying.

3.2 The nature and extent of benefits that you will receive.

3.3 Concise details of any special terms and conditions, exclusions, waiting periods, restrictions, or circumstances in which benefits will not be provided.

3.4 Premiums and Periods of grace.

a. Premiums are due and payable monthly in advance.

b. A period of 30 days grace is allowed for the payment of each premium. During this time, all benefits will remain in force. If any event occurs during the period of grace that results in a claim, the unpaid premium will be deducted from any amount paid out.

c. Should there be no further payments received after the 30 day grace period the policy will lapse and all cover will be terminated.

3.5 Your rights when being advised to replace an existing policy.

You may not be advised to cancel a policy to enable you to purchase a new policy or amend an existing policy, unless the following information is fully disclosed to you:

a. The actual and potential financial implications, costs and consequences of such replacement,

b. Details of any special terms and conditions, exclusions, waiting periods, restrictions, or circumstances in which benefits will not be provided.

#### 4. Other matters of importance.

a. All material facts must be accurately and properly disclosed. You remain responsible for the accuracy and completeness of all answers / information provided by you.

b. You are requested not to sign any blank or partially completed document.

c. You will be provided with written notification of any claim that is rejected or any decision taken in respect of any quantum in dispute. Should you

disagree with the rejection of the claim / decision taken in respect of quantum, you may make representations to the insurer, within 90 days from date of rejection / decision regarding quantum.

d. No person may request or induce you to waive any right or benefit conferred on you in terms of any provision contained in these Rules.

e. You are entitled to a full copy of the policy. If you have not received a copy within 30 days, please contact us without delay.

#### 5. Your right to cancel the transaction.

In most cases, you have a right to cancel a policy in writing within 30 days after receipt of the summary contemplated in section 48 of the Long Term Insurance Act, from the insurer. The same applies to certain changes you may make to a policy. The insurer is obliged to confirm to you whether you have this right and to explain how to exercise it. Please bear in mind that you may not exercise this right if you have already claimed under the policy or if the event, which the policy insures you against, has already happened.

#### 6. Particulars of the Long Term Insurance Ombudsman.

Private Bag X45,  
Claremont,  
7735.

Tel: 021 657 5000

Fax: 021 674 0951



### FAMILY BURIAL PLAN

Authorised Financial Services Provider