



Mahala Policy Document

(for Employees)



Simply Financial Services (Pty) Ltd is a registered financial services provider (FSP 47146). T&Cs online.



Hollard Licence Life Assurance Company Limited (Reg No. 1993/001405/06) & Specialist Life Limited (Reg No 1994/001332/06), a Licensed Life Insurer and an authorised Financial Services Provider. Ts&Cs apply.

Benefits

A tax free lump sum of R10,000 is paid when your employee covered under the policy dies.

Waiting period

The waiting period refers to the 6-month period directly after you've taken out the policy, when cover is limited to claims from accidental causes only. After the waiting period, claims resulting from both accidental and natural causes will be paid. As long as at least 5 employees are covered under this policy at the time you are added as an employee, the waiting period will not apply to this benefit. If there are less than 5 employees covered at the time your cover incepts, the waiting period will still apply.

Cover eligibility

To be eligible to be covered under the policy, employees must be:

- 18 to 64 years old when they are added to the policy. For new policies, employees up to age 69 can be included at inception, provided they have been employed by the company since they were aged 64 or younger.
- Permanently employed or on contracts of at least 6 month duration.
- Legally employed & actively at work for at least 20 hours a week in South Africa.

All eligible employees must be included on the policy (or all eligible employees in a clearly defined group such as call centre agents or field workers). The decision to include or exclude an individual employee from the policy cannot be at the discretion of the employer or employee.

Actively at Work

An employee must be at work - either on site or off site with permission - and able to attend to all their normal duties on the day that their cover is supposed to start or, if cover is increased, on the day that the increased cover starts (Actively at Work). If they are on sick leave or disability leave, even if this is due to their being unable to attend work due to potential exposure to an infectious disease, the start of their cover (or increased cover) will be delayed until the insurer is given proof of the employee's good health or they complete eight consecutive weeks of service with the employer/policyholder without absence from employment. If the cover starts on a non-working day, or the employee is on authorised leave (including enforced leave and maternity leave but excluding sick leave or disability leave), then the above requirement is waived, provided that these conditions are met:

1. They were at actively at work on the last working day before cover began (or before they went on leave). In the case of new employees being added to an existing policy, this would not apply.



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2. They would be able to attend work on the day that cover begins if they were not on leave, or it was a normal working day.

Cover termination

Mahala cover will terminate 12 months after the initial policy inception, even for employees who are added to the policy after the initial policy inception.

Employees will also cease to be covered at midnight on the date their service with the employer terminates, or as soon as they turn 70.

South Africa citizens are only covered as long as they remain legally able to live and work in South Africa. If they lose this right, they will no longer be covered and should be removed from the policy.

In the event that your employer misrepresents information in order to secure cover for their employees then the underwriter will have the option to terminate the policy and cease cover with immediate effect.

Beneficiaries

The beneficiary is the person who receives the pay out if the insured person dies. You can change or add a beneficiary at any time, but neither your employer nor any member of your family may be added as a beneficiary to this policy (except where they are the insured person). If you have not chosen a beneficiary, the payout goes into your estate. If the beneficiary is a minor (younger than 18), the payout goes to their guardian for the minor's benefit. If your nominated beneficiary is deceased at the time of a claim, the benefit will be paid into your estate.

Benefits can only be paid into a South African bank account.

Premiums

No premium is payable under this policy.



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Claims

The claims process

We need to be informed within 180 days of the insured person's death, or the event which lead to the insured person's disability claim.

Make sure your loved ones know that you have this cover, and tell them how to contact us if a claim needs to be submitted. We will also help them through the process when the time comes.

The information provided at the time of application is critical in assessing the risk associated with your policy. The insurer relies on the information provided by the policyholder and/or insured lives to determine whether the insured lives were eligible for cover, the premium that should be charged, and terms of the cover provided.

If any of the information provided is inaccurate, this will impact the validity of the policy and future claims.

In the event of a claim, we will review the information provided during the application process to ensure that it was accurate. If any non-disclosure or misrepresentation is found that would have impacted the initial decision to offer cover, the claim may be declined, or benefits reduced. If, after Hollard pays any claim, Hollard finds that it was based on false or incomplete information, all claim payments must be refunded to them.

If the claim is declined by Hollard, the claimant has 90 days from when they are notified of this to make representation to Hollard so that they may review this decision. If the dispute is not resolved, then the claimant has 3 years from the original letter of rejection to institute legal action against Hollard by serving summons on it, failing which Hollard is no longer liable for the claim.

Reasons a claim can't be paid

Unfortunately, no benefit can be paid if the death or injury is caused by any of the following:

- Participation in any terrorist activity, riot, civil commotion, rebellion or war.
- Radioactivity or nuclear explosion.
- For life cover: suicide or deliberate self-injury within 2 years of starting the policy. For funeral cover: suicide or deliberate self-injury within 1 year of starting the policy. For disability cover: attempted suicide or deliberate self-injury at any time.
- Refusal of treatment recommended by a registered medical practitioner.
- Some staff members may not be able to claim disability benefits where the disability is as a result of an existing condition. These exclusions will be highlighted in your policy schedule.

You must also inform Simply should you or any covered family member spend more than 90 days outside of South Africa within a calendar year. We reserve the right to discontinue your cover if this is the case.



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DOCUMENTATION REQUIRED IN CASE OF A CLAIM

- Proof of employment and being Actively at Work at the time the cover commenced
- Certified copy of the insured person's ID
- Proof of insured person's residence status (for non-SA ID holders only)
- Certified copy of the/each beneficiary's ID
- Proof of the the/each beneficiary's bank details
- Certified copy of death certificate
- Completed funeral claim form
- DHA1663 – notification of death register

Additional requirements

If the insured person dies within the first 2 years of the policy, extra documentation may be needed, such as:

- Motor vehicle accident report
- Police report / statement completed by the police
- Copy of the post-mortem report
- Result of any forensic laboratory investigations
- Inquest findings (if appropriate)
- Full verdict in the case of a murder (if appropriate)
- Completed medical report form together with copies of any specialist reports and investigations relating to the claim cause

We reserve the right to request additional supporting documents where required.

Contacting simply

Please contact our team if you want to make any changes to your policy, including cancelling or cooling-off, or if you need to claim. You can also log in at any time to view or update your policy details.

Telephone: 021 045 1513

Email: admin@simply.co.za or claims@simply.co.za

Website: www.simply.co.za

Complaints

Should you have any complaints about the service Simply has provided, please contact us or Hollard immediately so that we can attempt to resolve your problem or complaint. We are committed to helping you in every way we can.



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Simply Complaints

E-mail: complaints@simply.co.za

Hollard (Insurer)

E-mail: Mycomplaint@hollard.co.za

Office of Internal Arbitration at Hollard

Postal Address: PO Box 87419, Houghton, 2041

E-mail: liffoia@hollard.co.za

If after contacting us, you still feel your complaint is unresolved, the matter can be pursued with the National Financial Ombud Scheme (NFO).

National Financial Ombud Scheme

E-mail: liffoia@hollard.co.za

If you feel that Simply or the intermediary who sold you this product has contravened the provisions of FAIS, please contact the Simply Compliance Officer, or the FAIS Ombud.

Simply Compliance Officer

E-mail: compliance@simply.co.za

FAIS Ombud

E-mail: info@faisombud.co.za

GLOSSARY

Life insurance is full of strange language. Hopefully these definitions will help :)

Accidental death or disability

Death or disability caused by a sudden and unexpected event that happens at a clear time and place. An accident is usually something violent, external and outside your control that happens to the insured person.

Beneficiary

If the insured person dies or is disabled, the beneficiary is the person who receives the lump sum payment.

Cooling-off period

A 31-day window after the policyholder takes out the policy, during which the policy can be cancelled with a full refund of premiums.



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Deferred period

This is the period between when an event happens and when benefits start being paid. So, for example, if you are disabled, there will be a short period between when the insured person becomes disabled, and when the payout takes place. This is to confirm that you will not recover before paying.

Exclusions

These are situations or causes of claims where the cover cannot be paid out. They are explained in a section above called "REASONS A CLAIM CAN'T BE PAID".

Grace period

If you fail to pay a premium, the insured lives will remain covered for another 30 days ("the Grace Period"). If your next payment also fails, the cover will lapse (end) after those 30 days. We may continue to attempt to collect a premium for a further month, and if successful the cover will automatically be reactivated.

Hazardous pursuits

These are unusually dangerous activities that the insured person engages in regularly, not occasionally. Examples include, but aren't limited to: big game hunting, boxing, mixed martial arts, outdoor rock climbing, skydiving, motor and boat racing, as well as white water rafting.

Insured person

The person whose life is covered by the policy. When the insured person dies or is disabled, a lump sum is paid out. There can be multiple insured persons covered under a Simply Funeral benefit.

Lump sum

A lump sum is the total amount of cover paid out in one payment, rather than the cover being paid out over time in smaller regular payments.

Natural causes

Causes of death or disability like disease and old age, rather than those related to violence or an accident.

Policyholder

The person who takes out the policy and who is responsible for paying the monthly premium.

Waiting period

This is the period directly after you've taken out the policy - you need to pay premiums, but the cover is limited until the waiting period is over. For more details of the cover during the waiting period, please see earlier in this document.

Underwriter

This is the company who will be responsible for paying any claims that are made. They are also referred to as the insurer in this document.



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ADDITIONAL DISCLOSURES

Simply Financial Services

Simply Financial Services (Pty) Ltd (Simply), registration number 2011/132479/07, is an authorised financial services provider (FSP), FSP Number 47146, licensed by the Financial Sector Conduct Authority (FSCA) to distribute life insurance products.

Hollard holds a minority shareholding in Simply Financial Services.

The Insurer

The Insurer is The Hollard Life Assurance Company Ltd (Hollard), registration number 1993/001405/06. Hollard is a licensed life insurer and authorised financial services provider. Hollard is a public unlisted company and has Professional Indemnity insurance and Fidelity Guarantee insurance in place. Hollard's compliance officer can be contacted at compliance@hollard.co.za.

Simply as a binder holder

Hollard is the insurer of your policy and Simply is the binder holder. This means that Simply performs key functions on behalf of the insurer, such as issuing and administering the policy and managing the claims process. Simply is paid binder fees by Hollard for these functions equal to 30% of each month's premium (excl. VAT). These fees are included in the premium you pay, there is no additional cost to you.

INSURER DISCLOSURES

Protection of Personal information

Hollard may use your information or obtain information about you (including criminal and/or health information) for the following purposes:

- Underwriting.
- Assessment and processing of claims.
- Where applicable, credit reference searches or verification, credit scoring and assessment and credit management.
- Verification of personal information (including your identity, address and banking details).
- Updating your personal information.
- Claims checks (Industry Life & Claims Register(s)).
- Tracing beneficiaries.
- Debt tracing or debt recovery.
- Tracing where you are uncontactable.
- Prevention and detection of fraud, crime, money laundering (including anti-money laundering screening) or other malpractice.
- Market or customer satisfaction research or statistical analysis.
- Audit & record keeping purposes.
- Compliance with legal & regulatory requirements and in connection with legal proceedings.



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- Sharing information with service providers including appointed administrators (Simply Financial Services as at time of policy issue) we engage to process such information on our behalf or who render services to us. These service providers may be abroad, but we will not share your information with them unless we are satisfied that they have adequate security measures in place to protect your personal information.

You agree that we may view, search and update your information.

You may access your personal information that we hold and may also request us to correct any errors or to delete this information. In certain cases, you have the right to object to the processing of your personal information.

You also have the right to complain to the Information Regulator, whose contact details are:
<http://www.justice.gov.za/inforeg/index.html> (<http://www.justice.gov.za/inforeg/index.html>)

Tel: 010 023 5200

Fax: 086 500 3351

Email: popiacomplaints@inforegulator.org.za

Marketing

The Hollard Group (of which Hollard is a subsidiary) would like to offer you ongoing financial services and may use your personal information to provide you with information about products or services that may be suitable to meet your financial needs. Please SMS your ID number to 30994 if you would prefer not to receive such information and/or financial services.

To view the Hollard Group full privacy notice and to exercise your preferences, please visit our website on <https://www.hollard.co.za/privacy-notice> (<https://www.hollard.co.za/privacy-notice>).

INTERMEDIARY DISCLOSURES

Protection of Personal information

Simply may use your information or obtain information about you for the following purposes:

- To provide you with our financial products and services, and maintain our relationship with you.
- To provide you with intermediary services.
- To execute a transaction in accordance with your request.
- To comply with legislative and regulatory requirements, including codes of conduct and requirements of our regulators (including the Financial Sector Conduct Authority and Prudential Authority).
- To perform any risk analysis or for purposes of risk management to you or our business in general.
- To record and/or monitor and have access to your telephone calls (i.e. voice recordings), correspondence and electronic communications to/with us (or any of our employees, agents or contractors) in order to accurately carry out your instructions and requests, to use as evidence and in the interests of crime prevention.



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- For statistical analysis and research purposes; For audit and record-keeping purposes.
- For purposes of proof and legal proceedings.
- To conduct market research and provide you with information about our products and services from time to time via email, telephone or other means (for example, invite you to events).
- To process your marketing preferences (where you have unsubscribed from certain direct marketing communications, keeping a record of your information and request to ensure that we do not send such direct marketing to you again).

You agree that we may view, search and update your information.

You may access your personal information that we hold and may also request us to correct any errors or to delete this information. In certain cases, you have the right to object to the processing of your personal information.

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To view the Hollard Group full privacy notice and to exercise your preferences, please visit our website on <https://www.hollard.co.za/our-world/company-overview/hollard-privacy>.

Advertising

All models depicted in our advertising have no material relationship to any brand or person mentioned in our advertising.

Disclosures

Simply's business details are:

- FSP Number: 47146
- Company registration number: 2011/132479/07
- Physical Address: 3rd floor, Grove Exchange, 9 Grove Avenue, Claremont, 7708
- Postal Address: 3rd floor, Grove Exchange, 9 Grove Avenue, Claremont, 7708
- Website: <https://www.simply.co.za/>



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The Compliance Officer deals with issues relating to Simply's FAIS compliance.

Our consultants who do not meet the full Fit and Proper Requirements as defined by FAIS render services under management supervision.

Simply has professional indemnity insurance.

Simply has and maintains an Anti-Money Laundering Policy in accordance with FAIS.



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