

# FIXED PREMIUMS FOR LIFE

PRIME MOTORASSIST



**FIXED PREMIUMS FOR LIFE**

# IMPORTANT CONTACT NUMBERS

## EMERGENCY NUMBERS (24 HOURS)

POLICE	<b>10111</b>
AMBULANCE	<b>082 911</b>
TOWING & ROADSIDE ASSISTANCE	<b>0861 782 876</b>

## CLAIMS (OFFICE HOURS)

ACCIDENT, THEFT & HIJACKING	<b>011 745 7800</b>
MINOR DENTS AND SCRATCHES	<b>0861 336 836</b>
MECHANICAL WARRANTY CLAIMS	<b>0860 927 726</b>

## HEAD OFFICE (OFFICE HOURS)

POLICY PURCHASES	<b>0860 22 22 61</b>
CLIENT SERVICE	<b>011 745 7800</b>

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## 1. BENEFITS AND COVER PROVIDED BY THE PRIME MOTORASSIST PLAN

Please note that the following options of the PRIME MOTORASSIST plan are available - please be sure to check your policy schedule to determine which variant you have:



- PRIME MOTORASSIST LITE - This plan includes only roadside assistance benefits.
- PRIME MOTORASSIST STD and EXECUTIVE - These plans include both roadside assistance and autobody care and maintenance benefits.
- PRIME MOTORASSIST PLUS+ and EXECUTIVE PLUS+ - These plans include roadside assistance, autobody care and maintenance and mechanical warranty benefits.

### 1.1 ROADSIDE ASSISTANCE BENEFITS

Cover for roadside assistance benefits commences upon receipt of the first premium. Benefits include:

ANNUAL CLAIM LIMITS PER BENEFIT	
Reimbursement of up to R1,000 per year for car hire where your vehicle breaks down over 50 kilometres from your home.	Maximum R1,000
In the event of a mechanical breakdown towing to the nearest appropriate dealer or repairer.	Maximum R1,000
Changing of a flat tyre where you have a spare.	2 claims
Jump starting in the event of a flat battery.	2 claims
Delivery of 10 litres of fuel where tank is empty (cost of fuel for your account).	2 claims
Telephonic assistance where keys have been locked in the vehicle (A locksmith can be arranged for your own account).	No limit
Relay of messages to family or associates where these are requested of the call centre.	No limit

### 1.2. AUTOBODY CARE AND MAINTENANCE BENEFITS

Cover for the autobody care and maintenance benefits commences after three consecutive premiums are received. Benefits include:

- 1.2.1. The repair of minor dents using PDR.
- 1.2.3. The repair of minor bumper scuffs and scratches to the bodywork.
- 1.2.4. The repair of windscreen chips and cracks.

### 1.2.5. Maximum claim limits per any one claim:

CLAIM LIMITS PER PLAN	STANDARD AND PLUS+	EXECUTIVE AND EXECUTIVE PLUS+
Paintless dent removal (per dent)	R 200	R400
Brush-touch of scratches	R 200	R400
Bumper scuff / spot repair	R 800	R1,600
Windscreen chip and crack repair	R 200	R400
Maximum individual repair cost	R1,500	R3,000
Annual limit per policy	R3,000	R6,000

### 1.3. MECHANICAL WARRANTY BENEFITS

1.3.1. Cover commences after three consecutive premiums are received. Benefits include the repair or replacement of specified mechanical or electrical components that fail as follows:

PARTS COVERED	PLAN A	PLAN B	PLAN C
PLAN A: Vehicles less than 5 years (current & prior 4 year models) and with less than 110 000 km's PLAN B: Vehicles less than 8 years (current & prior 7 year models) and with less than 160 000 km's PLAN C: All other vehicles in age and with 160 000 km's or more			
Engine	R5,000	R3,500	R3,000
Gearbox	R3,500	R2,500	R2,000
Differential	R3,500	R2,500	R2,000
Turbo Assembly; Management System	R2,000	R1,500	R1,000
Casings; Propshaft; CV Joints; Front Wheel Drive unit; Steering Mechanism	R1,500	R1,000	R 750
Suspension; Wheel Bearings; Braking System; Fuel System	R1,500	R1,000	R 750
Electrical Components; Electrical Ignition; Air conditioner	R1,500	R1,000	R 750
Overheating	R2,000	R1,500	R1,000
Viscous & Electric Fans	R1,000	R 750	R 500

EXTENT OF COVER	DESCRIPTION
Engine	All internal components. Decarbonisation, burnt valves and blown cylinder head gaskets are specifically excluded.
Gearbox	Manual Transmission: All internal components, plus gear lever and linkages. Automatic Transmission: All internal components plus torque converter, gear lever and linkages.
Differential	All internal components.

EXTENT OF COVER	DESCRIPTION
Turbo Assembly	Factory approved turbo charger including impellers, shafts, bushes, casings and including intercoolers.
Management System	Engine and Transmission management control unit, sensors and solenoids.
Casings	Engine block, cylinder head, gearbox and differential casings are covered (subject to policy liability).
Propshaft	Propshaft, universal joints and centre bearings.
CV Joints	Constant velocity joints excluding rubber boots.
Front Wheel Drive	External drive shafts, couplings, hubs and hub bearings and drive flange.
Steering Mechanism	Steering wheel, column shaft, bearings and joints, internal components of the rack and pinion, tie rod ends, servo steering pump and reservoir.
Suspension	Upper and lower wishbones with associated ball joints and bushes and springs.
Wheel Bearings	Front and rear.
Braking System	Master cylinder, servo unit, disc and callipers, drums and wheel cylinders. Frictional material is not covered.
Fuel System	Mechanical and electrical fuel pumps and injectors.
Electrical Components	Alternator, starter motor (including ring gear) and windscreen wiper motors.
Electrical Ignition	All solid state control and triggered units
Air Conditioner	Compressor only.
Overheating	Breakdown as a result of overheating.
Viscous & Electric Fan	Engine cooling only.

1.3.2. Overnight hotel accommodation where breakdown is over 100 kilometres from your home as follows:

ADDITIONAL BENEFITS IN THE EVENT OF A VALID CLAIM	PLAN A	PLAN B	PLAN C
Hotel Accommodation	R1,000	R 750	R 500

## 2. IMPORTANT EXCEPTIONS

We do not pay:

- 2.1. If the policy is not in force not at the time of the damage or breakdown.
- 2.2. If the damage or breakdown occurred whilst the vehicle was outside the borders of the Republic of South Africa.
- 2.3. For any loss (whether directly or indirectly) arising from any riot, strike, civil commotion (including any individual acts of arson or vandalism), labour disturbance, military action, war, invasion, martial law, mutiny, usurpation of power, insurrection, rebellion, revolution, act of terrorism, protest against government or tribal authority, or seizure of the vehicle by any organ of state.

- 2.4. For any consequential or indirect loss or resultant damage arising from any cause whatsoever, including the repair or replacement of parts or components
- 2.5. For loss or breakdown arising from wear and tear, rusting or any other gradually developing cause.
- 2.6. Loss or damage incurred in a motor vehicle accident that is not of a minor nature and that would ordinarily form part of a claim under a fully comprehensive motor insurance policy, whether or not you have such a policy.
- 2.7. For any repair that requires the stripping and re-assembly of any of the vehicle's panels, bumpers, fenders or windscreen.
- 2.8. For any repair work requiring the re-spraying of an entire panel of the vehicle.
- 2.9. For any damage left unrepaired after a previous claim.
- 2.10. For the replacement of an entire windscreen or the fitment of parts.
- 2.11. If the loss was caused or contributed to by any grossly negligent, illegal, criminal behaviour or fraudulent act by you or a family member. Should you or anyone acting for you knowingly or otherwise commit a fraudulent act or attempt to obtain a benefit under this policy by improper or dishonest means, all premiums paid and benefits of this policy will be forfeited and the policy cancelled without refund or compensation.
- 2.12. For any loss, damage or mechanical or electrical component failure arising from your vehicle not being maintained in a roadworthy condition in accordance with the South African National Standard for the Testing of Motor vehicles for Road worthiness (as amended).

## 3. IMPORTANT PROVISIONS

- 3.1. This policy is provided to you without advice and at your own request.
- 3.2. The payment of premiums indicates your acceptance of the terms, conditions and notices of this policy. By entering into this contract of insurance you authorise the Insurer (or its nominee) to debit your account on an agreed debit order date or salary date of each month. Where collection is unsuccessful, you further authorise the Insurer (or its nominee) to track the nominated bank account and/or re-present the instruction for payment at any time when sufficient funds are available. Should your debit or salary date fall on a Saturday, Sunday or recognised South African public holiday, you authorise the Insurer (or its nominee) to debit your account at its discretion on the following or previous ordinary business day. Should your salary date temporarily change (for example during the month of December), you authorise the Insurer (or its nominee) to debit your account at its discretion on any day considered appropriate during such month. Please see policy schedule for debit order mandate details.
- 3.3. You may elect to cancel this policy with immediate effect. In all other instances, your request for cancellation will take effect on the day immediately preceding your next debit order date. The Insurer may cancel this policy, on 31 days' written notice sent to the last known postal address of the Insured.

- 3.4. Should the Insurer discover that there has been a material change in the underwriting risk that you or your vehicle expose the Insurer to, the Insurer may elect to cancel the policy with immediate effect upon written notice to you and without compensation or refund of any premiums or costs incurred by you.
- 3.5. If your full monthly premium is not received within 15 days following your premium due date, your policy will lapse and all policy benefits and cover will cease. During the aforementioned 15 day period, it is your responsibility to make payment to us by way of electronic funds transfer or cash deposit into our bank account. We reserve the right to re-debit your account where we feel it appropriate or upon request from you. Benefits and cover may be re-instated at the option of the Insurer upon the subsequent receipt of future premiums.
- 3.6. If your monthly premium is returned unpaid with an exception code from our bank indicating that the debit order was reversed by you upon an instruction to your bank that we had no authority to debit your account, we may interpret this action as an indication that you no longer want the policy and wish to cancel it with immediate effect. Where this is the case, the 15 day catch up period referred to above will not apply. Should you wish to reinstate the policy in these circumstances, you may do so at any time but any applicable waiting periods, deferred benefit periods or accumulated benefits will restart from month 1 upon reinstatement.
- 3.7. You must properly service your vehicle according to the manufacturer’s specifications, and ensure that your vehicle is always in a roadworthy condition. Be sure to keep accurate records and service slips as these may be requested from you.
- 3.8. You must timeously repair any damage to the vehicle not covered by this policy. It may not be left unrepaired to form the subject of a later claim.
- 3.9. Changing tyres, jump starting flat batteries and delivering fuel are limited to two call-outs each per annum.
- 3.10. The Mechanical Breakdown Insurance Warranty covers passenger vehicles having a maximum gross vehicle mass (GVM) of 3 500 kg. It does not cover taxis, hire vehicles, rebuilt vehicles (CODE 3), modified vehicles (including turbo conversions) and vehicles that are or have been used in any form of motoring competition (applies to PLUS+ plans only).
- 3.11. The Mechanical Breakdown Insurance Warranty only covers mechanical breakdowns or failures occurring within the Republic of South Africa and is effective for a maximum overall distance of 250 000 km’s from date of membership (applies to PLUS+ plans only).
- 3.12. Mechanical breakdowns or failures caused by wear and tear or as a result of a reduction in the operating performance of the vehicle commensurate with its age or mileage will be limited to 50% of the stated benefit or repair cost (applies to PLUS+ plans only)
- 3.13. Car hire is subject to a maximum of R1,000 per annum.

**4. CLAIMS NOTICES AND PROCEDURES**

- 4.1. When you wish to obtain Roadside Assistance of any kind, please call 0861 782 876 (24 hours).
- 4.2. When you wish to lodge a claim for Autobody Care and Maintenance matters, please call 0861 336 836.
- 4.3. For Mechanical Breakdown Warranty claims please call 0860 927 726.
- 4.4. Failure to comply with the reasonable requests of the Insurer’s claims centre may result in rejection of your claim.
- 4.5. Commencement of repair work may not be authorised by anyone without the prior written consent of the Insurer.
- 4.6. You have a period of 90 days after receiving any claim rejection notice to make representations in this regard to the Insurer and a further six months thereafter to institute any legal action. Thereafter you will not be entitled to make any claim under this policy.

**5. TREATING OUR CUSTOMERS FAIRLY**

Should these policy terms, conditions and notices not be completely clear to you, you may visit our website at [www.prime.co.za](http://www.prime.co.za) or you can contact us directly during office hours on 011 745 7800 for further assistance.

**6. WHAT THE POLICY WORDS MEAN**

POLICY WORD	MEANING
<b>Consecutive Premiums</b>	Premiums received when due every month without interruption.
<b>Fraudulent Act</b>	Includes you or a person associated with you providing the Insurer at any time with inaccurate, incomplete, dishonest, false, fabricated or exaggerated information.
<b>Home</b>	Where you usually reside.
<b>In Force</b>	With respect to the Roadside Assistance benefits, that the first premium date as shown on the policy schedule has been arrived at and that the first premium has been received on or before that date or within 15 days thereof and that you have not cancelled the policy. With respect to the Autobody Care and Maintenance benefits (Standard and PLUS+ options), that three consecutive monthly premiums have been received when due or within fifteen days thereof and that you have not cancelled the policy. Where the policy has lapsed due to the non-payment of premium, cover with respect to the Roadside Assistance benefits will recommence after the payment of a further premium and cover will recommence with respect to the Autobody Care and Maintenance benefits after the payment of a further four consecutive monthly premiums when due.
<b>Loss of Employment</b>	The Insured becoming and remaining unemployed as a result of redundancy or retrenchment and receiving no remuneration from any occupation during this time.

POLICY WORD	MEANING
<b>Minor Dents, Bumper Scuffs and Scratches</b>	Means damage to the vehicle's bodywork capable of being repaired by a paintless dent removal process or other minor scratch or spot repair process including brush touching where in the opinion of the repairer a durable paint match is possible.
<b>PDR</b>	Means Paintless Dent Removal. It is a dent repair process that massages the soft vehicle metal back to its original appearance. It does not require the use of paint, spray-painting or colour matching at any point in the process.
<b>Per Annum</b>	Means during a twelve month period measured from policy inception date, anniversary date or reinstatement date, whichever is most recent.
<b>Redundancy</b>	Termination of the Insured's position by his or her employer as a result of the introduction of new technology or reorganisation of the employer's organisation.
<b>Retrenchment</b>	Termination of the Insured's position by his or her employer based on adverse trading conditions or anticipation thereof, or upon any other business decisions of the employer resulting in a general reduction of its staff compliment.
<b>Towing</b>	The physical removal to the nearest suitable repairer where the vehicle is undrivable and cannot be repaired at the roadside.
<b>Vehicle</b>	The Insured Vehicle as recorded on the policy schedule.
<b>We / Us / the Insurer</b>	Santam Structured Insurance Limited who is a registered Insurer for the purposes of the Short-term Insurance Act 1998 and a licensed financial services provider for the purposes of the Financial Advisory and Intermediary Services Act 2002 as amended from time to time.
<b>Windscreen Chips</b>	Means minor localised impact damage to the front windscreen of the vehicle (not exceeding 50mm in diameter) caused by a stone or other flying debris that can be safely repaired.
<b>Windscreen Crack</b>	Means a minor localised crack to the front windscreen of the vehicle (not exceeding 100mm in length) caused by a stone or other flying debris that can be safely repaired.
<b>You / Your / Insured</b>	The policyholder shown as such in the policy schedule.

7. HOW TO CONTACT US

CUSTOMER SERVICE

**Prime Meridian Direct (Pty) Ltd**

Tel: 0860 22 22 61 / 011 745 7800

Fax: 011 367 7000

E-mail: [info@primemeridian.co.za](mailto:info@primemeridian.co.za)

Web: [www.prime.co.za](http://www.prime.co.za)

**Submission of photographs**

MMS: 078 669 4947

**Other details**

E-mail: [photos@primemeridian.co.za](mailto:photos@primemeridian.co.za)

CLAIMS & ADMINISTRATION

**PrimaryAsset Administrative Services (Pty) Ltd (Underwriting Manager)**

Tel: 011 706 9565

Fax: 011 706 9401

**Other details**

E-mail: [service@primaryasset.co.za](mailto:service@primaryasset.co.za)

COMPLAINTS AND COMPLIANCE

**Underwriting Manager:**

**PrimaryAsset Administrative Services (Pty) Ltd**

Tel: 011 745 7820

Fax: 011 367 7251

E-mail: [legal@primaryasset.co.za](mailto:legal@primaryasset.co.za)

**Insurer:**

**Santam Structured Insurance Limited**

Tel: +27 11 685 7600 / 0860 762 745

E-mail: [ssi.complaints@santam.co.za](mailto:ssi.complaints@santam.co.za)

Where selected, each optional benefit as set out below will form an integral part of your PRIME MOTOR**ASSIST** policy and be subject to the same terms, conditions and definitions thereof. The following additional terms and conditions apply:

## 1. OPTIONAL CAR HIRE EXTENDER BENEFIT

Where this benefit has been selected, the Insurer agrees to reimburse the Insured for any car hire expenditure actually incurred following the theft, hijacking, collision or breakdown of the Insured Vehicle up to a maximum value of R500 per day including VAT and up to a maximum overall limit of indemnity of R4,000 per year. Cover will commence when your policy is in force.

To qualify for benefits one of the following vehicle rental companies must be used:

- Budget Car Rental
- Hertz Car Rental
- Europcar
- Tempest Car Hire
- Avis Rent-a-Car
- Thrifty Car Hire

In the event that your car hire expenditure is incurred by a third party on your behalf, it is required that your details appear on the invoice as either the main driver or as an additional driver in order for your claim for reimbursement to be processed.

Proof of theft, hijacking, collision or breakdown and expenditure satisfactory to the Insurer must be provided in a timeous manner. Any fuel deposit, security deposit or insurance waiver fee or additional charges incurred for fuel consumption or running costs will be for your own account.

No claim for reimbursement will be admitted where the theft, hijacking, collision or breakdown of the insured's vehicle took place before the commencement of cover under this optional benefit. No claim for reimbursement will be admitted where this policy has lapsed or has been cancelled or where a claim for benefits in terms of your PRIME MOTOR**THRIFT** policy has been rejected.

## 2. OPTIONAL TYRE MAINTENANCE REWARD BENEFIT

Where this benefit has been selected, the Insurer agrees to discount a following monthly premium, on the underlying policy, by 50% (fifty percent) where the Insured provides proof satisfactory to the Insurer of having purchased and replaced two or more of the Insured Vehicle's tyres with either new tyres or retreads of the correct size and type for the vehicle concerned. The discount will apply to one month's premium and premium rates will return to the usual amount thereafter. Cover will commence when your policy is in force.

## 3. OPTIONAL RETRENCHMENT INDEMNITY BENEFIT

### TO QUALIFY

In order to qualify for the benefits in terms hereof, the Insured must have paid at least three

consecutive monthly premiums when due and must have been formally employed for a period of at least six months prior to the loss of employment. The Insured's employer must have undertaken a formal and fully documented redundancy or retrenchment programme and the Insured should not have known of the threat of redundancy or retrenchment prior to taking out this policy.

### BENEFITS

In the event of the Insured losing employment through retrenchment or redundancy prior to the attainment of age 60, the benefits due in terms hereof shall be the settlement of any outstanding premiums due during the period of unemployment, for a maximum period of six months, on all then active policies of insurance purchased through PMD, limited to a maximum of R1,500 per month.

### EXCLUSIONS

No benefits will be payable in terms hereof for loss of employment for any reason whatsoever other than redundancy or retrenchment.

No benefits will be paid where the Insured has been self-employed or employed by a family member or family owned or directed company at any point during the six months immediately prior to the lodging of the claim. No benefits will be due in terms hereof where the Insured agrees to voluntary retrenchment. Any policies that have lapsed or been cancelled prior to the loss of employment will not qualify for any benefits in terms hereof.

### NOTIFICATION

The Insured must inform the Insurer of a loss of employment at the earliest possible time in order that the Insurer can arrange for the payment of due premiums prior to the lapsing of cover. The Insured must provide proof satisfactory to the Insurer of prior employment including inter alia copies of payslips and bank statements for the 6 month period prior to loss of employment.

## 4. OPTIONAL WINDSCREEN REPLACEMENT BENEFIT

In the event that your vehicle's front or rear windscreen is accidentally damaged after commencement of cover and results in the hazardous impairment of driver visibility or roadworthiness, the Insurer agrees to have your windscreen repaired or replaced up to a maximum cost of R3,500. The maximum number of claims that you may lodge each year is two. Cover will commence when your policy is in force.

### CLAIMS PROCEDURE

- All requests for windscreen repair or replacement must be lodged with the Insurer on 011 745 7800 during office hours.
- During the call you will be directed to the nearest approved repairer.

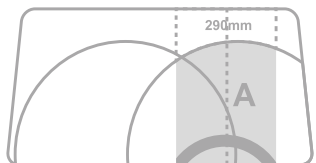
## OPTIONAL BENEFITS

PLEASE REFER TO YOUR POLICY SCHEDULE TO CONFIRM WHICH OPTIONAL BENEFITS ARE INCLUDED ON YOUR POLICY.

- It is your responsibility to have the vehicle delivered to the recommended repairer for assessment.
- The repairer will assess the extent of the damage to your windscreen in terms of the criteria set out below and submit the assessment to the Insurer for final approval.
- Where the damage qualifies for benefits, the repairer will undertake the repair.

### QUALIFYING CRITERIA FOR BENEFITS

In order to qualify for benefits, it must be demonstrated that:



- The front or rear windscreen is so cracked, clouded or otherwise defective that the driver's day or night view is affected or obstructed; or
- The front windscreen cracks obscure the driver's view in the A zone (illustrated); or
- Windscreen cracks that in the opinion of the approved repairer weaken the screen and threaten its structural integrity.

### 5. OPTIONAL TOWING EXTENSION BENEFIT

Cover commences after the payment of one monthly premium, provided your PRIME MOTOR**ASSIST** policy is in force at the time of a motor vehicle accident or mechanical breakdown.

#### BENEFITS

- Where selected, this optional extension will override the towing provisions of the PRIME MOTOR**ASSIST** policy document and we will make a reimbursive contribution toward the cost of the towing and storage of your vehicle in the event of a motor vehicle accident or mechanical breakdown and subject to the provisions as set out below, provided you have made use of one of our approved towing service providers and not an independent towing contractor. Should you fail to use our Towing Assistance Call Centre you will be liable for the costs. Towing will be to the nearest place of safety or approved repairer, whichever is closer, up to a maximum benefit of:
  - R3,000 per year where the Standard Extension Plan has been selected.
  - R5,000 per year where the Executive Extension Plan has been selected.
- In the event of mechanical breakdown or motor vehicle accident rendering your vehicle undriveable, a reimbursive allowance of up to R500 per incident will be available as a contribution toward any transport or taxi costs incurred.

c. Benefits are subject to annual limits of indemnity per the table below:

	STANDARD PLAN (per annum)	EXECUTIVE PLAN (per annum)
Mechanical Breakdown	R3000	R5000
Motor Vehicle Accident	R3000	R5000
Taxi/Transport	R500	R500
<b>TOTAL ANNUAL LIMIT</b>	<b>R3500</b>	<b>R5500</b>

#### SPECIAL PROVISIONS

Proof of collision or breakdown and expenditure incurred satisfactory to the Insurer must be provided in a timeous manner.

#### EXCLUSIONS

- No claim will be admitted where this policy has lapsed or has been cancelled and not reinstated or where a claim for benefits in terms of your PRIME MOTOR**ASSIST** policy has been rejected.
- All claims must be reported within 48 hours of the loss. Failure to timeously report your claim may prejudice the Insurer's ability to evaluate it and may lead to the rejection of your claim. To report a loss or lodge a claim please call 011 745 7800 (office hours), e-mail [claims@primemeridian.co.za](mailto:claims@primemeridian.co.za) or fax 011 367 7280.



**NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS DISCLOSURE AND OTHER LEGAL REQUIREMENTS**

IMPORTANT – PLEASE READ CAREFULLY (THIS NOTICE DOES NOT FORM PART OF THE INSURANCE CONTRACT OR ANY OTHER DOCUMENT)

As a short-term insurance policyholder, or prospective policyholder, you have the right to the following information:

**1. ABOUT THE INTERMEDIARY****(a) Name, physical address and telephone number:**

Name: Prime Meridian Direct (Pty) Ltd  
 Physical Address: Prime Meridian House, Building 6, Bryanston Gate, 170 Curzon Road, Bryanston, 2021  
 Postal Address: PostNet Suite 430, Private Bag X51, Bryanston, 2021  
 Telephone: 011 745 7800  
 FSP Number: 41040

**(b) Legal status and any interest in the Insurer:**

Private company with limited liability with no direct financial interest in the Insurer.

**(c) Whether in possession of professional indemnity insurance:**

The Intermediary is in possession of professional indemnity insurance.

**(d) Detail of how to institute a claim:**

Should you have a claim against your policy, please call the following numbers:

- Autobody Maintenance Service: 0861 336 836 (Office Hours)
- Roadside Assistance: 0861 782 876 (24 Hours)
- Mechanical Breakdown Warranty: 0860 927 726 (Office Hours)
- Alternatively call the claims centre on 0861 009 907 (24 hours) or 011 745 7800 (weekday office hours: 08h00 until 17h00).

Should you wish to dispute the rejection or quantum of a claim, you are entitled to make representations to the Insurer within 90 days of notification of such decision. Please also refer to [Claims and Complaints Procedures](#) on page 10 of the policy.

**(e) Written mandate to act on behalf of Insurer:**

This certifies that the Insurer has granted an administrative mandate to PrimaryAsset Administrative Services (Pty) Ltd ("the UMA") to represent the Insurer and to accept business and issue policies on its behalf. The Intermediary is authorised to submit insurance applications to the UMA for consideration.

**(f) Details of the public officer:**

Name: Robert Fihrer  
 Contact Number: 011 745 7800  
 E-mail address: [info@primaryasset.co.za](mailto:info@primaryasset.co.za)

**2. ABOUT THE INSURER****(a) Name: Santam Structured Insurance Limited**

FSP Number: 1027  
 Physical Address: 7th Floor, Alice Lane Building 3, Corner Alice Lane and 5th Street, Sandton, South Africa  
 Postal Address: PO Box 652659, Benmore, 2010  
 Telephone: +27 11 685 7600 / 0860 762 745  
 E-mail: [ssi.marketconduct@santam.co.za](mailto:ssi.marketconduct@santam.co.za)

**(b) Telephone number of the compliance and complaints departments of the Insurer:**

Compliance Officer: +27 11 685 7600 / 0860 762 745  
[ssi.compliance@santam.co.za](mailto:ssi.compliance@santam.co.za)  
 Market Conduct/  
 Complaints Officer: +27 11 685 7600 / 0860 762 745  
[ssi.rejections@santam.co.za](mailto:ssi.rejections@santam.co.za) (Dispute of Rejection)  
[ssi.complaints@santam.co.za](mailto:ssi.complaints@santam.co.za) (Complaint)

**(c) Type of policy involved:**

Your policy is a domestic insurance policy.

**(d) Extent of premium obligations you assume as a Policyholder:**

As shown on your application form and policy schedule.

**(e) Manner of payment of premium and due date of premium:**

Monthly premiums, payable by debit order to the UMA, due each month on your salary / agreed pay date. Should your pay date fall on a Saturday, Sunday or recognised South African public holiday, you authorise the Insurer (or its nominee) to debit your account at its discretion on the following or previous ordinary business day.

**(f) Consequences of non-payment:**

With respect to the Roadside Assistance benefits, the policy will come into force upon receipt of the first premium by the Insurer. With respect to the Autobody Care and Maintenance benefits and the Mechanical Breakdown Insurance Warranty, these policies will come into force upon receipt of three

consecutive monthly premiums when due. Where any subsequent premiums are not received by the Insurer within 15 days following your premium due date, the policy will lapse.

### 3. OTHER MATTERS OF IMPORTANCE

- (a) You must be informed of any material change to the information provided above.
- (b) If the information above was given to you verbally, it must be confirmed to you in writing within 31 days.
- (c) A polygraph or lie detector test is not obligatory in the event of a claim and the failure thereof may not be the sole reason for repudiating the claim.
- (d) You are entitled to a copy of the policy free of charge.
- (e) The Insurer, and not the Intermediary, must give you written reasons for repudiating your claim.
- (f) The Insurer may not cancel your policy without giving you 31 days' notice in writing.
- (g) Your Insurer may not cancel your insurance merely by informing your Intermediary. There is an obligation on the Insurer to make sure the notice has been sent to you.

### 4. WARNING

Although the application for this policy was completed telephonically, remember to never sign any blank or partially completed application form and to complete all forms in ink. Keep all documents handed to you. Make notes as to what is said to you. Don't be pressurised to buy the product. Incorrect or non-disclosure by you of relevant facts may influence an Insurer on any claims arising from your contract of insurance.

#### POLICY CLAIMS AND ADMINISTRATION

##### PrimaryAsset Administrative Services (Pty) Ltd

PostNet Suite 429, Private Bag X51, Bryanston 2021

Telephone: 011 706 9565

Facsimile: 011 706 9401

Autobody Maintenance Service: 0861 336 836 (Office Hours)

Roadside Assistance: 0861 782 876 (24 Hours)

Mechanical Breakdown Warranty: 0860 927 726 (Office Hours)

Alternatively call the claims centre: 0861 009 907 (24 hours)

011 745 7800 (weekday office hours: 08h00 until 17h00).

Particulars of the Ombudsman for Short-term Insurance who is available to advise you in the event of claim problems that are not satisfactorily resolved by the Intermediary and/or the Insurer:

#### Ombudsman for Short-term Insurance

P.O. Box 32334, Braamfontein 2017

Telephone: 011 726 8900 or 0860 726 890

Facsimile: 011 726 5501

#### Particulars of the Financial Services Board:

P.O. Box 35655, Menlo Park 0102

Telephone: 012 428 8000

Facsimile: 012 346 6941

### FURTHER INFORMATION IN COMPLIANCE WITH THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT NO.37 OF 2002

This policy is administered by PrimaryAsset Administrative Services (Pty) Ltd.

#### INTERMEDIARY NAME AND REGISTRATION NO

Name: Prime Meridian Direct (Pty) Ltd

Postal Address: PostNet Suite 430, Private Bag X51, Bryanston 2021

Physical Address: Prime Meridian House, Building 6, Bryanston Gate, 170 Curzon Road, Bryanston, Sandton

Registration Number: 2004/032998/07

FSP Number: 41040

Telephone: 011 745 7800

E-mail: [compliance@primemeridian.co.za](mailto:compliance@primemeridian.co.za)

#### Key Individuals and Representatives:

Mr. SB Benfield (KI)

Mr. DR Matthews (KI)

#### Compliance Officer:

Financial Services Compliance CC t/a Compliance Consulting

FSB Reg. No. C0325 - Represented by Greta Maritz

Telephone: 011 745 7800

Facsimile: 011 367 7000

E-mail: [compliance@primemeridian.co.za](mailto:compliance@primemeridian.co.za)

**UNDERWRITING MANAGER (“UMA”) FOR ALL ENQUIRIES, CLAIMS OR COMPLAINTS**

Name: PrimaryAsset Administrative Services (Pty) Ltd  
 Registration Number: 1992/001306/07  
 FSP Number: 3920  
 Postal Address: PostNet Suite 429, Private Bag X51, Bryanston 2021  
 Physical Address: Prime Meridian House  
 Building 6, Bryanston Gate, 170 Curzon Road, Bryanston, Sandton  
 Telephone: 011 706 9565  
 Facsimile: 011 367 7000  
 E-mail: [compliance@primaryasset.co.za](mailto:compliance@primaryasset.co.za)

**Key Individuals and Representatives:**

Dr. BC Benfield (KI) Mr. NP Fernandes (KI)  
 Mrs. P Nieuwoudt (REP) Mr. PW Marais (REP) Mr. D Venter (REP)

**Representatives under Supervision:**

None

**Services the Intermediary is permitted to provide:**

- Long-term Insurance Category B (Life, Disability, Waiver of Premium and Investment Policies) – Advice and Intermediary Services
- Short-term Insurance (Personal Lines Policies) – Advice and Intermediary Services

**Insurers represented (Product Suppliers):**

Santam Structured Insurance Limited Constantia Insurance Company Limited

Underwritten by Santam  
 Structured Insurance Limited



The name, address and contact details of the product suppliers are provided in the documentation covering each of the products purchased. All conditions or restrictions imposed by the product supplier are set out in the applicable policy documentation.

**HOW YOUR PREMIUM IS ALLOCATED**

PLAN	STAND ALONE STANDARD	STAND ALONE EXECUTIVE	COMBINED PURCHASE STANDARD	COMBINED PURCHASE LITE
Insurer	R 64.25	R 98.05	R 52.48	R 25.72
UMA (Binder Fees)	R 67.00	R 103.20	R 44.52	R 22.05
Intermediary (Regulated Statutory Commission)	R 18.75	R 28.75	R 2.50	R 1.23
<b>TOTAL (including VAT)</b>	<b>R 150.00</b>	<b>R 230.00</b>	<b>R 99.50</b>	<b>R 49.00</b>

PLAN		STAND ALONE PLUS	STAND ALONE EXEC PLUS	COMBINED PURCHASE PLUS
Insurer		R 85.42	R 119.22	R 83.65
UMA (Binder Fees)		R 88.70	R 124.90	R 73.73
Intermediary (Regulated Statutory Commission)		R 24.88	R 34.88	R 7.62
<b>TOTAL (including VAT)</b>		<b>R 199.00</b>	<b>R 279.00</b>	<b>R 165.00</b>

**The OPTIONAL CAR HIRE EXTENDER BENEFIT premium is distributed as follows:**

Insurer	35%
UMA (Binder Fee)	52.5%
Intermediary (Regulated Statutory Commission)	12.5%

**The OPTIONAL TYRE MAINTENANCE REWARD BENEFIT premium is distributed as follows:**

Insurer	50%
UMA (Binder Fee)	37.5%
Intermediary (Regulated Statutory Commission)	12.5%

**The OPTIONAL RETRENCHMENT INDEMNITY BENEFIT premium is distributed as follows:**

Insurer	20%
UMA (Binder Fee)	67.5%
Intermediary (Regulated Statutory Commission)	12.5%

**The OPTIONAL WINDSCREEN REPLACEMENT PROTECTOR premium is distributed as follows:**

Insurer	37.5%
UMA (Binder Fee)	50%
Intermediary (Regulated Statutory Commission)	12.5%

**The OPTIONAL TOWING EXTENSION BENEFIT premium is distributed as follows:**

Insurer	50%
UMA (Binder Fee)	37.5%
Intermediary (Regulated Statutory Commission)	12.5%

**CUSTOMER RESPONSIBILITY:**

It is important that all of the information provided by you or on your behalf is complete and accurate. Should this not be so, the possible consequences of incomplete, misrepresented or non-disclosed information associated with your application include the cancellation of the products applied for and the forfeiture of any monies paid to date, the repudiation of all claims irrespective of their cause or nature, and the possible institution of criminal action against you.

Whilst reasonable steps would have been taken to ensure that the products applied for by yourself are suitable for providing cover appropriate to the purchase you have made, no analysis of your financial needs or risk profile has or will be made by the Intermediary or those associated with it. It is therefore vital that you take particular care to ensure that the product or products you have purchased are appropriate and adequate for your needs.

**CONFLICT OF INTEREST MANAGEMENT POLICY:**

The Intermediary maintains a conflict of interest management policy which has formally been adopted by its Board. The policy may be viewed at [www.prime.co.za](http://www.prime.co.za).

**REMUNERATION OF THE INTERMEDIARY:**

Any remuneration received by the intermediaries, representatives or mandatories is set out in monetary terms herein.

**INTEREST OF THE INTERMEDIARY:**

The Intermediary holds neither directly nor indirectly more than 10% of the shares of any of its product suppliers nor has it any equivalent substantial financial interest in any such supplier.

During the preceding 12 months, the Intermediary as well as UMA have received more than 30% of its commission from Santam Structured Insurance Limited.

The Intermediary carries public liability and professional indemnity insurance and the qualifications of its Key Individuals include B Com (Honours) CA(SA); FIISA and all Key Individuals have written and passed the RE 1 and RE 5 exams.

**FINANCIAL PRODUCTS PROVIDED:**

The name, class or type of product and the nature and extent of the benefits provided are set out in the accompanying policy documentation provided by the product suppliers and includes information

about the nature and extent of their obligations to you and your obligations to them.

**CLAIMS AND COMPLAINTS PROCEDURES:**

When a claim arises, please refer to the accompanying policy documentation for details of the procedures to be followed. However, should you have any uncertainty in this regard, please contact the UMA as per the contact details as set out above.

**Should you wish to dispute the rejection or quantum of a claim, or the conduct of the Intermediary:**

Our policy requires that you adopt the following procedure:

Write directly to the Insurer's Underwriting Manager including full details of your complaint:

**1. Write to the Insurer's Underwriting Manager:**

Primary Asset Administrative Services:

Tel: 011 745 7820

Fax: 011 367 7251

E-mail: [legal@primaryasset.co.za](mailto:legal@primaryasset.co.za)

And write to the Insurer:

Santam Structured Insurance Limited

Tel: +27 11 685 7600 / 0860 762 745

E-mail: [ssi.marketconduct@santam.co.za](mailto:ssi.marketconduct@santam.co.za)

A copy of the insurer's complaints resolution policy is available on request from:

E-mail: [ssi.marketconduct@santam.co.za](mailto:ssi.marketconduct@santam.co.za)

A copy of the Intermediary's Complaints Resolution Policy can be found at:

Web: [www.prime.co.za](http://www.prime.co.za)

**2. If the complaint is not resolved to your satisfaction within 42 days of the date of your complaint, at any time within six months following the 90 day period referred to above, you may pursue the following avenues:**

a) Consult with an Attorney to pursue the matter by way of legal action.

b) For rejected claims, contact the Ombudsman for Short-term Insurance at:

Physical Address: Sunnyside Office Park, 5th Floor, Building D, 32 Princess of Wales Terrace, Parktown

Postal Address: P.O. Box 32334, Braamfontein, 2017

Tel: 011 726 8900 / 0860 726 890

Fax: 011 726 5501

E-mail: [info@osti.co.za](mailto:info@osti.co.za)

In order to complain to the Ombudsman for Short-term Insurance (“OSTI”), download a complaint form from their website at [www.osti.co.za](http://www.osti.co.za) and complete the form. You can either post it back to the OSTI at the address on the form or fax it to them on 011 726 5501 or e-mail it to [info@osti.co.za](mailto:info@osti.co.za). Do not forget to enclose copies of all relevant documents.

c) For complaints relating to the Intermediary’s conduct, contact the Ombudsman for Financial Service Providers at:

Physical Address: Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road Cnr Lynnwood Road & Sussex, Lynnwood Ridge, 0081

Postal Address: P.O. Box 74571, Lynnwood Ridge, 0040

Tel: 012 470 9080

Fax: 012 348 3447

E-mail: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za)

In order to complain to the Ombud for Financial Service Providers you must lodge a complaints registration form that may be downloaded from the FAIS Ombud’s website ([www.faisombud.co.za/howtocomplain](http://www.faisombud.co.za/howtocomplain)) or obtained from the FAIS Ombud (contact details as above). You must read the form carefully, gather the necessary information, complete the form, sign the form and return the form to the FAIS Ombud’s office at one of the above addresses including supporting documents (for instance, correspondence, policy documents, application forms and contact details).

#### FURTHER INFORMATION IN COMPLIANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT:

In terms of the Protection of Personal Information Act of 2013 you are notified that the information provided and obtained in order to issue this policy is mandatory and is collected, held and processed mainly to improve the service provided to you and to provide you with access to the services and products of the Intermediary and its affiliated Insurers, reinsurers, UMA’s and administrators with whom the Intermediary has contractual agreements in place.

When submitting any personal information, the information that is received from you will be used only for the purpose for which the information is requested and to enable the Intermediary, its affiliated Insurers, reinsurers, UMA’s and administrators to comply with its obligations or to comply with any legal requirement. You expressly consent to the collecting and processing of your personal information which may include, but is not limited, to the following:

Carrying out the transaction you requested	Underwriting the risk insured
Assessing and processing claims	For purposes of claims history
Statistical analysis, research and communication with you	For the detection and prevention of fraud, crime, money laundering or other malpractice
For audit and record keeping purposes	In connection with legal proceedings
Providing you with communications in respect of the Intermediary and regulatory matters that may affect you	Providing you with future marketing information

In addition to the above, the South African Insurance Association (“SAIA”) has created a database in order to store insurance information. Your personal information may therefore be shared through this database which will assist the insurance industry in limiting insurance fraud, to underwrite risks fairly and to assess every risk identified.

The Intermediary or its affiliated Insurers, reinsurers, UMA’s and administrators may therefore reveal or share your personal information in relation to the promotion of the aforesaid information sharing objectives thereby ensuring further that your policy is fairly underwritten. Such information sharing may also include storage in the SAIA database and the verification of such shared information against legally recognised databases.

With your consent the Intermediary may also supplement the information that you provide with information received from other affiliated Insurers, reinsurers, UMA’s and administrators in order to offer you a more consistent and personalised experience in your interactions with the Intermediary. The Intermediary’s affiliated Insurers, reinsurers, UMA’s and administrators are subject to the same privacy regulations as the Intermediary is subject to. Your personal information will not be disclosed to any other company or organisation unless required by law or where it is in the public interest that such disclosure is necessary or where you have expressly provided authorisation in this regard.

Failure to provide the information in a complete and accurate manner may lead to your policy not being issued, not coming into force, being cancelled or rejected.

You have the right to access the personal information held on your behalf as set out above. You also have the right to ask the Intermediary, affiliated Insurers, reinsurers, UMA’s and administrators to update, correct or delete your personal information. All reasonable steps to confirm your identity will be taken before providing details of your personal information or making changes to your personal information. You can contact the Intermediary at the numbers or addresses listed below and request the information you would like:

Telephone number: 011 745 7820

Fax number: 011 367 7251

Email address: [compliance@primemeridian.co.za](mailto:compliance@primemeridian.co.za)

#### TREATING CUSTOMERS FAIRLY POLICY:

PMD has a strong focus on customer satisfaction and aims to be respected and recognised for the fair treatment of its customers. PMD is fully committed to delivering service of the highest standard as its customers are its most valuable asset. PMD’s Treating the Customer Fairly (TCF) policy is structured according to the guidance provided by the Financial Services Board (FSB) to ensure it consistently delivers fair outcomes to its customers. In order to implement PMD’s policies on TCF each of its affiliated Insurers, reinsurers, UMAs, administrators and employees are expected to understand and apply this policy and are bound thereto in terms of the standards of service delivery set out below.

#### APPROACH TO SERVICE DELIVERY

The Financial Services Board has outlined six key themes, which are central to the TCF initiative. PMD will strive to comply with and contribute to these 6 TCF fairness outcomes viewed from the perspective of its customers as follows:

- Customers are confident that they are dealing with a provider where the fair treatment of customers is central to its culture.
- Products and services marketed and sold in the retail market are designed to meet the needs of identified customer groups and are targeted accordingly.
- Customers are given clear information and are kept appropriately informed before, during and after the time of contracting.
- Where customers receive advice, the advice is suitable and takes account of their circumstances.
- Customers are provided with products that perform as providers have led them to expect, and the associated service is both of an acceptable standard and what they have been led to expect.
- Customers do not face unreasonable post-sale barriers to change products, submit a claim or make a complaint.

#### STANDARDS OF SERVICE DELIVERY

PMD will aim to demonstrate through its behaviours and monitoring that it is consistently treating customers fairly throughout the stages of the product life cycle to which it can contribute.

In order to achieve these service standards PMD and its employee members undertake to:

- Adhere to PMD's corporate culture of ensuring that customers fully understand the features, benefits, exclusions, risks and costs associated with the financial products they purchase;
- Ensure that customers are provided with clear, concise information and kept appropriately informed before, during and after the purchase of their products allowing them to make informed decisions;
- Ensure that regular, clear and appropriate correspondence is maintained with customers at all times and that the relevant communication protocols are strictly followed;
- Adhere to PMD's phone etiquette standards and to provide excellent service to the customer where the fair treatment of the customer is central to that service;
- Follow the principle that customer service at all stages must meet customer expectations and that any promises or commitments made must be met;
- NOT give any financial advice to customers but to direct them to the organisation's Key Individuals or Representatives where such advice is required or sought;
- Ensure that any request from a customer is attended to without any unnecessary barriers or delays;
- Fairly manage the customer's expectation at all times;
- Leave the customer feeling pleased about their experience with PMD and confident that they are dealing with an honest, professional and ethical organisation where the fair treatment of clients is central to the company's culture;
- Ensure all third parties contracted with are committed to treating our customers fairly.

#### COMPLAINTS HANDLING SERVICE STANDARDS

- We respond in a timely manner to our customers and prospective customers questions and queries, addressing any issues or concerns promptly.
- All customer complaints are dealt with and escalated appropriately in order to meet our obligations to our clients.
- Complaints are therefore handled fairly, promptly and impartially.
- All valid claims are paid promptly.
- The principles of "fairness and equity" are applied in all decisions, always giving the customer the benefit of the doubt where information is not perfectly clear.
- In dealing with complaints PMD will 'treat like situations alike' and give careful consideration to whether an error might have affected a wider class of customers and what should be done to remedy this.
- PMD will investigate the root causes of complaints and obtain feedback from customers who have experienced our complaints process in order to improve the level of service that is provided.