



MUNICIPAL WORKERS` RETIREMENT FUND

**THE POLICYHOLDER REFFERED TO HEREIN WILL BE THE PARTICIPATING EMPLOYER OF THE ABOVE FUNERAL POLICY
POLICY NUMBER: P020617 / S019448**

The main purpose of this Policy is to provide assurance Benefits to the Principal Members and Dependants (where applicable).

This Policy consists of the Proposal, this document (including the Schedule and Annexures, where applicable) and any future Endorsements issued by Safrican Insurance Company Limited (hereinafter referred to as "Sfrican"), and no modification shall be of any effect unless it is in writing and signed by the Chief Executive Officer of Safrican or any person duly authorised by him/her. The Policyholder and all persons claiming under this Policy are bound by any information given on all questionnaires and declarations made by them or on their behalf. This Policy shall be referred to as the Scheme, Policy, Plan or Contract, as the case may be, and where the context requires.

The Policyholder has applied to Safrican for the Benefit specified in the Schedule or Endorsement and any applicable Annexures, and Safrican agrees to pay the Benefits specified in the Schedule in consideration for the Premiums payable to Safrican, **provided that** any Benefits paid will be subject to the terms and conditions of this Policy. No Benefits will be payable under this Policy until the first Premium has been received in full.

Sfrican Insurance Company Limited
Reg No. 1935/007463/06
An authorised Financial Services Provider
FSP No. 15123

CONTENTS

CLAUSE:	CLAUSE NO.:
Schedule of Benefits	Attached
Definitions	1
Basis of Policy	2
Currency and Law	3
Restrictions	4
Benefits are not transferable or attachable	5
Fiscal Requirement	6
Persons Insured	7
Revision of the Policy	8
Information to be supplied by Policyholder	9
Cancellation	10
Dissolution of the Policyholder	11
Disputes	12
Payments of Premiums	13
Grace Period	14
Benefits	15
Membership Conditions	16
Termination of Policy	17
Claims Procedure	18
Fraudulent Claims	19
Continuation Benefit	20
Surrender Values	21
Ownership	22
Exclusions	23
Whole Contract	24
Notice	25
Domicilium	26
Compliance with Obligations	27
Severability & Rectification	28
Commission	29

EFFECTIVE ANNEXURES

**ACCIDENTAL DEATH BENEFIT
PAID UP ON DEATH
PAID UP ON DISABILITY**

POLICY TERMS AND CONDITIONS

1 DEFINITIONS

In this Policy, unless inconsistent with the context or otherwise indicated:

- Accident:** Any specific event, occurring at an identifiable time and place that is unplanned and unexpected by the person insured, resulting from unforeseen and unintentional circumstances, from an external source to the body.
- Annexure:** Any attachment to the Policy describing any additional or optional or specific class of Benefits or options, provided that the Annexures shall only become effective if the relevant class of Benefits or options are specified in the Schedule.
- Authorised Person:** A juristic or natural person who is duly authorised by the Policyholder to act on its behalf, and whose signature and instruction will be regarded as final and binding on the Policyholder. Where applicable, this shall include an Intermediary, Agent and/or an Administrator.
- Benefit:** Any payment of whatever nature which is made by Safrican under the terms and conditions of this Policy and any Annexures or Schedules annexed hereto, which will include, but will not be limited to, any Funeral Benefit, Memorial Benefit, Paid-Up Benefit, Retrenchment Benefit, Accidental Death Benefit, Incapacitation Benefit, Disability Benefit or any other Benefit, where applicable.
- Cessation Age:** The Principal Member's age as specified in the Schedule, at which age Benefits would cease, or at which age Premiums would cease in the event of a Paid-up on Retirement Benefit.
- Commencement Date:** The date when the Policy takes effect (as specified in the Schedule).
- Common Law Spouse:** A person who is deemed by Safrican at its sole discretion to be a Spouse, having regard to the particular circumstances of each case, and shall include where applicable, customary marriages or a relationship between two people of the same gender, or a relationship between two people after a cohabitation period of 6 (six) months.
- Compulsory Membership:** All Principal Members of the Scheme are participants of the Policy, regardless of their position in the Scheme. Participation in this Policy will be a condition for a Principal Member being a member of the Scheme. There will be no discrimination in terms of Benefits within the Scheme.
- Dependants:** The Spouse and the Eligible Children of the Principal Member.

- Divorced Spouse:** A person who is no longer married to the Principal Member by law, Tribal Custom or under the Tenets of any Asian Religion and shall include a spouse who is no longer party to a Common Law relationship and where applicable, a relationship between two people of the same gender who have ceased to cohabit.
- Domestic Assistant:** A person employed to work only on the residing premises of the Principal Member whether or not Unemployment Insurance Fund contributions are being paid on their behalf.
- Effective Date:** The date on which the Policy, a Schedule or Endorsement becomes effective.
- Eligible Child:** An unmarried child, 21 years and under, of the Principal Member, including a stepchild, a posthumous child, an illegitimate child, a legally adopted child or a stillborn child (after the 26th week of pregnancy). A maximum of two stillbirths per family will be payable during the life of the Policy. The age of 21 years is extended to 25 years if still a full-time student, at a recognised institution or until the Principal Member ceases to qualify. The age of 21 years is also extended to death if the child is mentally or totally and permanently disabled before the age of 21 years, or until the Principal Member ceases to qualify.
- Details of any children of the Common Law Spouse, illegitimate children and stepchildren must be given to Safrican at the date the Principal Member joins the Scheme or within 1 (one) month of the Dependant becoming eligible for cover. Failing this, Safrican will require satisfactory proof to support any claim.
- Endorsement:** Any amendment to the terms and conditions of the Policy signed and dated by a duly authorised official of Safrican.
- Extended Family:** Family members who may be covered are those who are dependent on the Principal Member for financial assistance towards funeral and related costs. This may include but not limited to parents, parents-in-law, uncles, aunts, brothers, sisters and children of the Principal Member over the age of 21 years.
- Funeral Benefits:** The Benefits that Safrican will pay on the death of a person covered, in terms of the Schedule to this Policy.
- Maximum Entry Age:** Maximum entry age, as specified in the Schedule, at which the person insured will be eligible for cover and beyond or above which the person will not be eligible for cover.
- Policy:** This document detailing all the terms and conditions as well as the Benefits and corresponding premium rates of the assurance provided. Policy shall further include the Proposal, and any Annexure, Schedule or Endorsement attached to this Policy.
- Policyholder:** The party as described in more detail in the Schedule, who signed the Proposal and the Policy and who is responsible for the payment of the Premiums.

- Premium Rate:** The rate of the Premium payable by the Policyholder on behalf of a Principal Member and/or his Dependants, for the Benefits as specified in the Schedule, and as amended from time to time by Safrican in terms of the provisions of this Policy.
- Premium:** The amounts payable by the Policyholder for the Benefits in terms of the Schedule to this Policy.
- Principal Member:** A person who is actively employed or is a member of a Policyholder on whose behalf Premiums are being paid, or a paying individual who qualifies for membership of a Policy, provided in all cases the eligibility conditions are met.
- Proposal:** The Safrican Application for Group Funeral Assurance form signed by the Policyholder or its representative.
- Rate Guarantee Period:** The initial period (where applicable) as specified in the Schedule, from the Commencement Date, during which the Premium Rate quoted to the Policyholder will not be amended.
- Safrican:** Safrican means Safrican Insurance Company Limited (registration number 1935/007463/06), a public company with limited liability, duly incorporated and registered as such in terms of the company laws of the Republic of South Africa. Safrican is registered as an assurer in terms of the Long-Term Insurance Act, 1998, as amended, with its principal place of business at First Floor, Grosvenor Corner, 195 Jan Smuts Avenue, Rosebank, Johannesburg.
- Schedule:** The Schedule attached to this Policy reflecting the specific details of the Benefits, the Premium Rate payable, and the terms and conditions referring to them.
- Spouse:** A person married to the Principal Member by law or Tribal Custom or under the Tenets of any Asian Religion, which shall include a Common Law Spouse, and where applicable, a relationship between two people of the same gender. A maximum of 2 (two) Spouses per Principal Member will be payable during the life of the Policy.
- Voluntary Membership:** All Principal Members of the group shall be eligible to be part of this Policy, within the specified period in the Schedule. Each Principal Member must complete an application form electing all his Dependants.
- Waiting Period:** The period as specified in the Schedule, from the inception of cover, during which no benefits will be payable unless due to an Accident. In the case of a Principal Member of an existing Policy electing a higher cover and/or additional benefits than the Benefits under the Policy, a Waiting Period will apply to the increased cover and/or additional Benefits, not the current Benefits.
- Wider Child:** A child who is 18 years or younger and does not qualify to be an eligible child (as explained above) but is financially dependent on the Principal Member. Proof of dependency should be provided at application and claim stage.

- 1.1 Any reference to the singular shall include the plural and vice versa.
- 1.2 Any reference to any gender shall include the other genders.
- 1.3 The headings of clauses in this Policy are for reference purposes only and shall not be taken into account in construing the contents hereof.
- 1.4 If any provision in a definition is a substantive provision conferring rights or imposing obligations on any party, effect shall be given to it as if it was a substantive clause in the body of this Policy notwithstanding that it is only contained in this clause.
- 1.5 If any period is referred to in this Policy by way of a reference to a number of days, the days shall be calculated exclusively of the first and inclusively of the last day.
- 1.6 If the last day falls on a day which is not a business day, then the last day of the said period shall fall on the next succeeding business day.
- 1.7 Words and expressions defined in any sub-clause shall, for the purposes of the clause of which that sub-clause forms part, bear the meaning assigned to such words and expressions in that sub-clause.

2 BASIS OF POLICY

The information in the Proposal as well as in all declarations made by the Policyholder will form the basis of the Policy, and it is warranted by the Policyholder that such information is accurate. This Policy, however, shall not be invalidated on account of any misrepresentation or non-disclosure made in good faith, unless the misrepresentation or non-disclosure is of such a nature as to be likely to have materially affected the assessment of the risk under the Policy at the time the Policy was issued.

3 CURRENCY AND LAW

The Policy shall be subject to the laws of the Republic of South Africa, and all payments to or by Safrican shall be made in the Republic of South Africa in its currency.

4 RESTRICTIONS

- 4.1 The Policyholder shall notify Safrican, in writing, of any intention to engage its employees or members in any nature of business other than the one stated in the Proposal for this Policy.
- 4.2 The Policyholder agrees to give full details to Safrican of any change in the membership or nature of risk under the Policy where this might have an adverse effect on the risk underwritten by Safrican.
- 4.3 The Policyholder must notify Safrican where any Principal Member resides outside the borders of the Republic of South Africa for any unbroken period longer than 6 (six) months.

5 BENEFITS ARE NOT TRANSFERRABLE OR ATTACHABLE

Benefits under this Policy may not be ceded, assigned or pledged in any way, nor shall they be capable of being attached by any creditor, curator or trustee of any insolvent estate.

6 FISCAL REQUIREMENT

Safrican reserves the right to make adjustments as determined by its actuary to any Benefits or Premium Rates due under the Policy, if any governmental, provincial, municipal or other such authority imposes any compulsory charges, levies or taxes on any Benefits or Premiums payable under the Policy. Safrican shall advise the Policyholder in writing of such changes.

7 PERSONS INSURED

The selected persons who satisfy the eligibility conditions will be insured under this Policy for the Benefits specified in the Schedule.

8 REVISION OF THE POLICY

- 8.1 Safrican reserves the right to amend or revoke any of the terms and conditions of this Policy, subject to giving the Policyholder at least 1 (one) month's written notice of its intention to do so, subject to 8.2 below.
- 8.2 The Premium Rate from Commencement Date will be guaranteed for the Rate Guarantee Period specified in the Schedule, but shall otherwise be subject to alteration by Safrican at any time on 1 (one) month's written notice to the Policyholder after the Rate Guarantee Period has expired.
- 8.3 Safrican reserves the right to amend the Premium Rate immediately where there is a significant change to the nature of the risk and/or to the membership as envisaged in Clause 4 above.
- 8.4 Safrican reserves the right to amend the terms of the Policy in writing as may be necessary in order to comply with any changes to legislation or Government directives.

9 INFORMATION TO BE SUPPLIED BY POLICYHOLDER

- 9.1 The Policyholder, at its own expense, and on request by Safrican, shall supply Safrican with a certificate verifying the number of Principal Members and the Premiums of all the Principal Members, certified by the internal auditor of the Policyholder, and if Safrican, at its sole discretion, deems it necessary, this certificate shall be provided by a registered chartered accountant.
- 9.2 The Policyholder shall furnish all information that is necessary to enable Safrican to properly assess the risk. This information includes, but is not necessarily limited to, the details of the membership and the nature of risk its members are subject to.
- 9.3 The Policyholder shall furnish application forms for all its eligible members at the commencement day of cover of the member. Alternatively, any movements on the membership of the Scheme must be detailed each month to Safrican in writing.

10 CANCELLATION

- 10.1 The Policyholder or Safrican may cancel this Policy at any time on giving the other party 1 (one) up month's written notice.
- 10.2 Where either Safrican or the Policyholder gives 1 (one) month's written notice, insurance cover continue for that notice period without any grace period applicable. after the end of the notice period
- 10.3 Where the Policyholder chooses to give Safrican more than 1 (one) month's written notice, the Policyholder shall continue paying premiums during the notice period and insurance cover shall equally continue until the end of the notice period without any grace period applicable after the end of the notice period.

- 10.4 Upon issuing a written notice to cancel, the Policyholder shall be required to provide the following written confirmation to Safrican:
- 10.4.1 that all members of the scheme have been notified of the cancellation;
 - 10.4.2 that members are aware there will be no cover after the expiry of the notice period; and
 - 10.4.3 of underwriting of the scheme by the new insurer (where applicable)
- 10.5 On the date of cancellation of this Policy, all Safrican's liabilities for claims, subject to Clause 17, arising after the cancellation date, shall cease.
- 10.6 If the conditions set out at quotation stage are not met at inception, Safrican reserves the right to cancel the Policy with immediate effect, and Safrican shall have no further liabilities for claims after this date.

11 DISSOLUTION OF THE POLICYHOLDER

Should the Policyholder cease to trade, or cease to exist, all liability to the lives covered under the Policy, except in the case of a Paid-up on Retirement, shall cease from the date of dissolution of the Policyholder. Cover will remain in respect of the liability arising from Paid-up on Retirement certificates issued prior to the Policyholder's dissolution date.

12 DISPUTES

- 12.1 In the event of any dispute on the interpretation of any of the terms and conditions of this Policy, the matter shall be referred to the chief actuary of Safrican for an opinion. Should any of the parties to this Policy be aggrieved at the opinion of the chief actuary, then the matter will be referred to arbitration in terms of the Arbitration Act, No. 42 of 1965.
- 12.2 Should there be any dispute as to who is entitled to Benefit from any claim made in respect of this Policy; the absolute discretion of the Policyholder shall prevail (see also Clause 18.6).

13 PAYMENT OF PREMIUMS

- 13.1 Premiums shall be payable in advance to Safrican by the Policyholder at the Premium Rate and Premium frequency as specified in the Schedule.
- 13.2 Payments shall be made from the Commencement Date to the date of termination of this Policy.
- 13.3 Payments shall be made to any office of Safrican or at such other address as Safrican may advise the Policyholder in writing. The modes of payment usually acceptable to Safrican are electronic fund transfers or cheques or direct bank deposits/transfers. Remittance Advices (and proof of electronic fund transfer or bank deposit/transfer, where applicable) and any other requirements agreed from time to time, must be submitted to Safrican by the Policyholder without delay for all Premium payments, as delays would impact negatively on claims settlement. Direct deposits/transfers are only acceptable with the prior approval of Safrican once the special authorization form has been completed, returned to, and approved by Safrican, and full details thereof must be faxed immediately to Safrican after the deposit/transfer has been done.
- 13.4 The Policyholder will submit a bordereaux roll indicating names, identity numbers and details of the Principal Members together with this payment. (The details supplied on the bordereaux roll will be as per Safrican's requirements.) Should the Policy be inclusive of an Extended Family option, the same details need to be submitted for these people.
- 13.5 Safrican will allow adjustments for Premiums received within 3 (three) months of the Premium becoming due. Safrican shall not consider any adjustments requested thereafter.

14 GRACE PERIOD

- 14.1 After the entire first Premium has been received by Safrican, a Grace Period of 1 (one) calendar month will be allowed for the payment of each subsequent Premium.
- 14.2 The Policy will remain in force for the Grace Period.
- 14.3 If any Premium is not paid by the end of the Grace Period, the Policy shall lapse with effect from the end of the last period for which a full Premium was received, and automatically be of no further force and effect. The Policyholder (where applicable) shall be liable for the reimbursement to Safrican of all claims paid by Safrican in good faith whilst Premiums were outstanding.

15 BENEFITS

- 15.1 Safrican undertakes to pay the Benefits specified in the Schedule, subject to the terms and conditions contained in this Policy.
- 15.2 The onus lies with the Policyholder to make certain that all material details of cover and the correct cover are in place with Safrican.

16 MEMBERSHIP CONDITIONS

- 16.1 Membership of this Policy shall be for all qualifying Principal Members who satisfy the eligibility conditions specified in the Schedule.
- 16.2 In respect of compulsory membership, an eligible Principal Member must be at work attending to and capable of attending to all his normal duties on the first day on which his cover is due to commence. If he is not so at work, the commencement of his cover shall be delayed until he submits evidence of his good health and insurability satisfactory to Safrican or completes eight consecutive weeks' service without absence.
- 16.3 Cover for the persons insured will cease on:
- 16.3.1 The Principal Member attaining the Cessation Age as specified in the Schedule, unless there is an optional Paid-up Policy on Retirement;
- 16.3.2 The Principal Member withdrawing from the employment or membership of the Policyholder for any reasons whatsoever.
- 16.3.3 The Principal Member dying before the Cessation Age, unless there is an optional Paid-up Policy on Death.
- 16.3.4 The Principal Member ceasing to pay Premiums subject to the Grace Period as specified in Clause 14.

17 TERMINATION OF POLICY

The Benefits shall cease upon any of the following events occurring:

- 17.1 Cancellation of the Policy as a result of material misrepresentation or non-disclosure on the part of the Policyowner, as referred to in Clause 2; or
- 17.2 Cancellation of the Policy, as referred to in Clause 10; or
- 17.3 Dissolution of the Policyowner, as referred to in Clause 11. The Benefits in respect of the Paid up on Retirement certificates issued prior to termination, however, will remain the liability of Safrican; or
- 17.4 If the Benefits are determined to cease as part of the resolution of a dispute, as referred to in Clause 12; or

- 17.5 The Premiums are not paid, subject to the Grace Period referred to in Clause 14; or
- 17.6 Cover ceasing, as referred to in Clause 16.3; or
- 17.7 In the event of a fraudulent claim, as referred to in Clause 19; or
- 17.8 Non-compliance by the Policyholder with its obligations under the Policy as referred to in Clause 27.1.

18 CLAIMS PROCEDURES

- 18.1. Upon the death of any person insured under this Policy, notice of the claim together with all the necessary supporting documentation required by Safrican must be sent to Safrican within 6 (six) months of the date of death. **No claim where documentation is submitted after 6 (Six) months of the date of death will be paid.**
- 18.2. Full details of the documents required are specified in the Claims Procedure Fact Sheet annexed hereto (as amended from time to time)
- 18.3. Safrican reserves the right to request further documentation from a claimant in order to properly assess a claim, and such documentation must be submitted within the said 6 (Six) months after date of death.
- 18.4. In respect of any additional Benefits as specified in the Schedule, the claims procedures are as specified in the relevant Annexure.
- 18.5. Safrican reserves the right to withhold payment of any claim until all its requirements have been satisfied.
- 18.6 Benefits are payable directly to the Policyholder of the group funeral Scheme, or as directed in the Claim Notification Form. Please see also Clause 12.2.

19 FRAUDULENT CLAIMS

- 19.1 If any fraudulent claim is made against this Policy, Safrican will be under no further obligation whatsoever to pay this claim, and shall, at its own discretion, be entitled to cancel this Policy with immediate effect, should any such fraudulent claim be lodged with the knowledge or intent of the Policyholder to prejudice or defraud Safrican.
- 19.2 Should Safrican choose not to cancel the contract in terms of Clause 19.1 above, this waiver or indulgence shall not be construed as a waiver of any right, or prevent or adversely affect the exercise by Safrican of any existing or future right of Safrican.

20 CONTINUATION BENEFIT

Any Principal Member who leaves the employ or gives up membership of the Policyholder, shall have the option to apply to Safrican for an individual Policy of funeral insurance providing the standard Funeral Benefits stated in the Safrican individual Policy in respect of the Principal Member and his Dependants, without having to make a declaration of health; **Provided that:**

- 20.1 The option must be exercised in writing and within 1 (one) calendar month of a Principal Member ceasing to be an employee or member of the Policyholder, whether by withdrawal or reaching the Cessation Age of the originating Policy.
- 20.2 A separate policy of insurance will be issued in respect of this continued cover.
- 20.3 This option shall be subject to the Principal Member having had cover with Safrican for a minimum continuous period of 1 (one) year.

20.4 In the event of the Principal Member of an existing Policy electing higher cover and/or additional Benefits than the Benefit under the Policy, as a continuation option, a 6 (six) month Waiting Period will apply to the increased Benefit amount only, not the current Benefit.

20.5 The Grace Period as described in Clause 14 shall similarly apply to the Policy for the Continuation Benefit.

21 SURRENDER VALUES

There are no surrender values to the Policy. No loans will be accepted against this Policy.

22 OWNERSHIP

Ownership of the Policy vests in the Policyholder who shall attach any Endorsements issued to the Policy from time to time.

23 EXCLUSIONS

The Benefit will not be paid if death is directly or indirectly caused by or attributable to:

23.1 Terrorism and war (whether declared or not).

23.2 Radioactive contamination, whether arising directly or indirectly.

23.3 Divorced spouses at inception of the policy are not covered, and cover for spouses who divorce during the term of the policy will cease immediately on divorce. Where a couple may have divorced but due to some circumstance, agreement or court order, either of the spouses is still financially responsible for the other where the ex-spouse was covered either as husband or wife under the policy prior to the divorce becoming effective, Safrican will use its discretion to either settle or reject the claim based on the merits of each claim. In such cases, the spouse who is financially responsible for the other can claim the funeral insurance benefits in respect of a deceased ex-spouse.

24 WHOLE CONTRACT

24.1 This Policy contains all the express provisions agreed on by Safrican and the Policyholder with regard to the subject matter of the Policy, and Safrican and the Policyholder waive the right to rely on any alleged express provision not contained in this Policy.

24.2 This Policy shall supersede any prior arrangements, whether written or oral, or based on conduct, custom or practice.

24.3 No variation, deletion or cancellation of or addition to the Policy or the waiver of any right under the Policy shall be effective unless reduced to writing and signed by Safrican.

24.4 No waiver or indulgence or any latitude given by Safrican, or any *ex gratia* payment made, shall establish any precedent.

25 NOTICE

25.1 Any notice or communication required or permitted to be given in terms of this Policy shall be valid and effective only if in writing but it shall be competent to give notice by telefax.

25.2 Any party may by notice to any other party, change the physical address chosen as its domicilium vis-à-vis that party to another physical address or its telefax number: **Provided that** the change shall become effective vis-à-vis that addressee on the 10th business day from the deemed receipt of the notice by the addressee.

25.3 Any notice to a party sent by prepaid registered post in a correctly addressed envelope to it at its domicilium shall be deemed to have been received on the 10th business day after posting (unless the contrary is proved).

- 25.4 Any notice to a party delivered by hand to a responsible person during ordinary business hours at its domicilium shall be deemed to have been received on the day of delivery.
- 25.5 Any notice to a party sent by telefax to the chosen telefax number shall be deemed to have been received on the date of dispatch (unless the contrary is proved).
- 25.6 The onus of proving that the notice was sent or delivered shall be on the party alleging it.
- 25.7 Notwithstanding anything to the contrary herein contained, a written notice or communication actually received by a party shall be adequate written notice or communication to it, notwithstanding that it was not sent to or delivered at its chosen domicilium.

26 DOMICILIUM

Safrican and the Policyholder elect the addresses, which appear on the Signatory Page as the places at which they will accept all documents, notices and legal processes arising from this Policy.

27 COMPLIANCE WITH OBLIGATIONS

The Policyholder shall comply with all its obligations as contained in this Policy, and any failure by the Policyholder to comply with any obligations shall entitle Safrican to:

- 27.1 Cancel this Policy, subject to Clause 27.4;
- 27.2 Alter this Policy, having regard to the nature of the non-compliance with the obligations specified in this Policy, subject to Clause 27.4;
- 27.3 Accept that Premium payments have ceased, and refuse to accept any further payments;
- This shall be subject to:
- 27.4 Safrican giving written notice to the Policyholder of the failure to comply with the specific obligations specified in this Policy; and,
- 27.5 The Policyholder not remedying the non-compliance within 30 (thirty) days of the said notice from Safrican. However, the Grace Period shall take precedence over this 30-day notice period, in the event of non-payment of Premiums).

28 SEVERABILITY & RECTIFICATION

Should any of the terms and conditions of this Policy be held to be invalid, unlawful or unenforceable, such terms and conditions will be severable from the remaining terms and conditions, which will continue to be valid and enforceable. If any term or condition held to be invalid is capable of amendment to render it valid, the Parties agree to negotiate an amendment in good faith to remove the invalidity.

29 COMMISSION

The commission payable to the intermediary, where applicable, is provided for in the attached Endorsement annexure.

ANNEXURE: DISCLOSURE FORM

The Policy is underwritten by:

Safrican Insurance Company Limited
Reg No. 1935/007463/06
An authorised Financial Services Provider
FSP No. 15123
www.safrican.co.za

Safrican is authorised to sell the following products: Long-term Insurance: Subcategory A, B

Safrican holds professional indemnity and fidelity insurance cover.

Should you require assistance or need to fax a claim, kindly contact:

Safrican Head Office
First Floor, Grosvenor Corner
195 Jan Smuts Avenue
Rosebank, Johannesburg
Tel: (011) 778-8000
Claims Fax: 0866 773 224 or (011) 778-8182
Query Line Fax: (011) 778-8183

Durban
P.O. Box 5008, Durban, 4000
Tel: (031) 305-1800 Fax: (031) 304-3738

Port Elizabeth
P.O. Box 35036, Newton Park, 6055
Tel: (041) 363-1477 Fax: (041) 363-0208

Cape Town
P.O. Box 4921, Cape Town, 8000
Tel: (021) 419-0090 Fax: (021) 421-0104

Polokwane
P.O. Box 1021, Polokwane, 0700
Tel: (015) 291-3358 Fax: (015) 291-3336

Bloemfontein
P. O. Box 100962, Brandhof, 9324
Tel: (051) 430-1201 Fax: (051) 430-1206

If you have any reason to complain, kindly contact the Compliance Officer of Safrican on the details set out below.

Compliance Officer
P.O. Box 616, Johannesburg 2000
Fax: (011) 778-8181
e-mail: compliance@safrican.co.za

Should a complaint not be resolved to your satisfaction, you may escalate the complaint to either the FAIS Ombudsman or the Long-term Insurance Ombudsman whose details are set out below. Note that you must be able to show that you have already attempted to resolve the matter with Safrican first.

FAIS Ombudsman
Financial Services Board
P.O. Box 74571, Lynnwood Ridge, 0040
Tel: (012) 470-9080 Fax: (012) 348 3447

The Ombudsman of Long-term Insurance
Private Bag x45, Claremont, 7735
Tel: (021) 657-5000 Fax: (021) 674-0951