

# FUNERAL INSURANCE

POLICY DOCUMENT

**SHOPRITE**



# Your Funeral policy

This document and your schedule is the contract between you (the policyholder and main life covered) and us.

Your Funeral policy will pay out in the event of a valid death claim of one of the people covered under this policy, provided that there is a financial or insurable interest between the parties involved. The lives covered, Funeral cover amounts and cover start dates for each life covered are listed in your schedule. Cover will only start once the first premium has been paid.

## Who can be covered?

---

The policyholder can cover the following family members with this policy:

- a **spouse**, who must be a person who is married by law or customary law to the policyholder;
- **children**, who must be the biological children, legally adopted children or stepchildren of the policyholder;
- **parents**, who must be the biological parents, parents by adoption or the parents-in-law of the policyholder;
- **extended family members**, who must be sisters, sisters-in-law, brothers, brothers-in-law, grandparents, cousins, aunts, uncles, nieces, nephews or additional children of the policyholder.

Everyone covered under this policy must be a South African citizen and reside in South Africa for at least 6 months in any 12 month period. If any person covered under this policy leaves the country for more than 3 months at a time, they will not be covered during that period.

## Claims

---

All claims must be submitted to us within 3 months of the date of death. You will then have another 3 months to submit the documents requested by us, at your cost. If you do not supply this information, we cannot process and validate the claim. Valid claims will be paid within 48 hours of the complete claim documentation received.

Valid claims will be paid to:

- The policyholder in the event of the death of a spouse, child, parent or extended family member covered under the policy. A valid claim will only be paid to a policyholder if it can be proved that the policyholder has an insurable interest in the deceased, or
- The nominated beneficiary in the event of the death of the policyholder. Should the nominated beneficiary be deceased, the Funeral cover amount will be paid to the policyholder's estate. If the beneficiary is a minor at the time of the claim, the payment will be made to the legal guardian of the beneficiary.

The first R1000 of every valid claim will be paid in the form of a Shoprite, Checkers or Usave voucher.

All valid claims will be paid out proportionally according to the ratio of premiums paid in the 12 months prior to the date of death. This enables us to pay claims in months where you have missed your premium, provided your policy is still active and not in pause status. If it has been less than 12 months since cover has started, the ratio will be taken from the start of cover. We will not take the month in which the claim happens into account when determining this ratio.

**Example 1:** If it has been 8 months since start of cover and only 4 premiums were paid, then 50% of the Funeral cover amount will be paid in the event of a valid claim.

**Example 2:** If a valid claim is submitted and 9 out of 12 premiums were successfully collected in the 12 months prior to the claim, then 75% of the Funeral cover amount will be paid.

Should any person have multiple Funeral benefits with OUTsurance, the maximum amount of Funeral cover that will be paid within 48 hours will be limited to R100 000. The balance of the Funeral cover across all other OUTsurance policies will be paid after the claim has been validated.

## Waiting Period

---

A waiting period of 6 months applies from your cover start date for death caused by health related or natural causes. The waiting period will be extended until we receive six premiums. No waiting period shall apply in the event of accidental death. The accidental death must be the result of bodily injury caused by unexpected, external and visible means.

If a spouse, child, parent or extended family member is added to the policy or a cover amount is increased, then a new waiting period will apply to the additional life covered or additional cover amount.

## Waiver of Waiting Period

---

The waiting period will be waived if the relevant life was covered for the same risks, as noted in your schedule, with another registered or licensed insurer, where the policy has lapsed or cancelled with the other insurer at the time of the claim. Only the lesser of your current cover amount, or previous cover will be paid out. The waiting period will not be waived if:

- the required documentation is not received,
- the previous policy would still have been in the waiting period,
- the previous policy was not active at least 31 days before taking out this Funeral policy,
- proof of cancellation of previous policy is not provided at the time of the claim; or
- a claim for the relevant life can still be made against the previous policy.

## Premiums

---

To ensure your cover continues, the premium that is shown in your schedule is payable every month by debit order or cash payment. It is your responsibility to ensure your payments are up to date. We may review your premium by providing you with at least 31 days written notice. When making any changes to your premium we look at the experience of all clients with similar profiles, rather than individual circumstances. There is no guarantee period under this policy. Policy benefits will not change with any increase and it remains your responsibility to ensure the correct cover at all times.

## OUTBonus

---

For every 12 full premiums paid, you will receive an OUTbonus equal to one month's premium in the form of a Shoprite, Checkers or Usave voucher. It is your responsibility to keep your contact details up to date, otherwise your voucher will be forfeited.

## Pause and Play

---

This benefit will allow you to keep the policy active for up to 3 months without paying a premium. You will not have any cover during the pause period. You can start paying your premiums at any point during this pause period, and your cover will start again without a new waiting period. This benefit is only available once the policy is out of the waiting period. The policy will be automatically paused for unpaid premiums, or you can contact OUTsure to pause the policy.

If you have not chosen to play your policy before the end of the 3 month period, we will play your policy automatically. If no premium is received, your policy will be cancelled. If we have collected premium, then your cover will start again without a new waiting period being applied.

You can use the Pause and Play benefit up to three times over the lifetime of your policy. You have to have paid at least one full premium since the last time your policy was paused before you can pause it again.

## Premium waiver benefit

---

In the event that the policyholder passes away and a valid claim is paid, cover for all other lives on the policy will continue for another 3 months from the death of the policyholder before the policy is cancelled. No premiums will have to be paid during this period.

## Stillborn benefit

---

We will pay out an amount of R5 000 in the event of a stillborn child after 26 weeks of pregnancy. The mother of the stillborn child has to be either the policyholder or the spouse covered under the policy. If the child is born showing signs of life then it will not be regarded as a stillborn child.

## Repatriation benefit

---

This policy provides for the transportation of the deceased to a Funeral home chosen by the family, closest to the place of burial. This will be available if the place of death is in South Africa and more than 100km away from the chosen Funeral home. Transport is provided to destinations within South Africa, and up to Lesotho, Swaziland, Zimbabwe, Namibia, Botswana or Mozambique.

## Unpaid Premiums

---

If your premium is not paid on the payment date, you have a 15 day grace period to pay your premium to ensure your cover continues. If you normally pay by debit order, and we have not received your premium within the grace period we will automatically debit premium from the same account after the 15 days. If no premium is received within the grace period, you will have no cover for that month.

If you are outside the waiting period we will automatically pause your policy if your monthly premiums are not paid for two months in a row.

## Policy Cancellations

---

You may cancel your policy at any time with effect from your next collection date. Your policy will automatically be cancelled under the following circumstances:

- If you are within the waiting period and your monthly premiums are not paid for two months in a row.
- When you have enjoyed the Pause and Play benefit and the next month's premium is not paid after your policy has been played again.
- If you fail to pay your premium by cancelling or stopping your debit order.

## Exclusions

---

We will not provide cover in the event of death arising directly or indirectly from any of the following:

- Intentional or self-inflicted injury or illness, including suicide within the first 12 months from the start of cover.
- Active participation in any criminal activity, terrorism, war, armed international conflict, rebellion, civil commotion, sabotage or any activity associated with the forgoing or the defence, investigation or containment thereof by any security force.

## Terms and Conditions

---

### Claim payments

This policy is subject to the laws of South Africa and any claim payments will be made into South African bank accounts in Rand. No interest will be paid on any claims.

### True and complete information, material misrepresentation, or non-disclosure

In the event it is determined that incorrect, misleading, fraudulent or false information was provided when you applied for cover or submitted a claim and as a result thereof the claim is rejected and/or policy declared invalid, you will not be entitled to any refund in premiums already paid.

### Fraud or dishonesty

In the event it is determined that fraudulent, dishonest or information that was not true and complete was provided when you applied for cover or submitted a claim and as a result thereof the claim is rejected, you will need to reimburse us for any expenses we incur relating to the claim. If you or anyone acting on your behalf submits a claim, or any information or documentation relating to any claim that is in any way fraudulent, dishonest or inflated, we will reject that entire claim and cancel your policy retrospectively to the reported incident date or the actual incident date, whichever date is earliest.

### Changes in the Law

In the event of changes to or the introduction of new laws which affect your policy, we reserve the right to amend the terms and conditions thereof. These changes may include changes to the pricing of your policy. You will be provided with at least 31 days written notice of any amendment.

### Sharing of information

By taking out this policy you provide us with consent to confirm and disclose personal information including but not limited to claims, insurance and financial history with other insurers, government bodies, credit bureaus and Shoprite Holdings Ltd. which consent is applicable to anyone covered under this policy.

### Disputed claims

If you dispute the outcome of a claim you have 90 days from the day you are first informed of the outcome to notify us about your objection. Immediately following this, you have a further six months within which to serve us with a summons. If you do not do so within this period, your right to challenge the decision is forfeited.

# Accidental death policy

If an Accidental death policy has been bought in conjunction with your Funeral policy, it will be shown in your schedule. Should any of the lives covered under this policy have a valid Funeral policy claim, and death occurred as a result of an accident, the Accidental death policy will pay the cover amount noted on your schedule. This is conditional on legal limits.

Should your Funeral policy be cancelled for any reason, your Accidental death policy will also be cancelled.

For claims and enquiries please call **0861 222 225**.

For more information regarding your policy or to initiate a claim.

**Whatsapp Shoprite @087 240 5709**

**USSD: \*120\*259#**