

Standard Bank Flexible Life Plan

This policy consists of three parts -

- Certificate of Insurance (Policy Schedule)
- Medical Disclosures
- Policy Terms and Conditions.

The policy will start only once we have accepted the application and have received the first Premium.

This document contains the Terms and Conditions of the policy. It contains important details about this product and the cover provided.

The Certificate of Insurance (Policy Schedule) details the particular values that apply to your Policy where these can vary due to your choices.

The Medical Disclosures include your answers to the medical questions asked (including the answers that your spouse as life insured, if applicable, has provided for the medical questions).

In this policy, unless clearly stated otherwise:

- words importing only one gender shall include the other gender;
- the singular shall include the plural and vice versa.

1 Definitions

Issue Date	The date the policy is accepted, and the policy is issued, as stated in the Certificate of Insurance (Policy Schedule).
Start Date	The date on which we receive first premium.
Personal Information	includes but is not limited to information relating to race, gender, marital status, nationality, age, physical or mental health, disability, language, education, identity number, telephone number, email, postal or street address, biometric information and financial, criminal or employment history and as more specifically defined in the Protection of Personal Information Act.
Process	means any operation or activity, whether automated or not, concerning personal information, including collection, receipt, recording, organization, collation, storage, updating or modification, retrieval, alteration, consultation, use, dissemination by means of transmission, distributing or making available in any other form, merging, linking, as well as blocking, degradation, erasure, or destruction of information. Processing will have a similar meaning.
Various laws	pertain to but not limited to the following legislation: Protection of Personal Information Act of 2013 ("POPIA"), Financial Intelligence Centre Act ("FICA"), Financial Advisory and Intermediary Services Act ("FAIS") and Tax Administration Act ("TAA").
Policy Anniversary	The annual anniversary of the Start Date of the policy.
Accidental Death	Traumatic death caused solely by external, violent, unforeseeable, and visible means, occurring independently of any other cause and within 14 days of such trauma. This does not include suicide.
Premium	The total Premium as stated in the Certificate of Insurance (Policy Schedule).
Benefit Amount	The amount the Life Assured is insured for under a particular benefit of the policy, as stated in the Certificate of Insurance (Policy Schedule).
Cashback Benefit Accrual Rate	The Benefit Accrual Rate is the percentage of the value of total Premiums received during the five-year cycle when the Cashback benefit was in force and is used to calculate the Cashback Bonus.
Policyholder	The owner of the policy is the Policyholder.
Beneficiary	The person or institution nominated to receive the death benefits on the death of the Principal Life Assured.

Premium Payer	The person, as stated in the Certificate of Insurance (Policy Schedule), who pays the Premiums due under this policy.
Life Assured	Any of the lives insured under a particular benefit of the policy. All Lives Assured will be stated in the Certificate of Insurance (Policy Schedule).
Principal Life Assured	The Principal Life Assured (you) refers to the Policyholder.
Spouse	The person the Principal Life Assured is legally married to either by civil, tribal, or customary law, by civil union, by Asiatic religion or the person with whom the Principal Life Assured is in a same-sex or heterosexual cohabiting relationship. Only one spouse may be insured.
Waiting Period	A period where no benefits will be paid, except for Accidental Death. Premiums need to be paid during the Waiting Period. The Waiting Period applies from: <ul style="list-style-type: none"> • the Start Date; • the date a new Life Assured is added to the policy; or • the date when cover is increased (applicable to the increased amount only and does not apply to increases due to automatic benefit increases).
Standard Bank	Standard Bank Insurance Brokers Ltd ("Standard Bank") administers the Standard Bank Flexible Life Plan on behalf of Liberty.
Liberty	Liberty Group Limited ("Liberty") is the insurer of the Standard Bank Flexible Life Plan.
We/us	The terms "we" or "us" refers to Liberty or Standard Bank (on behalf of Liberty).

2 Lives Assured

2.1 Who can you cover under the policy

The Policyholder is the Principal Life Assured and can also insure his/her spouse (up to one spouse).

A Spouse may be added (within the limits below) or the existing Spouse Life Assured may be removed, provided the policy is in force.

	Minimum Entry Age	Maximum Entry Age	Cover period
Principal Life Assured	18 last birthday	65 last birthday	Whole of life
Spouse Life Assured	18 last birthday	65 last birthday	Whole of life

2.2 Eligible Lives Assured

This policy only covers lives assured who:

- Live in South Africa permanently,
- Live in South Africa for at least 9 months of the year, or
- Work in South Africa and have a legal working permit/visa valid for at least **6 months**.

The above applies to **ALL** lives insured under the policy.

3 Benefits

3.1 Description of what you are covered for

Life Cover benefit

The Life Cover benefit will pay out a Benefit Amount when any of the Lives Assured under this policy dies. Claims will be paid once all the necessary claims documentation has been received and the claim has been verified.

Immediate Expenses benefit

The Immediate Expenses benefit is available as an acceleration of the Life Cover benefit. The lesser of the Life Cover benefit sum assured at time of death or R100 000 will be paid to the specified Beneficiary nominated, within 48 hours of receipt of the required claims documentation as per clause 18, ("Required claims documentation").

The Immediate Expenses Benefit will reduce the Life Cover benefit payable.

The Immediate Expenses Benefit is only payable once per Life Assured. If the Life Cover claim is later repudiated, Liberty reserves the right to recover the amount paid on this Immediate Expenses benefit.

Accidental Death benefit

Should the Policyholder/Principal Life Assured or Spouse (if insured under this policy) die because of an Accident (and within 14 days of the Accident) the Life Cover benefit will be paid plus an additional amount equal to the smaller of the Life Cover benefit or R100,000.

The benefit does not apply in the event of the Life Assured committing suicide.

Premium Waiver

To qualify for the Premium Waiver benefit to be paid, the policy must have been active for 6 months, with at least 6 premiums being paid. Should the Principal Life Assured die, the remaining Spouse Life Assured on the policy will remain covered for a further 6 months during which period no premiums will be payable.

No changes (other than administrative) will be allowed on the policy during the premium waiver period. This benefit can only be claimed once.

The Spouse Life Assured will have the option up until the end of this 6-month premium waiver period to take over the policy as the Policyholder (with new premiums quoted for them as the new Principal Life Assured). If the Spouse Life Assured accepts the new quoted premium, the policy will continue with the Spouse Life Assured as the new Policyholder and Premium Payer.

If the policy is not transferred to the Spouse by the end of the premium waiver period, the policy and all related benefits will end.

Cashback benefit (if selected)

Every 5 years (starting from when the Cashback benefit was added to the policy), a Cashback Bonus is paid to reward the Policyholder for his/her loyalty as long as the policy is active and premiums are being paid. This Cashback Bonus is currently equal to 10% of all Premiums received during the five-year cycle when the Cashback benefit was in force.

- The Policyholder can cancel the benefit and will not be charged the Cashback benefit premium thereafter. Any accrued Cashback Bonus will be forfeited.
- Upon the Principal Life Assured's death, any accrued Cashback Bonus (until date of death) will be payable. The cashback cycle will start over should the Spouse take over the policy as the Policyholder/Principal Life Assured.

Liberty may review the benefit accrual rate and the premiums for this benefit when premiums and benefits are reviewed as explained in clause 4 ("Premiums") below.

3.2 Who are the benefits paid to

If the Policyholder/Principal Life Assured dies, we will pay the benefits to the nominated Beneficiaries.

If no Beneficiaries are nominated by the Policyholder in writing, we will pay:

- the Spouse Life Assured under this policy at the time or
- the Policyholder/Principal Life Assured's estate if there is no Spouse Life Assured.

If there is any dispute as to who the benefits should be paid to, Liberty will decide whom to pay. If the Spouse Life Assured dies the benefit is paid to the Policyholder or the Policyholder's estate.

3.3 Maximum benefits that can be paid per Life Assured with a Standard Bank Flexible Life Plan policy

The maximum Life Cover benefit payable per policy per Life Assured is restricted to the following:

- Policyholder/Principal Life Assured is R500 000
- Spouse is R500 000

The maximum Life Cover benefit per Life Assured across all Flexible Life Plan policies will further be limited to R500 000.

Where the maximum benefit has been paid, no further benefits will be paid.

3.4 When do the benefits end

Should the Policyholder/Principal Life Assured die, the Spouse Life Assured has 6 months (until the end of the premium waiver period) to choose to continue with the policy in his/her own name. If this option is not taken up, the policy and all benefits on all Lives Assured end.

3.5 Waiting Periods

The Waiting Period will be 6 months for all Lives Assured covered under this policy and for all benefits selected.

No benefits will be paid during the Waiting Period. If any Life Assured dies due to natural causes during the Waiting Period, we will refund the Premiums paid for that particular Life Assured. The Waiting Period will not apply if any Life Assured dies because of an Accident.

When the Waiting Period on Natural Death will be waived

If a Policyholder/Principal Life Assured is purchasing this Standard Bank Flexible Life Plan by replacing a Standard Bank Flexible Funeral Plan (i.e. the Standard Bank Flexible Funeral Plan policy was cancelled and the Standard Bank Flexible Life Plan was issued not more than one (1) month after such cancellation), Standard Bank will assess any claim as if cover was continuous and any new waiting period will only apply to cover in excess of the replaced policy or if the life insured was not previously covered.

If the Flexible Life Plan has a higher benefit amount than the previous policy, the full 6-month Waiting Period will apply to the difference between the two benefit amounts. This means that we will only pay a Life Cover claim equal to such lesser benefit amount when a Life Assured dies from natural causes within the first 6 months of the cover Start date.

3.6 Exclusions

No benefits will be paid if the death of any Life Assured was caused by them committing suicide within 24 months after the Start Date, or the date a particular Life Assured is added to the policy. This exclusion also applies to any increases in the Benefit Amount (other than through automatic benefit increases, if selected) from the date of that increase.

If either the Principal Life Assured or the Spouse Life Assured die because they committed a crime or did something illegal, no benefits will be paid. We may cancel all cover and all premiums paid may be forfeited.

4 Premiums

Premiums, as stated in the Certificate of Insurance (Policy Schedule), are payable monthly and must be paid by approved debit order or stop order.

The Premium rate(s) are as per the application that was signed or agreed to at point of sale. All charges for this policy are included in the Premium. If the debit order/stop order is cancelled at your bank, we will not be able to instruct the bank for payment and premium payments will be unpaid.

The Premium for the Policy may be subject to a minimum amount. If the Premium does not meet this minimum amount payable, we may cancel the Policy unless the Premium has been increased to the minimum amount payable.

Liberty does not guarantee premium rates and reviews them at least once each year.

- The premium will change annually as each Life Assured's age changes. As the Life Assured will be one year older at that time, one may expect that the premium payable will increase.
- Should the Policyholder choose to increase the sum assured at the policy anniversary, there will be an additional premium payable for the additional cover.

When reviewing the premium rates, we will investigate the extent to which the pricing assumptions used to calculate the premiums varied from the actual experience and our expectation of future experience. These assumptions include but are not limited to the expected:

- Claims incidences;
- Renewal costs of providing the policy;
- Lapse rates;
- Interest rates; and

<ul style="list-style-type: none"> The average age and demographics of the Lives Assured on the product as a whole. <p>Furthermore, we reserve the right to appropriately adjust the benefits payable and the premium of this policy if:</p> <ul style="list-style-type: none"> Any legislation or regulation (including tax legislation or regulation) affecting this policy or Liberty is introduced or changed; or The legal interpretation or understanding of any legislation or regulation (including tax legislation or regulation) affecting this policy or Liberty has changed; or Such adjustment is necessary to ensure that actual benefits paid each year are similar to the expected benefits payable (which are adjusted by Liberty's expectation of future experience, including the economic climate, claim incidences as well as the age and demographics of the Life Assured). <p>We also reserve the right to cancel benefits or appropriately adjust the benefits payable including the benefit accrual rate for the Cashback benefit (if selected).</p> <p>Notification of any Premium Increases and/or cancellation of benefits or other adjustments (if applicable) will be issued at least 31 days before the increase, cancellation or adjustment takes effect by written communication via email and SMS.</p> <p>If the Policyholder does not want Premiums to be increased, he/she must notify Standard Bank in writing before the increase is applied and we will reduce the benefits accordingly.</p>	<p>6.2 Transferring rights to benefits (cessions) Rights to the benefits under this policy cannot be:</p> <ul style="list-style-type: none"> cashed in, or transferred to a third party as security for a debt, or for any other reason. <p>6.3 Claim payment to the nominated beneficiary Before a claim is paid out, the beneficiaries will be screened against the sanction lists as published in terms of section 25 of the POCDATARA (Protection of Constitutional Democracy Against Terrorist and Related Activities Act, 2004 (Act No. 33 of 2004)). Should a beneficiary be found on the sanctions list the pay-out will not be concluded. The benefit will then be paid to the Policyholder's estate. This may lead to the claim payment being delayed.</p> <p>7 Cooling-off period Every Policyholder is entitled to a 31-day period to cool off, that is to cancel or change the policy (as long as no benefit was paid, or claim made). Any cancellation or change request must be sent to Standard Bank in writing within 31 days of receiving the Policy Document. The Policy Document is considered to have been received 10 days after the date that the Policy Document was issued by Standard Bank. After receiving any cancellation or change request, and subject to any law, we may take any of the actions below:</p> <ul style="list-style-type: none"> Change the policy in line with the requested change. Inform the Policyholder that no change can be made to the policy. Cancel the policy and refund any Premiums the Policyholder has already paid less any expenses related to the cover enjoyed up until the cancellation of the policy (only applicable to new business policies). <p>Where we have not received the required notice of cancellation of either the policy in totality or the cancellation of the changes requested to the policy within the 31-day period, the Policyholder will be bound by the Terms and Conditions of the policy. The Policyholder then gives up the right to object to the policy's Terms and Conditions later. To exercise your cooling-off rights, please contact us directly.</p>
<p>4.1 Premium payments How do we collect premiums? We will collect the premiums from the Policyholder/Premium Payer bank account by debit order or through stop orders. The premium is payable monthly in advance. If there are insufficient funds in the account, we may track the account using a Payments Association of South Africa (PASA) approved system and re-send the instruction for payment as soon as sufficient funds are available in the account. When the selected payment day falls on a Sunday or public holiday, we will deduct the premium on the last business day before. If you cancel your policy within 7 days before the next premium is due, we may deduct the next premium and provide you with another 30 days of cover.</p> <p>What happens if a premium is not paid? Your policy will not immediately lapse if you are unable to pay a premium. When you miss a premium (for example your debit order came back as unpaid because of insufficient funds) we will notify you of such missed premium and you will have 15 days to pay this premium before we reduce the benefit amount as stated below.</p> <p>If you miss a premium, the value of the policy benefit will be reduced proportionately. Your benefit amount will be reduced by the percentage of total premiums missed to premiums due in the past six months. Should you catch up all missed premiums your benefit amount will revert to the original benefit amount you contracted for.</p> <p>If you have not paid any premiums at all for 6 months, the value of your policy benefit amount will be zero, and no claim will be payable. Your policy will lapse. If you want cover again, you will have to apply for a new policy. New waiting periods may apply.</p> <p>What happens if a Life Assured dies and not all premiums were paid? In the event of the death of a Life Assured the benefit amount will be reduced by the percentage of total premiums missed to premiums due in the 6 months before the date of death.</p>	<p>8 Terminating the Policy If you wish to cancel your policy, you need to provide us with 31 days' notice of your request to cancel the policy. If we wish to cancel your policy, we will provide you with 31 days' notice at your last known email address or through SMS. We will not refund any unused proportion of premiums if the policy is cancelled.</p> <p>9 Making a Claim Please refer to the required claims documentation (Clause 18) for a list of the claim requirements. We will only pay benefits if we are satisfied that a valid claim has been submitted and the person claiming is in fact entitled to receive the benefits. Standard Bank must be provided with all the information that we require to process any benefits due.</p> <p>It is the Policyholder's responsibility to make sure that Standard Bank always has up-to-date contact information for all those that can benefit on this policy.</p> <p>Where we become aware that there are benefits due to be paid out on the policy, Standard Bank will always first try to contact the Policyholder or their Beneficiaries at the last address or contact information provided. If Standard Bank is not able to contact the Policyholder or their Beneficiaries at this address or contact information provided, we will take other reasonable steps to try find the person that is entitled to the policy benefit. In order to do this, we may have to appoint external tracing agents. By applying for this policy, the Policyholder agrees that we can give the external tracing agents access to personal information in order to be able to do any tracing. It is also important to note that a tracing fee may be deducted from the benefits payable. Note that in certain circumstances, an additional amount may be payable by us in relation to any late payment.</p> <p>Submission of Claims A claim must be submitted within 12 months of the death of the Life Assured.</p> <p>Claim Procedure You can claim by:</p> <ul style="list-style-type: none"> Phoning our Flexible Life Claims Helpline on 0860 123 999; or Contacting your nearest Standard Bank branch.
<p>5 Automatic benefit and premium increases (if selected) Any automatic benefit increases selected will result in the Benefit Amount increasing at each Policy Anniversary. These increases will be accompanied by a related automatic premium increase to allow for the cost of the increase in Benefit Amount.</p> <p>The automatic benefit and premium increases are set out in the Certificate of Insurance (Policy Schedule).</p> <p>The Policyholder must notify Standard Bank in writing should he/she not wish to accept any future Benefit Amount increases and benefits will be adjusted accordingly.</p>	
<p>6 Rights of parties All benefits due will be paid to the Policyholder, except where otherwise stated.</p>	
<p>6.1 Choosing a Beneficiary The Policyholder may at any time appoint or remove a Beneficiary. The appointment or removal of a Beneficiary will not be binding on us unless it is recorded by Standard Bank.</p> <p>Up to 5 beneficiaries can be added on a Policy. The Policyholder can select the percentage that each Beneficiary will receive.</p>	<p>10 Surrender values This policy does not have any surrender cash value. This means you cannot cash it in and we will not pay anything if you stop paying your premiums.</p>

11 General Terms

- 11.1 All notifications in writing will be sent to the cellphone number, e-mail address or other address that Standard Bank has on record at the time.
- 11.2 Premiums and any other amounts due under this policy must be paid in South African Rands. Benefits are also only paid in South African Rands.
- 11.3 The Premium Payer consents to the debiting of his/her bank account, in the event that any Premium needs to be recovered from his/her bank account. Should the bank details change at any time, the Policyholder or Premium Payer should notify Standard Bank of such change.
- 11.4 The laws of the Republic of South Africa will apply to any question of law affecting this policy.
- 11.5 Should any claim under this policy involve fraud, gross misrepresentation, or false information (including the answers provided by the life assured(s) in response to the medical disclosure questions at application stage), Liberty reserves the right to cancel this policy.
- 11.6 We may change the benefits payable and the Premium rates under this policy if any legislation or interpretation of legislation (including tax legislation) affecting this policy, Standard Bank or Liberty is introduced or changed. The Policyholder will be notified in writing of any changes made.
- 11.7 Any policy changes are subject to our business practices at the time.

12 Events beyond our control

Force majeure refers to circumstances beyond our reasonable control, such as an act of God, acts of the State or Government, exceptional weather conditions, total national electricity failures, war or war-like activities or serious delays in public transport that may prevent us from carrying out our obligations under this agreement. In the event of a force majeure, this policy will be suspended until we can deliver on our obligations. We will, if possible, notify the Policyholder or Beneficiaries of the suspension and the estimated duration of the suspension. We will not be liable for any damages caused as a result of the suspension.

13 Forfeiting of benefits

In line with common law principles, the rights of a Beneficiary to any proceeds of this policy will fall away entirely where any party that stands to directly or indirectly benefit from proceeds that would be payable to such Beneficiary is found to have been intentionally, materially, and criminally responsible, whether in part or full, for the Life Assured's death. We have the right to reclaim any benefits paid to such a Beneficiary where payments of proceeds were made prior to us establishing that the rights to such proceeds have fallen away.

14 Insurer

The insurer of this policy is Liberty Group Limited. (Registration number: 1957/002788/06)

15 Consent to accessing, processing and disclosure of information

We know that you care about your personal information and how it is used, and we want to ensure you that you can trust Liberty and Standard Bank to use your personal information carefully.

We are required by various laws to collect and process some of your personal information to provide products or services to you and to confirm, update and enhance our records from time to time in order to provide you with these goods or services. Acceptance of these terms is voluntary but is a requirement for the provision of products or services to you. If you do not accept these terms, we cannot activate and service your policy.

The Policyholder acknowledges and agrees that:

- The information provided to us is true and correct, complete and up to date.
- If any information you give us is wrong, incomplete, or outdated, we may cancel your policy or decline a future claim.

Where you have provided us with the Personal Information of a third party, you guarantee that such third party has given you consent to provide us with their Personal Information.

You will provide all documentation and information required in terms of our business rules.

You acknowledge and accept that Policyholder information may be provided to SARS. Further, that SARS may also exchange the information with the tax authorities of another country or countries in which the Policyholder may be a tax resident.

The Policyholder authorises Liberty and Standard Bank, their representatives and contracted third parties (which may also be located outside of the Republic of South Africa), service providers as well as any applicable reinsurer, to process and further process the Policyholder's Personal Information:

We may be required to collect Personal Information from the Policyholder or other sources in order to service the policy, assess risks, consider claims for benefits, conduct research, apply for a tax directive, and issue tax certificates.

We may process and share this information internally and externally only as required in order to:

- continually assess risks;
- service your product;
- consider claims;
- provide services and products to you;
- meet our responsibilities to you;
- follow your instructions;
- inform you of new services and products;
- make sure our business suits your needs;
- monitor and analyse your conduct for quality control, fraud,
- compliance and other risk-related purposes;
- for security, administrative and legal purposes;
- carry out statistical, research and other analyses to identify potential market trends and develop new products and services.

We may conduct any necessary medical and blood testing or examination, if relevant to the policy.

We have a duty to take all reasonable steps to ensure your personal information (i.e. contact details) is complete, accurate, not misleading and updated on a regular basis. To do this, we will always try to obtain personal information from you directly. Where we are unable to do so, we will make use of verifiable independent third-party data sources.

To further process information through the Financial Services Exchange (Pty) Ltd, trading as Astute, and through such registers and databases maintained by or on behalf of the Association for Savings and Investment SA, as well as other insurers to meet our regulatory obligations, detect and combat fraud, for servicing and internal processing purposes.

For external sources, you agreed that this authorisation is considered a legally binding personal instruction to the parties concerned to provide any relevant information requested directly to us.

We undertake to:

Only process Personal Information as permitted by law.

Keep the Policyholder's Personal Information confidential, secure, and only for as long as required or prescribed.

Provide you with access to update or rectify any of your information. Notify the Policyholder if his/her Personal Information has been compromised.

Please note:

- This authorisation and undertaking extend beyond the Policyholder's death.
- It applies only for the purposes above and therefore may partially limit the Policyholder's right to privacy.
- The Policyholder is entitled at any time to request access to, update or rectify his/her Personal Information that we process.
- The Policyholder has the right to be notified when his/her Personal Information has been compromised.
- If the Policyholder provided us with an email address, we will correspond with the Policyholder via email.
- You may contact us to update, correct or delete your personal information, unless the law requires us to keep it.

If you believe that we have used your personal information contrary to the above, you may lodge a complaint with us internally by contacting us on **0860 123 999**.

In terms of PoPIA, you have the right to lodge a complaint with the Information Regulator.

16 Charges

- Commission of 3.25% is charged for each premium.
- Standard Bank Insurance Brokers (SBIB), FSP 224, receives binder fees of between 4% and 7.5% of premium (excl. 15% VAT), depending on the binder services rendered.
- Where the policy was sold through an external call centre, the call centre receives a binder fee for entering into the policy.

17 Contact Details for Queries and Complaints

Discuss your query or complaint with your Standard Bank adviser. If you are not happy with how the matter is handled, contact:

The Funeral Help Line:

Phone number: **0860 123 999**; or

Email: assurancedivisionadmin@standardbank.co.za

Standard Bank Insurance Brokers Complaints:

Phone number: **0860 101 101**

Email: Complaint.resolutioncentre@standardbank.co.za; or

Email: relations@liberty.co.za

If you are still not satisfied you may contact:

National Financial Ombudsman (NFO)

Street Address: NFO Johannesburg
110 Oxford Road, Houghton Estate
Johannesburg
Gauteng;
2198
Phone number: **0860 800 900**
Email: info@nfosa.co.za
Website: www.nfosa.co.za

National Financial Ombudsman (NFO)

Street Address: NFO Cape Town
Claremont Central Building
6th Floor
6 Vineyard Road
Claremont
Cape Town
7700
Phone number: **0860 800 900**
Email: info@nfosa.co.za
Website: www.nfosa.co.za

Financial Sector Conduct Authority

Postal Address: **Financial Sector Conduct Authority**
P O Box 35655, Menlo Park, 0102
Telephone: **(012) 428 8000 / 0800 203 722**
Fax: **(012) 346 6941**
Email: complaints@fsca.co.za
Website: www.fsca.co.za

FAIS Ombudsman

Street Address: 125 Dallas Avenue Menlyn Central,
Waterkloof Glen, Pretoria, 0010
Postal address: PO Box 74571, Lynnwood Ridge, 0040
Phone number: **012 762 5000 / 0860 663 247**
Email: info@faisombud.co.za
Website: www.faisombud.co.za

Underwriter/Insurer: Liberty Group Limited

The insurer for Flexible Life Plan is Liberty Group Limited,
company registration number 1957/002788/06.
Street address: **Liberty Centre**
1 Ameshoff Street, Braamfontein, 2001
Postal address: PO Box 10499, Johannesburg, 2000
Phone number: **011 558 4871**
Share call number: **0860 456 789**
Email: info@liberty.co.za/relations@liberty.co.za

18 Required claims documentation

We need to see the following important documents when a claim is lodged:

- Completed claims form;
- Death certificate;
- Original identity document of the person that died;
- Original identity document of the claimant;
- Marriage certificate or other proof of the relationship (if the Policyholder is claiming on Spouse's death).
- Notice of registration of death (Home Affairs form number DHA1663-A);
- If no beneficiary nominated, a letter of appointment/executor; and
- Bank statement of the claimant for non-SBSA customers.

If any other documentation is required, we will notify the claimant of this prior to making our decision.

We will need certified copies of all the required claims documents. Liberty and Standard Bank may further verify the medical disclosure information that was provided at policy application stage. If this information is found to be incorrect, the claim may be declined or reduced.

Death by accident

In addition to the documents above, the following is required:

- A copy of the police report.

Liberty and Standard Bank may further verify the information that was provided at policy application stage. If this information is found to be incorrect, the claim may be declined or reduced.

This document contains important information regarding Standard Bank Insurance Brokers (Proprietary) Limited (SBIB, our, we, us). When you agree to the insurance cover, it becomes a legally binding agreement between you and us. Please read it carefully and ensure that you understand its contents.

Disclosure and declaration

As a client of the Standard Bank of South Africa Limited (we/our), which is a juristic representative of SBIB, you have the right to the information in this document.

Your financial services provider

Name	Standard Bank Insurance Brokers (Pty) Ltd (SBIB)
FSCA licence	FSP Number 224
VAT number	4040108880 Service fees earned includes VAT at the prevailing rate
Street address	4 Ellis Street, Constantia Kloof, Roodepoort 1709 (Head Office)
Postal address	PO Box 31435, Braamfontein, 2017
Telephone number	0860 123 999
Fax number	0861 113 289

Legal Status of SBIB and SBSA

- SBIB (registration number 1978/002640/07) is a Category 1 authorised financial services provider.
- SBIB is a wholly owned subsidiary of The Standard Bank Financial Services Holdings (Pty) Ltd, which is a part of the Standard Bank Group.
- The Standard Bank of South Africa Limited (SBSA) is a juristic representative (JR) of SBIB and is authorised in terms of a written mandate to render intermediary services on SBIB's behalf.
- The Group has shareholding in other companies including the Liberty Group – details in this regard can be supplied on request or can be viewed at www.standardbank.co.za
- SBIB has no shareholding in any insurer.

Professional indemnity insurance

We hold professional indemnity and fidelity insurance.

Complaints

If you have a complaint, please contact our Complaints Resolution Centre, which will record and acknowledge receipt of your complaint.

The contact details are as follows:

Telephone number: **0860 101 101**

Email address: complaint.resolutioncentre@standardbank.co.za

A copy of our complaints handling process is available on request or you can find it at www.standardbank.co.za, by navigating to the bottom of the page, clicking on regulatory and then on Complaints Process.

FAIS Ombud

You can request assistance from the Ombudsman if you believe that your complaint has not been resolved satisfactorily by us within six weeks after you have lodged your complaint. You need to refer the dispute to the Ombud within six months of the issue remaining unresolved.

The details of the Ombud:

Street address	125 Dallas Avenue Menlyn Central, Waterkloof Glen, Pretoria, 0010
Postal address	PO Box 41, Menlyn Park, 0063
Telephone number	012 762 5000 / 0860 663 274
Email address	info@faisombud.co.za
Website	www.faisombud.co.za

Conflicts of interest

The Standard Bank of South Africa Limited and Liberty Holdings Limited are subsidiaries of Standard Bank Group Limited ("SBG"). Liberty Holdings Limited in turn comprises various subsidiaries, including Liberty Group Limited and Stanlib Limited (Stanlib Collective Investments RF (Pty) Limited; Stanlib Asset Management (Pty) Limited; Stanlib Wealth Management (Pty) Limited).

The profits from the distribution of products of Liberty Group Limited and Stanlib Limited are shared with SBG through preference shares in Liberty Group.

We subscribe to the Group's FAIS COI policy, which you can find at www.standardbank.co.za, by navigating to the bottom of the page, clicking on regulatory, then on FAIS and then on the FAIS Conflicts of Interest Management Policy.

Our employees are salaried and may also be motivated through a variety of performance-based incentives.

FAIS Licensed Compliance Officer

Name	Sue Chetti
Title	FAIS Compliance Officer
Telephone number	011 547 1183
Email address	GroupFAISComplianceofficer@standardbank.co.za

Products suppliers

SBIB is licensed under the FAIS act to provide intermediary services in respect of the class of business COB and subcategories of products listed below. SBIB has contractual relationships with various product suppliers.

In terms of the juristic representative agreement, SBSA is authorised to market financial products from the following product suppliers:

Liberty Group Limited

FSP Name is authorised to market the following products in terms of a written agreement:

Name of Product Supplier: Liberty Group Limited

Name of Compliance Officer: Chief Compliance Officer Nazir Goolam Hoosen

Contact details: **0860 456 789**

Email: relations@liberty.co.za

Complaints Telephone: **086 0456 789**

Email: info@liberty.co.za/relations@liberty.co.za

List products that are provided:

SBSA is licensed under the FAIS Act to provide intermediary services in respect of the product categories listed below:

Long-term Insurance: Category A

Long-term Insurance: Category B1

Long-term Insurance: Category B2

Short-term Insurance: Personal Lines

Short-term Insurance: Commercial Lines

SBIB earns more than 30% of its remuneration/commission from Liberty Group Limited in respect of long-term insurance products and Standard Bank Insurance Limited in respect of short-term insurance products.

Further to this, SBIB has contractual relationships with a number of other product suppliers, a list of which can be obtained by calling SBIB during office hours on **0860 123 999**.

Representative FAIS status and products

SBIB has no limitations or restrictions on its FAIS licence. A copy of the general conditions applicable to SBIB's licence can be made available on request.

SBIB's licence is displayed at all business premises of SBSA where financial services are rendered.

We accept responsibility for the actions of the JR's representatives, when they render intermediary services to you in respect of the COB and subcategories of financial products set out below (some representatives may be working under supervision).

SBIB is licensed under the FAIS Act to render intermediary services in respect of the class of business and product categories listed below:

Class of business (COB)	Subcategory	Description
COB 3	1.1	Long term Insurance Category A
COB 3	1.3	Long term Insurance Category B1
COB 3	1.22	Long term Insurance Category B1-A

Details of our representatives can be found on www.fsca.co.za. Enter our licence number 224, click on the submit button and proceed to the details.

Financial Intelligence Centre Act, 2001 (Act no.28 of 2001), as amended and other relevant anti-corruption legislation

SBIB is an accountable institution in terms of the Financial Intelligence Centre Act, 2001 (FICA), as amended, and as such SBIB is required to comply with the Financial Intelligence Centre Act and its subordinate legislation. SBIB is also required to comply with other relevant anti-bribery and corruption legislation such as the Prevention and Combating of Corrupt Activities Act, Prevention of Organised Crime Act and Protection of Constitutional Democracy against Terrorist and Related Activities Act. SBIB is required to conduct sanctions screening on all Policyholders, beneficiaries and other parties involved with the policy. SBIB has the right to immediately terminate the relationship with the Policyholder or refuse to pay out the proceeds of any policy, should SBIB suspect or become aware that the Policyholder, beneficiary or any other party involved with the policy is a sanctioned person or entity, involved in terrorist activities, money laundering and/or any other activities which are subject to sanctions according to any applicable laws or as decided by any sanctioning body recognised by SBIB from time to time. By accepting this product sold by SBIB, you undertake to adhere to the relevant anti-corruption legislation. SBIB has the right to report any violation or suspected violation of anti-corruption legislation to the relevant regulatory body or law enforcement agency and adhere to the instructions from such a body or agency.

Termination

SBIB may terminate its appointment to act as a financial services provider of the Policyholder for any reason whatsoever by giving 31 days written notice at the latest contact details (email, cell phone or postal address) that SBIB has on record for the Policyholder. The Policyholder must inform SBIB about any changes in the contact details where the Policyholder wants SBIB to send all communication.

Upon termination of SBIB's appointment as a financial services provider, SBIB shall no longer be entitled to continued payment of commission for the services rendered in terms of this appointment.

The Policyholder may at all times terminate its relationship with SBIB by giving 31 days written notice to SBIB.

General terms and disclaimer

- All features and benefits of products are set out in the product terms and conditions of those specific products.
- No undertaking, warranties or guarantees have been provided by our representatives in respect of the product(s) you have chosen, unless it is a feature or benefit of the product.
- A referral fee may have been paid to a third party in respect of the entering into of a financial product.

Protecting your Personal Information

- We understand that your Personal Information is important to you. By using our products and/or services, you acknowledge that your Personal Information will be processed by us and trusted third parties with whom we have entered a suitable contract (if necessary) according to our Privacy Statement, which is in line with all applicable laws on protecting and processing personal information.
- It is your responsibility to read and understand the contents of the Privacy Statement which is available on our website at www.standardbank.co.za/privacy or by email upon request. We take extra care when we transfer or share information and will enter into suitable contracts with the trusted parties with whom we share your information, thus ensuring your rights under relevant data protection legislation are upheld.
- The security of your personal information is important to us and we take reasonable steps to keep your personal information safe and to prevent loss, destruction of and damage or unlawful access to your Personal Information by unauthorised parties as set out in the Privacy Statement.
- The purpose of our Privacy Statement is to inform you about how we collect, use, store, make available, disclose, update, safeguard, destroy or otherwise deal with (process) your personal information (also referred to as personal data in some countries) and to explain your rights relating to the privacy of your personal information and how the law protects you.

Acknowledgement of receipt, declaration and confirmation

I declare that

- My choice was based on the factual information on the products provided to me, including the different features, benefits and pricing options, which enabled me to make an informed decision about the product(s) I found suitable for my needs.
- The product was activated on my instruction.

I confirm that:

- I was not asked or forced to waive any of my rights in terms of the FAIS Act.
- All documents were completed before I signed them.
- I have read and understand this notice and have been given a copy of it and that it constitutes a legal agreement with SBIB which is binding on me.