



INDIVIDUAL BENEFITS FUNERAL COVER POLICY DOCUMENT

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FEDGROUP

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1. Welcome to Fedgroup Life

Fedgroup Life Limited is a member company of Fedgroup, a leading South African financial services group, offering clients a simple, yet distinct range of financial products and services. Fedgroup Life is licensed as a life insurer in terms of section 23 of the Insurance Act, 2017 (Act No. 18 of 2017) and a licensed financial services provider in terms of the Financial Advisory and Intermediary Services Act 37 of 2002. This policy is issued by Fedgroup Life in terms of the legislation.

Fedgroup is continually expanding its range of financial services offerings to enable the group to better provide for the financial needs of its clients. The Fedgroup product range includes investments, insurance, education savings, trust services, property finance, estate planning and wills. This range is backed up by Fedgroup's cutting-edge administration system, which enables it to respond to customer needs at industry-leading speeds.

The group was established in 1990 as a family-owned investment and trust company. It has grown into a well-established, secure, professional organisation offering products and services of the highest standard.

Our head office is strategically based in Sandton with branches offering nationwide representation in Western Cape, Eastern Cape and KwaZulu-Natal.

1.1 The policy consists of the Fedgroup Life Individual Funeral Cover policy and the Benefit Schedule

The Fedgroup Life Individual Funeral Cover policy provides comprehensive information on the Individual Funeral Cover offered by Fedgroup Life and the protection given to policyholders for the benefits that they have chosen. Details of the Fedgroup Life benefits selected on the Fedgroup Life Individual Funeral Cover application form appear on the Benefit Schedule accompanying this Fedgroup Individual Funeral Cover policy.

It is important to check the Benefit Schedule carefully to ensure that the benefits selected are correctly recorded. The Benefit Schedule and the Fedgroup Individual Funeral Cover policy are read together when determining the benefits payable under this policy.

1.2 The policyholder can cancel this policy within 31 days

The cooling-off period enables the policyholder to re-evaluate the policy purchased and cancel the policy by sending a written cancellation notice to Fedgroup Life within 31 days' of the policy having been issued. The cooling-off period only applies if no benefits have been paid or an event insured against has not yet occurred. Any premiums paid will be refunded after the deduction of any reasonable costs incurred.

1.3 Need more information on this policy?

We look forward to assisting you in resolving any queries that you may have and encourage you to contact us if necessary.

For any event, you are welcome to contact your financial adviser as indicated on your benefit schedule.

**Fedgroup Life Public Officer**

Phone: 011 305 2300
Email: info@fedgroup.co.za
Web address: www.fedgroup.co.za
Address: Fedgroup Life, PO Box 782823, Sandton, 2146.

Fedgroup Life Compliance Officer

Phone: 011 305 2300
Email: compliance@fedgroup.co.za

1.4 How to lodge a complaint

If you have received inadequate information or unsatisfactory service, or have complaints about the advice you have received, please contact the Fedgroup Life Complaints Department at: complaints@fedgroup.co.za or 011 305 2300.

If Fedgroup Life does not resolve your complaint to your satisfaction, you may contact the parties mentioned below for assistance:

The National Financial Ombud Scheme (NFO)

Physical address: NFO Johannesburg, 110 Oxford Road, Houghton Estate, Johannesburg, Gauteng, 2198.

NFO Cape Town, Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, Cape Town.

Telephone: 0860 800 900
Email: info@nfosa.co.za
Website: www.nfosa.co.za

The FAIS Ombudsman

Postal address: PO Box 41, Menlyn Park, 0063

Physical address: Menlyn Central Office building, 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010.

Telephone: 012 762 5000 / 086 066 3274
Email: info@faisombud.co.za
Website: www.faisombud.co.za

1.5 Fedgroup Life Limited is an authorised financial services provider

Registration Number: 2007/018003/06
FAIS Number 40607

Registered business addresses:

Postal address: PO Box 782823, Sandton, 2146.

Physical address: 89 Bute Lane, Sandown, 2196.



2. What is Individual Funeral Cover?

In the event of the death of a policyholder, spouse, child, parent or extended family, Individual Funeral Cover provides cover towards the cost of a funeral.

Three Individual Funeral Cover options are available:

- Policyholder only, providing Individual Funeral Cover for the policyholder.
- Policyholder and family, providing Individual Funeral Cover for the policyholder, spouse and children.
- Policyholder, family and extended family, providing Individual Funeral Cover for the policyholder, spouse, children, parents and extended family.

No medical evidence is required for Individual Funeral Cover.

2.1 How are benefits expressed?

The benefit schedule indicates the benefits selected by the policyholder. Individual Funeral Cover is defined as a fixed rand amount.

Individual Funeral Cover is subject to such maximums as may be set by Fedgroup Life from time to time.

2.2 What benefit amounts are provided for by Individual Funeral Cover?

On the death of the policyholder, spouse, child, parent or extended family, a benefit payment equal to the amount of the Individual Funeral Cover, as indicated in the benefit schedule, will be made.

This payment can be paid as follows (as agreed in the benefit schedule):

- A lump-sum benefit of a fixed rand amount;
- A weekly benefit of a fixed rand amount for a specified term; or
- A monthly benefit of a fixed rand amount for a specified term.

2.3 What is Accidental Funeral Cover?

In the event of the accidental death of a policyholder the Accidental Funeral Cover provides cover towards the cost of a funeral.

An accident is defined as an unforeseen event, which could not reasonably have been expected to occur. The event must result in death caused directly and independently of all other causes by some external and visible means arising from this event and excludes death by natural causes.

On the accidental death of the policyholder a benefit payment of the amount of the Accidental Funeral Cover, as indicated in the benefit schedule, will be made.

This payment can be paid as follows (as agreed in the benefit schedule):

- A lump-sum benefit of a fixed rand amount;
- A weekly benefit of a fixed rand amount for a specified term; or
- A monthly benefit of a fixed rand amount for a specified term.



2.4 What is Burial Repatriation?

On the death of the policyholder, spouse, child, parent or extended family covered, the benefit provides for transport of the deceased Life Insured:

- From anywhere in South Africa, Lesotho, Swaziland, Zimbabwe, Botswana, Namibia or Mozambique (South of the 22° latitude).
- To the funeral home closest to the place of burial in South Africa.

One relative may accompany the body to the funeral home, and overnight accommodation within specific limits will be provided at no additional cost if the death occurred within the borders of South Africa.

2.5 What is Grocery Cover?

Upon the passing away of a policyholder, their spouse, a parent, child, or extended family, Fedgroup's Grocery Cover benefit pays a benefit to help with family expenses.

This benefit is paid in addition to the Individual Funeral Cover benefit amount.

2.6 What is Telephonic Tutor Cover?

Telephonic Tutor Cover is a telephonic offering providing academic assistance that allows learners to interact with a qualified teacher on a variety of subjects. Telephonic Tutor Cover is available to all school-going children from grade 4 to grade 12 whose parents or guardians are insured with the Fedgroup Individual Funeral Cover policy.

Benefits:

- We aid students in grades 4 to 12.
- The curriculum is CAPS (Curriculum and Assessment Policy Statement) aligned and relevant to both public and private schools, in all major subjects.
- Summaries provide fast and easy access to the key areas of a topic.
- The service is available in English and Afrikaans.
- Proven to improve students' understanding of the work and boost their marks.
- It makes studying fun which helps students remember the work better and helps them learn from their mistakes.
- Replaces the need for expensive extra lessons.

Terms and conditions:

- Students have access to the teachers, Monday to Thursday between 18:00 and 21:00, during school terms only. This service is unavailable during government school holidays.
- Services are available to children of validated members only.
- Although all efforts are made to provide responses to a student's questions in a manner that enables the student to understand the content, results are not guaranteed, and Fedgroup cannot be held liable for a student either failing to improve his marks in any subject(s) or failing any subject(s).

The Telephonic Tutor Cover is accessed by calling us at **0860 007 005** and confirming your personal information and policyholder details.



2.7 What waiting period is applied?

A **six-month** waiting period is applied to Individual Funeral Cover. During the waiting period, only claims as a result of an accident will be assessed.

A **twelve-month** waiting period is applied to Individual Funeral Cover as a result of suicide.

An accident is defined as an unforeseen event, which could not reasonably have been expected to occur. The event must result in death caused directly and independently of all other causes by some external and visible means arising from this event, and excludes death by natural causes.

After the expiry of the waiting period claims from all causes will be assessed.

2.8 How is a spouse defined?

A spouse is defined as the person with whom the policyholder is joined in marriage and includes:

- A marriage or union in accordance with the Marriage Act, 1961, the Recognition of Customary Marriages Act, 1998, or the Civil Union Act, 2006, or the tenets of a religion or
- A person living with the policyholder in the manner of a spouse, living in a relationship of mutual dependence with the policyholder, and running and sharing a common household with the policyholder.

Common-law and same-sex partners are included in the definition of spouse.

The policyholder must nominate their spouse in writing at the inception of the policy. A policyholder can change the spouse covered at any time thereafter on marriage, divorce or death, but must do so in writing within three months of the marriage, divorce or death.

If a policyholder has more than one spouse, then the spouse that qualifies first for a benefit is the spouse the policyholder married first, or the spouse that the policyholder nominated first.

A maximum of one spouse per policyholder will be covered at any point in time. If a policyholder has more than one spouse, then the policyholder must nominate the additional spouse(s) in order for the spouse(s) to be covered under the policy. Additional premiums will be charged for every additional spouse as an extended member.

2.9 How is a child defined?

A child is defined as an unmarried person who is financially dependent on the policyholder and is described as:

- A child, born of the policyholder.
- A dependent stepchild of the policyholder.
- A foster child of the policyholder.
- A child, legally adopted by the policyholder.
- A stillborn child, being a child that has had at least 26 weeks of intra-uterine existence but showed no sign of life after complete birth. Stillborn shall exclude the intentional termination of the life of the child.
- A grandchild, being a child of the policyholder's children, where both the child's parents are deceased, or the child is dependent on the policyholder.

Proof of dependency must be submitted to Fedgroup Life.



The policyholder must nominate the children covered in writing at the inception of the policy. The policyholder can change the nominated children covered at any time thereafter on birth, marriage or adoption, but must do so in writing within three months of the birth, marriage or adoption.

A child of the policyholder who studies full-time at a recognised educational institution and who has not reached the benefit expiry age is considered a child for purposes hereof.

No age limit will apply to a child who is incapacitated by mental or physical infirmity and unable to maintain themselves, provided that such child is wholly dependent on the policyholder for support and maintenance, disregarding any state grant that they may receive.

Once a child has become partially independent of the policyholder for support and maintenance, dependency cannot be revived later, and he or she will not be considered a child for the purposes of the Fedgroup Individual Funeral Cover policy at any future date.

A maximum of **five** children per policyholder will be covered at any point in time.

2.10 How is a parent defined?

A parent is defined as a parent of the policyholder or as a parent of the nominated spouse. The parent may be the biological or adoptive parent of the policyholder or nominated spouse.

In addition:

- There is a **six-month** waiting period for parents for death due to natural causes.
- The policyholder must nominate the parent(s) covered in writing at the inception of the policy. A policyholder can change the parent(s) covered at any time thereafter but must do so in writing within three months of the marriage or divorce.
- A maximum of **four** parents will be covered at any point in time.

2.11 How is an extended family defined?

Extended family means an immediate or extended family member (for example grandparents, aunts or uncles, or cousins) who is 18 years of age or older.

In addition:

- There is a **six-month** waiting period for extended family for death due to natural causes.
- The policyholder must nominate the extended family covered in writing at the inception of the policy. A policyholder can change the extended family covered at any time thereafter but must do so in writing within three months of the marriage or divorce.
- A maximum of **seven** extended family members will be covered at any point in time.

2.12 Maximum benefits that can be paid?

The current legislated maximum benefit payment for an Individual Funeral Cover policy is R100 000 per life insured, increasing each year with the Consumer Price Inflation (CPI) percentage. We will limit the benefit payment on the death of any life insured to this maximum including any value-added services. If a life insured is covered on more than one Individual Funeral Cover policy with Fedgroup Life, the maximum is applied in total to all the policies.



3. Claims

3.1 How to receive a benefit payment

In the event of an insured event, Fedgroup Life will provide the prescribed forms that must be completed, and the protocols needed for the benefit payment. Fedgroup Life may, from time to time, insist on further requirements in writing before considering a claim.

3.2 When must Fedgroup Life be notified of a claim?

Fedgroup Life must be notified of a claim and provided with the claim requirements within a certain time for the claim to be assessed. Failing to do so may result in the claim being repudiated.

- The policyholder/beneficiary needs to notify Fedgroup Life in writing within six months of a Life Insured's death.
- All requirements must be received within nine months of the Life Insured's death for the claim to be paid.

Upon receipt of the notification of a claim Fedgroup Life shall provide the necessary forms and protocols needed in order to assess the claim.

3.3 What is required for a claim to be assessed?

The policyholder and beneficiaries are required to furnish Fedgroup Life with such information and evidence as may reasonably be required.

The necessary completed forms need to be provided and protocols followed as required by Fedgroup Life to establish whether the claim is valid in terms of the Individual Funeral Cover policy.

The beneficiaries may appeal to Fedgroup Life to reconsider a claim if they are not satisfied with the claim assessment. If the beneficiaries want the assessment reviewed, he or she must submit a motivation for the appeal and any pertinent additional information that may be relevant to the appeal within 90 days of Fedgroup Life's assessment, unless a longer period is agreed to in writing by Fedgroup Life.

The costs of the review will be borne by the policyholder and beneficiaries. However, if the review results in the claim being admitted, Fedgroup Life shall reimburse the policyholder and beneficiaries for the cost of the additional information. Fedgroup Life will have the final discretion in deciding whether a claim should be admitted and will communicate its final decision to the policyholder and beneficiaries in writing.

3.4 Payment of Individual Funeral Cover

Fedgroup Life will pay the Individual Funeral Cover as set out in the benefit schedule in respect of the Life Insured to the policyholder, or the policyholder's beneficiaries.

Payment by Fedgroup Life to the policyholder, or the policyholder's beneficiaries will be the final settlement of Fedgroup Life's obligations in terms of each Life Insured under this policy.



3.5 When can a claim be refused?

Fedgroup Life reserves the right to refuse a claim when:

- Wilful and deliberate breaking of any law or wilful involvement in any riot, insurrection, usurpation of power, martial law or war;
- Failure to disclose information about physical disabilities or medical conditions that affect the Life Insured at the time that the policy commences;
- Intentional and negligent consumption of poisons, alcohol, drugs and narcotics unless prescribed by a registered medical practitioner. Neither the Life Insured nor his or her family may perform the role of a registered medical practitioner in these circumstances;
- The death of an unborn child due to the termination of a pregnancy (abortion).

4. Premiums

4.1 Who is responsible for paying premiums?

The policyholder is responsible for paying the premiums.

The policy premiums are payable monthly in advance and, for as long as the policyholder and lives insured are covered under the policy. A period of two months grace is allowed for the payment of premiums, unless otherwise arranged with Fedgroup Life in writing. If the full amount of premiums due is not received by the date of expiry of the period of grace, no benefit will be payable, and all cover will cease from the last date the full amount of premiums has been paid. The last date the full amount of premiums has been paid is the last day of the month for the month that the premiums due were paid.

Cover in terms of the Funeral Policy can be reinstated within 2 (two) months from the date that cover in terms of the Funeral Policy lapsed, provided that all outstanding premiums have been paid in full.

Fedgroup Life will impose a Waiting Period not exceeding the unexpired Waiting Period under the lapsed policy. After the 2 (two) month period stated above, cover cannot be reinstated. The Policyholder may apply for a new policy, subject to the terms and conditions of the Funeral Policy and subject to Fedgroup Life's acceptance of the new policy application.

If a policyholder or beneficiary submits a valid Individual Funeral Cover claim in respect of an insured event that occurred during the period of grace (the period referred to in rule 15A.1 of the PPR's), then the value of the Individual Funeral Cover claim may be reduced by the sum of the unpaid premiums.

Insurance cover in respect of a policyholder shall commence on the 1st (first) day of the month after which Fedgroup Life receives a duly completed application, accepts the application for cover; and receives the first premium.

The policy cannot be made paid up.

There is no savings component inside the premiums and there will be no surrender value applicable under the policy.



4.2 When can Fedgroup Life alter the existing premium rates?

The rates and calculation basis are effective from the commencement date until the first policy anniversary.

Fedgroup Life reserves the right to change the rate and calculation basis by giving 31 days' written notice if there is a change in benefits or when the policyholders' age band changes.

Each year, on the anniversary date, the premiums and benefits will be reviewed. The review includes a recalculation of premiums based on the benefits, the policyholders' age at time of review, and any other factor that has affected the risk of insuring the benefits.

5. When does the Individual Funeral Cover terminate?

Individual Funeral Cover in respect of any Life Insured will terminate at the benefit expiry age.

This means that should the Life Insured die before the benefit expiry age, the claim will be assessed and paid, but claims after the benefit expiry age will not be covered nor paid.

Premiums will not be charged for Individual Funeral Cover after the policyholder reaches the benefit expiry age.

Individual Funeral Cover will terminate:

- At the date, the policyholder reaches the benefit expiry age or dies.
- At the date that the policyholder discontinues cover.
- For the spouse, child, parent or extended family, if they no longer meet the definitions as defined in this document.
- For the spouse at the date the spouse reaches the benefit expiry age or dies.
- For the child at the date the child reaches the benefit expiry age or dies.
- For the parent at the date the parent reaches the benefit expiry age or dies.
- For the extended family at the date the extended family reaches the benefit expiry age or dies.

whichever occurs first.

6. General legal provisions, definitions and rules

6.1 Exclusions

Fedgroup Life will not pay any Individual Funeral Cover claim as a consequence of:

6.1.1 War and Riot exclusion

A policyholder or beneficiary will not be entitled to receive a benefit payment for any claim arising as a direct or indirect consequence of war, invasion, acts of foreign enemies, hostilities, warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.



6.1.2 Atomic, Biological and Chemical exclusion

Fedgroup Life will not be liable for any Individual Funeral Cover claim arising as a direct or indirect consequence of:

- The use of nuclear, biological or chemical weapons, or any radioactive contamination.
- Attacks on or sabotage of facilities (including, but not limited to, nuclear power plants, reprocessing plants, final repository sites and research reactors) and storage depots, which lead to the release of radioactivity or nuclear, biological or chemical warfare agents, irrespective of whether any of the aforesaid has been performed with the specific use of information technology.

If Fedgroup Life alleges that by reason of this exclusion, any loss, damage, cost or expense is not covered under this policy, the burden of proving the contrary will lie with the policyholder and the policyholders' beneficiaries.

6.2 Documentation to be received

The Fedgroup Life Individual Funeral Cover policy read in conjunction with the Benefit Schedule and applicable documentation constitutes the entire agreement between Fedgroup Life and the policyholder. Alterations to these documents will be treated as an endorsement signed by an authorised official of Fedgroup Life.

6.3 Currency and law

Benefit payments and premiums are payable in the lawful currency of the Republic of South Africa. Any questions of law arising under this policy will be decided according to the laws of the Republic of South Africa.

6.4 Life Insured

"Life Insured" means the person who is insured in terms of this policy.

6.5 Policyholder

"Policyholder" means the person who is the owner of this policy.

6.6 Particulars of the Life Insured

The policyholder will be required to provide Fedgroup Life with all documentation and proof of the particulars of the Life Insured, as required from time to time, to determine the benefits and premiums. If it transpires that any of this information is incorrect, Fedgroup Life will be entitled to make appropriate benefit and premium adjustments.

6.7 Evidence of age

Fedgroup Life will request evidence of the Life Insureds' age before making a benefit payment. Should the date of birth previously provided to Fedgroup Life prove to be incorrect, Fedgroup Life will determine the premiums which should have been paid and adjust the premiums retrospectively to the date on which the policyholder became entitled to the assurance in terms of this policy. Any adjustment of premium will be reflected in the Benefit Schedule.



6.8 Transfer and Cession

This policy cannot be transferred and the benefits provided through the Fedgroup Life Individual Funeral Cover policy may not be ceded to a third party.

6.9 Territorial limitations

The Lives Insured must be resident and physically present in the Republic of South Africa to qualify for admission to the policy in terms of the eligibility requirements. If a Life Insured is temporarily absent from the Republic, the following provisions shall apply:

- The benefits will be underwritten in accordance with Fedgroup Life's territorial loadings for foreign countries and is subject to change from time to time;
- Provided that payment of premiums continues, the benefits will be provided for a period of six months.

By application in writing from the policyholder and approval by Fedgroup Life, the period of absence from the Republic can be extended to twelve months, with cover ceasing thereafter.

6.10 Alterations to the policy

Policy alterations are subject to 31 days' written notice from Fedgroup Life. If the amendment is the result of changes to legislation or regulations, Fedgroup Life may alter the policy from the effective date of the change without giving notice to the policyholder.

6.11 Precedent

No decision by Fedgroup Life in regard to any matter concerning the policy may be interpreted as a precedent.

6.12 Misrepresentation

The information given to Fedgroup Life in the Individual Funeral Cover application, or any other documentation that was provided in support of the application, forms the basis upon which the policy is issued.

If the policyholder fails to disclose any information, or provides false information or distorts information when applying for the policy, Fedgroup Life may be entitled to discontinue their cover from the inception date of the policy. In addition to this, Fedgroup Life may also be entitled to:

- Refuse to pay out any current or future claims that are related to the misrepresentation or non-disclosure,
- Adjust the premium from the date of the misrepresentation or non-disclosure,
- Recover monies already paid for claims that relate to the misrepresentation or non-disclosure,
- Cancel certain benefits or the entire policy with immediate effect, and retain any premiums paid.

Fedgroup Life will conduct an assessment in each case to determine the materiality of the misrepresentation or non-disclosure.



6.13 Fraud

Fedgroup Life shall not be liable for any claim under this policy if the policyholder or beneficiary commits any act of dishonesty or fraud relating to any provisions contained in this policy.

The policy and all its benefits may be cancelled should the policyholder or the policyholders' beneficiaries:

- Submit a fraudulent claim;
- Use any fraudulent means or devices to make a claim;
- Provide false information in order to obtain a benefit;
- Knowingly allow anyone acting on their behalf to provide false information in order to obtain a benefit.

7. Beneficiaries

Fedgroup Life will pay the Individual Funeral Cover as set out in the Benefit Schedule in respect of a deceased policyholder to the beneficiaries as nominated by the policyholder, or to the policyholders' Estate.

8. Discontinuance

8.1 Discontinuance by the policyholder

The policyholder must give Fedgroup Life 31 days written notice should the policyholder wish to discontinue the policy. If this occurs, the policyholder will not be entitled to resume premium payments and all benefits will end at the expiry of the notice period unless otherwise agreed by Fedgroup Life in writing.

8.2 Discontinuance by Fedgroup Life

Fedgroup Life has the right to discontinue the benefits provided to policyholders in terms of this policy if:

- There is any material non-compliance by the policyholder regarding any of the provisions of this policy; or
- The policy no longer meets the policy and benefit minimums determined by Fedgroup Life from time to time; or
- Fedgroup Life loses its reinsurance cover.

Fedgroup Life will give the policyholder 31 days' written notice of the discontinuance of the policy.



9. FAIS disclosure notice

Disclosures required in terms of the Financial Advisory and Intermediary Services act 37 of 2002 (“FAIS”)

1. Fedgroup Life Limited FSP 40607

89 Bute Lane, Sandown, Sandton, 2196. • PO Box 782823, Johannesburg, 2146. • Telephone: 011) 305 2300
Fax: (011) 305 2500 • Website address: www.fedgroup.co.za

Fedgroup Life Ltd is a licensed insurer and an authorised financial services provider, authorised to render financial services in respect of life insurance policies. Fedgroup Life holds professional indemnity and fidelity insurance. As the product supplier, Fedgroup has an agreement with the intermediary (broker) that sold this product to you.

The intermediary has the obligation to furnish you with the following information:

- 1.1. His full business and trade names, registration number, postal and physical addresses, telephone numbers and email address
- 1.2. The fact that he has been given a mandate to act on behalf of Fedgroup Life
- 1.3. Whether the intermediary directly or indirectly holds more than 10% of Fedgroup’s shares or any other financial interest in Fedgroup Life
- 1.4. Whether the intermediary received more than 30% of his income from Fedgroup in the last 12 months
- 1.5. Whether the intermediary holds guarantees, or professional indemnity or fidelity insurance
- 1.6. Whether Fedgroup Life owns any shares in the intermediary.

2. Claims Procedures

- 2.1. In order to claim, contact: claims@fedgroup.co.za. Fedgroup must be notified of the claim event as stipulated in the policy. If you are not satisfied with the outcome of your claim, you may write to the Complaints Department of Fedgroup at complaints@fedgroup.co.za within 90 days of the claims decision. If you are still not satisfied, you have an additional six months after expiry of the 90 days to institute legal action against Fedgroup. You also have recourse to the National Financial Ombud Scheme (NFO) at: info@nfosa.co.za
- 2.2. Unclaimed Benefits (Benefits for Which No Beneficiary or Payee Can Be Located) You could possibly have unclaimed benefits from a Fedgroup policy due to you. It is in your best interest to contact Fedgroup and enquire directly. In the event of an unclaimed benefit, your right to the benefit remains intact until the valid claim is paid. Remember that you are also responsible to ensure that your personal information and contact details are up to date. Please remember to advise Fedgroup of any changes to your details.

3. Cooling-Off Period

You have the right to cancel this policy within 31 days of receipt of the policy document. You may not exercise this cooling- off option if you have already claimed under the policy or if the event for which the policy insures you has already happened.

4. Complaints Procedures

If you have a complaint about this policy, first try to resolve it with your intermediary. If the matter cannot be resolved, please contact Phakama Administration Services (012) 348 8310 or e-mail compliance@phakama.co.za and have the following information on hand:

- Policy number
- Identity number; and
- Nature of enquiry.

5. Compliance Officer

The Compliance Officer of Fedgroup can be contacted by e-mail at compliance@fedgroup.co.za



6. FAIS Ombud and Ombud for the National Financial Ombud Scheme (NFO)

If you have a problem with the way the product was sold to you, the disclosures that were made to you or the advice that was given to you by the intermediary, you must contact the intermediary. If you are not satisfied with the reply, you may submit your complaint in writing to the FAIS Ombud at: PO Box 41 Menlyn Park 0063.

The FAIS Ombud may also be contacted via telephone at 0860 66 3274 or 012 762 5000, or email: info@faisombud.co.za

If your product-related complaint is not resolved to your satisfaction by Fedgroup, you may submit your complaint in writing to the National Financial Ombud Scheme at 110 Oxford Road, Houghton Estate, Johannesburg 2198 or Claremont Central Building, 6th Floor, 6 Vineyard Road Claremont, 7700. The National Financial Ombud Scheme may also be contacted via Telephone at 0860 800 900 or via WhatsApp 066 473 0157 or email: info@nfosa.co.za

7. Consent to Disclose and Share your information

Your information may need to be shared to verify your identity, provide advice, reports, analyses, products or services that you have requested. Where we share your information, we will take all precautions to ensure that the third party will treat your information with the same level of protection as required by us.

8. Purpose of Processing your Information

Your information will only be used for the purpose you would reasonably expect, including; providing administrative services on behalf of your Insurer and Service Provider; to issue, administer and manage your insurance policies, to process insurance claims; to notify you, on behalf of your Service Provider, of new products or developments that may be of interest to you; to verify your identity and to confirm, verify and update your details; and to comply with any legal and regulatory requirements. Fedgroup Life confirms that it undertakes to treat all information supplied by the Policyholder and relating to the Policyholder's Benefits as strictly confidential. Fedgroup Life undertakes not to divulge to any party not signatory to the Funeral Policy, any information supplied by the Policyholder and relating to the Policyholder's Benefits without prior written consent of the Policyholder.

Information Regulator:

27 Siemens Street, Braamfontein, Johannesburg • PO Box 31533, Braamfontein, Johannesburg
Email: enquiries@info regulator.org.za

9. Important Matters

It is very important that you are quite sure that the policy meets your needs and that you feel that you have all the information you need to make a decision. Please refer to Fedgroup Life's conflict of interest policy that has been made available on the Fedgroup website. Disclose all material facts accurately, fully and properly. All information provided by you or on your behalf is your own responsibility. You need to be satisfied with the accuracy of any transaction submitted by anyone on your behalf. Do not sign any incomplete or blank documents. No person may insist that you do so. Nobody may ask or require of you to waive any right that you have as a policyholder.