

# FIXED PREMIUMS FOR LIFE

PRIME LIVING*LEGACY*



**FIXED PREMIUMS FOR LIFE**

# IMPORTANT CONTACT NUMBERS

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## EMERGENCY NUMBERS (24 HOURS)

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POLICE	<b>10111</b>
AMBULANCE	<b>082 911</b>

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## CLAIMS (OFFICE HOURS)

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TELEPHONE	<b>011 745 7800</b>
FAX	<b>011 367 7000</b>

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## HEAD OFFICE (OFFICE HOURS)

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POLICY PURCHASES	<b>0860 22 22 61</b>
CLIENT SERVICE	<b>011 745 7800</b>
MULTI-LANGUAGE PRODUCT EXPLANATION	<b>0860 123 800</b>



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Prime Meridian Direct's (PMD) PRIME LIVING**LEGACY** Plan is one of South Africa's most innovative and most cost effective personal insurance policies!

## 1. THE PRIME LIVING**LEGACY** POLICY

- It pays up to R 300,000 upon death through accident, illness or disease (see Policy Schedule for sum insured).



ACCIDENT



ILLNESS



DISEASE

- You enjoy **FIXED PREMIUMS** for the life of the policy! Your premiums are guaranteed **NEVER** to increase!
- The money can be used for any purpose including final expenses, settlement of debts and for leaving a financial legacy!

✓ THERE ARE NO INTRUSIVE MEDICAL EXAMINATIONS	✓ YOUR PREMIUMS WILL NEVER INCREASE	✓ PRE-EXISTING ILLNESS ARE COVERED AFTER JUST 36 MONTHS
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- You never lose financially! Even if death is from a disclosed pre-existing condition during the first 36 months, you get all your premiums back. Thereafter you get the full sum insured!
- The plan includes an automatic terminal illness benefit that pays 75% of the sum insured before death when a life insured is diagnosed with a terminal illness!
- The Family Plan allows you to include a spouse and up to four dependant children at no extra charge.

## 2. DUTIES OF THE POLICYHOLDER

It is your duty to ensure that the Insurer is fully informed of any medical conditions or illnesses that have affected any of the lives insured under this policy. It is important to disclose things like treatments, medications, surgeries or hospital visits during the past five years.

✓ DISCLOSE TREATMENTS	✓ DISCLOSE MEDICATIONS	✓ DISCLOSE SURGERIES OR HOSPITAL VISITS
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## 3. CLAIMS PROCEDURE AND INFORMATION PROVIDED

- All claims must be reported within 48 hours of the death of an insured life. For as soon as reasonably possible. 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 lodge a claim please call 011 745 7800, e-mail [claims@primemeridian.co.za](mailto:claims@primemeridian.co.za) or fax 011 367 7280. Please also refer to Claims and Complaints Procedures on page 10 of the policy document.

## 4. PREMIUM PAYMENTS

- To avoid your policy lapsing, premiums must be paid within 15 days following your premium due date.

## 5. ADVICE

This policy has been issued to you at your own request and without advice. Please read it carefully and ensure that it is appropriate to your needs. Call us on 011 745 7800 with any questions.

**NB:** Where there is a difference in meaning or interpretation between this summary and the Policy Terms and Conditions, the latter shall apply.

## WHAT YOU NEED TO KNOW!

- Please read the policy document carefully, particularly the "Important Exceptions" and "Important Provisions" clauses and be sure to contact PMD with any questions.
- By paying your monthly premium, you indicate your acceptance of the written policy terms and conditions.
- If you selected a PRIME LIVING**LEGACY** Family Plan:
  - \* 50% of the sum insured is payable where a child dies between the ages of 6 and 14 (limited to a maximum amount of R30,000 or other amount as prescribed by legislation).
  - \* 25% of the sum insured is payable where a child dies below the age of 6 (limited to a maximum amount of R10,000 or other amount as prescribed by legislation).
- Some of the most important exclusions are:
  - \* Suicide or attempted suicide.
  - \* Participation in any riot, strike, insurrection, terrorism, civil commotion, or crime.
  - \* Participation in any extreme sports, motorised racing, private aviation, potholing, sky diving, scuba diving, kite surfing, mountaineering, police, military or paramilitary actions.

**1. BENEFITS AND COVER PROVIDED BY THE PRIME LIVING LEGACY PLAN**



**1.1. DEATH**

In the event of your death through accident, illness or disease whilst this policy is in force, we will pay the sum insured to the Nominated Beneficiary stated in the Policy Schedule.



**1.2. TERMINAL ILLNESS**

Where you are diagnosed with a terminal illness whilst this policy is in force, we will pay you 75% of the sum insured. The remaining 25% will be paid to the Nominated Beneficiary upon your death.



**1.3. IMMEDIATE EXPENSES BENEFIT**

Subject to the number of consecutive premiums paid at the time of death (see table below), you will receive an Immediate Expenses Benefit to a maximum value of R20,000 within 48 hours of receipt of the following documents:

- CERTIFIED COPY OF ID DOCUMENT OF THE DECEASED AND THE CLAIMANT.
- CERTIFIED COPY OF DEATH CERTIFICATE
- COMPLETED AND SIGNED CLAIM FORMS
- CERTIFIED COPY OF FORM BI1663 FROM THE DEPARTMENT OF HOME AFFAIRS (OR EQUIVALENT)

NUMBER OF CONSECUTIVE PAID PREMIUMS	BENEFIT AVAILABLE
0 to 6	R0
7 to 12	R5,000
13 to 18	R10,000
19 to 24	R15,000
25+	R20,000

The value of the Immediate Expenses Benefit paid will form part of the total sum insured and is not an additional amount.

**2. IMPORTANT EXCEPTIONS**

We will not pay:

- 2.1. If the policy was not in force at the time of your death or diagnosis of terminal illness.
- 2.2. Where the cause of death or terminal illness is directly or indirectly caused by, arises from, contributes to, is aggravated by, connected with or results from any pre-existing illness not fully disclosed to the Insurer prior to the Policy Commencement Date.

- 2.3. Where, during the first 36 months following inception or most recent reinstatement of the policy, it is established that the cause of death was directly or indirectly related to the HIV/AIDS condition of the deceased and the deceased's CD4 or T-cell Count was below 300 at the time of or near to death, it will be assumed that the HIV/AIDS illness was pre-existing and that the deceased had contracted the illness prior to inception of the policy irrespective of when or whether the deceased had been diagnosed or not.
- 2.4. 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 forfeit and the policy cancelled with immediate effect without refund or compensation.
- 2.5. For death directly or indirectly arising from: Suicide or attempt thereat, or participation in any extreme sports, motorised racing, private aviation, sky diving, scuba diving, kite surfing, mountaineering, riot, strike, civil commotion, labour disturbance, military action, war, invasion, martial law, mutiny, usurpation of power, insurrection, rebellion, revolution, act of terrorism or crime.
- 2.6. For death arising directly or indirectly from wilful exposure to needless peril. In this context "wilful exposure to needless peril" means a conscious decision to expose oneself to a potential risk of injury or death that the reasonable person would choose to avoid. Examples might include, but is not limited to, a decision to sit on the bonnet of a moving vehicle or a wilful decision to engage in a physical fight or altercation that could otherwise have been avoided or defaulting on prescribed medication or the use of narcotic substances.
- 2.7. For death arising directly or indirectly whilst on duty as a security guard, armed response unit, police officer, army unit or whilst on duty in any similar vocation where one is potentially exposed to the risk of violent death.

**3. IMPORTANT PROVISIONS**

Please note that this policy is subject to the following important provisions:

- 3.1. This policy is provided to you at your own request without advice.
- 3.2. In the event of a claim, the nominated beneficiary (other than in the case of a spouse, parent or child) may be required (to the satisfaction of the insurer) to demonstrate financial dependence on or material financial prejudice suffered as a result of the death of the life insured. Notwithstanding this, where the nominated beneficiary is someone other than a spouse, parent or child, the benefit paid in terms hereof will not exceed a maximum amount of R30,000.
- 3.3. 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.

- 3.4. 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 30 days' written notice sent to the last known postal address of either party. In the case of Family Cover this policy will terminate only on the death of the last insured Person, provided premiums continue to be paid when due.
- 3.5. Should the Insurer discover that there has been a material change in the underwriting risk that you or your vehicle expose the Insurer to and you have failed to notify the Insurer of any such change, the Insurer may elect to cancel the policy with 30 days' notice to you and without compensation or refund of any premiums or costs incurred by you.
- 3.6. If your monthly premium is not received or only partially 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. A lapsed policy may be reinstated at the option of the Insurer upon the receipt of all future premiums when due, but the extent of the benefits and cover will be subject to the re-commencement of the waiting period referred to below.
- 3.7. 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.
- 3.8. Where a lapsed policy is reinstated within 3 months of its date of lapse and after more than six consecutive premiums have been paid since its commencement or previous reinstatement, the waiting period will not reset but will continue to elapse from the date of reinstatement.
- 3.9. Where a lapsed policy is reinstated more than 3 months after its date of lapse the waiting period will restart from month one i.e. 1 consecutive premium payment.
- 3.10. Where a lapsed policy is reinstated, you will be required to complete an updated medical questionnaire telephonically. At this time, should any new medical conditions, illnesses or other

ailments (not present or disclosed at the time of purchase) be identified, they will be recorded as new pre-existing conditions and will be subject to their own waiting period commencing on that date.

- 3.11. You must inform the Insurer of all facts about your health that are material to the assessment of the risks assumed under this policy. Failure to do so may result in the forfeiture of all benefits and premiums to date.
- 3.12. The Policyholder may nominate or change beneficiaries at any time by notice in writing to the Insurer before a claim arises. This is the only method of beneficiary nomination and no testamentary instrument will have the effect of changing such nomination.
- 3.13. This policy does not acquire any loan, surrender or encashment values.
- 3.14. Where, during the first 36 months following commencement or reinstatement of this policy (the "waiting period"), a pre-existing illness (that has been fully disclosed to the Insurer) is directly or indirectly established to be the cause of death, the sum insured will be equal to a return of all premiums paid for this policy since commencement or most recent reinstatement, whichever is the later.
- 3.15. The benefits and cover provided in terms of this contract of insurance will continue until the life insured has attained the age of 75 years, at which point cover will cease and the policy will automatically cancel. Where more than one life is insured, benefits and cover will cease only for those lives that have attained the age of 75 years and not those lives still under this age. In such cases, the policy will continue for each life under the age of 75 and will finally cancel when the youngest life insured has attained the age of 75 years.
- 3.16. Should you elect to increase the sum insured at any time following the inception of this policy, you are required to inform us of all changes to your health and any treatments, diagnoses or hospitalisations that have occurred subsequent to the commencement of the policy. Any increase in the sum insured will be subject to the waiting period. In other words, after the payment of one premium following the increase, you will be covered for the full sum insured in the event of accidental death. However, until such time as you have paid 36 consecutive premiums when due following the increase, the sum insured will be limited to its original amount and taking into account the waiting period as it applies to it.
- 3.17. In the event of a claim, the nominated beneficiary (other than in the case of a spouse) will be required to demonstrate financial dependence on the life insured to the satisfaction of the Insurer.

#### 4. CLAIMS NOTICES AND PROCEDURES

- 4.1. To lodge a claim please call 011 745 7800, e-mail [claims@primemeridian.co.za](mailto:claims@primemeridian.co.za) or fax 011 367 7280. Please also refer to Claims and Complaints Procedures on page 10 of the policy document.

- 4.2. Valid claims are paid after the submission by you of all forms, reports and documentation requested by the Insurer and the completion of any necessary investigative and related work.
- 4.3. 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 call 0860 123 800 to hear a pre-recorded summary explanation of the policy in a language of your choice. You may also visit our website at [www.primemeridian.co.za](http://www.primemeridian.co.za) or you can contact us directly during office hours on 011 745 7800.

POLICY WORD	MEANING
<b>Accident</b>	An unforeseen or unexpected event which is not intentionally caused by you or a family member.
<b>Child</b>	Your unmarried dependent biological child, stepchild or legally adopted child who is under 21 years of age next birthday and who is named in the Policy Schedule. In this context, dependent means that the child lives in the same home as the Insured and is entirely dependent upon the Insured for financial support.
<b>Consecutive Premiums</b>	Premiums received when due every month without interruption.
<b>Financial Dependence</b>	The dependence of a nominated beneficiary on the life insured for financial support, the loss of which will materially affect the financial position of the beneficiary concerned. Financial support includes <i>inter alia</i> regular financial contributions to personal living expenses like groceries, rent, school fees and debt repayments.
<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>Illness</b>	Bodily or mental sickness, disease, infection, disability or infirmity or condition contracted and diagnosed whilst this policy is in force.
<b>In Force</b>	The policy commencement date as shown on the Policy Schedule has been arrived at, that the first premium has been received on or before that date, that all subsequent premiums have been received when due or within 15 days following your premium due date and that the policy has not been cancelled.
<b>Pre-existing condition/illness</b>	Any mental or bodily illness, disease, infection, infirmity, defect, disorder, abnormality or condition, including HIV/AIDS and Diabetes that you contracted or suffered before this policy was issued and for which medical treatment or advice by a qualified medical doctor should reasonably have been sought.

POLICY WORD	MEANING
<b>Spouse</b>	No more than one person married by civil, customary, tribal or common law or by religious union to the insured.
<b>Sum Insured</b>	The amount shown as such in the Policy Schedule and as regulated below: <ul style="list-style-type: none"> <li>• Should your death be due to a Pre-existing condition (that has been fully disclosed to the Insurer prior to the policy commencement date) during the first 36 months and this policy is in force since commencement or re-instatement, the sum insured payable will be equal to a return of all premiums paid for this policy.</li> <li>• In the case of a Family Cover Plan, 50% of the Sum Insured is payable when an Insured Person dies between the ages of 6 and 14 (limited to a maximum amount of R30,000 or other amount as prescribed by legislation). Similarly, 25% of the Sum Insured is payable when an Insured Person dies under the age of 6 (limited to a maximum amount of R10,000 or other amount as prescribed by legislation).</li> </ul>
<b>Terminal Illness</b>	An illness which in the opinion of the Insurer will result in death within 12 (twelve) calendar months and which was contracted and diagnosed after the commencement or reinstatement date of this policy.
<b>We / Us / the Insurer</b>	Constantia Insurance Company Limited whose details appear in the attaching documentation.
<b>You / Your / Insured or Insured Person</b>	The policyholder shown as such in the policy schedule.

**7. HOW TO CONTACT US**

**CUSTOMER SERVICE**

**Prime Meridian Direct**

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.primemeridian.co.za](http://www.primemeridian.co.za)

**CLAIMS & ADMINISTRATION**

**Primary Asset Administrative Services (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:

#### Primary Asset Administrative Services

Tel: 011 745 7820

Fax: 011 367 7251

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

### Insurer:

#### Constantia Insurance Company Limited

**Compliance Officer:** Adv Christiene Brummer

Tel: 011 686 4200

E-mail: [christieneb@constantiagroup.co.za](mailto:christieneb@constantiagroup.co.za)

#### Complaints Officer:

Tel: 011 686 4200

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

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

### 1. OPTIONAL HONOURABLE UNVEILING RIDER (REFER TO POLICY SCHEDULE)

Where this benefit has been selected and the underlying claim approved, the Nominated Beneficiary will receive, on the anniversary of the death of the life insured, an additional cash benefit as specified in the Policy Schedule. This benefit is designed to assist the Nominated Beneficiary in defraying any tombstone, unveiling or related expenses incurred.

### 2. OPTIONAL RETRENCHMENT INDEMNITY RIDER (REFER TO POLICY SCHEDULE)

#### DEFINITIONS

POLICY WORD	MEANING
<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.
<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 complement.

#### 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 procedure 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 up to six months) on all then active and future policies of insurance purchased through Prime Meridian Direct (Pty) Ltd limited to a maximum of R 1,500 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 at any point during the 6 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 six month period prior to loss of employment.

### 3. OPTIONAL EXTENDED FAMILY BENEFIT (REFER TO POLICY SCHEDULE)

Where selected, this optional benefit will form an integral part of your PRIME LIVING**LEGACY** policy and be subject to the same terms, conditions and definitions thereof unless otherwise specified below. The following additional terms and conditions apply:

#### DEFINITIONS

POLICY WORD	MEANING
<b>Extended Family Member</b>	A directly and biologically related parent, aunt, uncle, sibling, first cousin, niece, nephew, biological <u>child</u> or a legally adopted <u>child</u> .
<b>Sum Insured</b>	The amount determined from the table below and in accordance with the option selected by the Policyholder - please refer to the Policy Schedule for detail.

## OPTIONAL BENEFITS

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

AGE OF EXTENDED FAMILY MEMBER AT TIME OF DEATH	SUM INSURED		
	OPTION 1	OPTION 2	OPTION 3
18 to 35	R10,000	R15,000	R20,000
36 to 50	R20,000	R25,000	R30,000
51 to 65	R15,000	R20,000	R25,000
65 to 70	R10,000	R15,000	R20,000
Children under 18	R5,000	R5,000	R5,000

### NOMINATIONS

Where this benefit has been selected, the Policyholder will be entitled to nominate up to two adults between the ages of 18 and 65, and two children under the age of 18 who are extended family members.

### DEATH

- In the event of the accidental death of an extended family member whilst the policy is in force, we will pay the sum insured as per the above table to the Nominated Beneficiary as stated in the Policy Schedule.
- In the event of the death of an extended family member through illness or disease and only after the payment of 36 consecutive monthly premiums when due since inception, or most recent reinstatement of the policy, we will pay the sum insured as per the above table to the Nominated Beneficiary as stated in the Policy Schedule.
- The benefits and cover provided in terms of the Optional Extended Family Benefit will continue until the life insured has attained the age of 70 years, at which point cover will cease and the policy will automatically cancel. Where more than one life is insured, benefits and cover will cease only for those lives that have attained the age of 70 years and not those lives still under this age. In such cases, the policy will continue for each life under the age of 70 and will finally cancel when the youngest life insured has attained the age of 70 years.

### EXCLUSIONS

We will not pay any benefits in the event of the death of an extended family member through illness or disease prior to the payment of 36 consecutive monthly premiums when due since inception, or most recent reinstatement of the policy.

## FREQUENTLY ASKED QUESTIONS

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### GENERAL

#### • WHEN IS MY PRIME LIVINGLEGACY CONTRACT OF INSURANCE CONCLUDED, ENTERED INTO AND IN FORCE?

Your PRIME LIVINGLEGACY policy is concluded, entered into and in force on the First Premium Date as stated in the Policy Schedule, provided that the premium is received by the Insurer on or before that date. By paying the premium you indicate your acceptance of the policy terms and conditions of PRIME LIVINGLEGACY.

#### • WHAT INFORMATION MUST I GIVE TO THE INSURER?

You must inform the Insurer of all facts that are material to the assessment of the risk, the premium charged and the acceptance of this insurance. If you fail to do so the Insurer may in its sole discretion declare the policy void. Material facts include information pertaining to poor health, pre-existing conditions and previous hospital visits for illness, surgery or other medical procedures.

#### • HOW DOES PRIME LIVINGLEGACY WORK?

The PRIME LIVINGLEGACY policy pays you the selected sum insured upon death of an insured life through accident, illness or disease. Please note that fully disclosed pre-existing illnesses are covered after a 36 month waiting period.

#### • DOES MY PRIME LIVINGLEGACY POLICY HAVE A SURRENDER VALUE OR INVESTMENT COMPONENT?

The PRIME LIVINGLEGACY policy does not accumulate a surrender or maturity value. The purpose of the policy is not to act as a long term investment but to protect your loved ones and leave a legacy in the event of your untimely or premature death. Under normal circumstances, the death benefits of the policy are intended to be used for final expenses and the support of a surviving spouse or dependants. If you're looking for a policy that will operate as a long term investment with a readily obtainable surrender value, the PRIME LIVINGLEGACY policy may not be right for you. Consider speaking to a licensed financial services provider for further advice if this is the case.

#### • DOES THE PRIME LIVINGLEGACY POLICY CONTINUE TO COVER ME AFTER AGE 75?

Benefits and cover cease automatically upon attainment of the age of 75. If you require a product that provides cover beyond 75, you may want to consider the PRIME LIVING **COVERGROW** policy. Alternatively, speak to a licensed financial services provider for further advice.

#### • CAN I CANCEL MY PRIME LIVINGLEGACY POLICY?

Yes. You may elect to cancel your PRIME LIVINGLEGACY policy with immediate effect. Any premiums collected after cancellation will be refunded.

### CLAIMS AND PROCEDURES

#### • DO I RECEIVE IMMEDIATE COVER WITH MY PRIME LIVINGLEGACY POLICY?

Yes, from your first premium payment your selected sum insured will apply for the following events:

- Death due to accident or illness
- Terminal illness

There is however a 36 month waiting period for events relating to disclosed pre-existing illnesses and conditions.



### PREMIUMS & PAYMENTS

• **WILL MY PREMIUMS REMAIN THE SAME OVER THE LIFE OF THE POLICY?**

Yes! With PMD you get Fixed Premiums for the life of the policy. Your premiums are guaranteed to remain the same throughout the period of cover.

• **WHAT HAPPENS IF MY COVER LAPSES AND I THEN RECOMMENCE COVER AT A LATER DATE?**

If your electronic debit order is returned unpaid and your premium remains unpaid for 15 days following your premium due date, your cover will lapse and all policy benefits will cease. Where a lapsed policy is reinstated within 3 months of its date of lapse and after more than six consecutive premiums have been paid since its commencement or previous reinstatement, the waiting period for disclosed pre-existing conditions will not restart from zero months but will continue from the number of consecutive month achieved immediately prior to lapse. In all other cases, the waiting period will restart from 1 month.

**NB:** Where there is a difference in meaning or interpretation between this summary and the Policy Terms and Conditions, the latter shall apply.

### 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. This Intermediary does not receive more than 30% of its total commission from 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 claims centre on 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 document.

**(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: Constantia Insurance Company Limited

FSP Number: 31111  
 Physical Address: Unit 3, Tulbagh, 360 Oak Avenue, Randburg 2194  
 Postal Address: PO Box 3518, Cramerview, 2060  
 Telephone: 011 686 4200  
 E-mail: [info@constantiagroup.co.za](mailto:info@constantiagroup.co.za)

**FSP Licence Category:** Category 1 Short-Term, Personal and Commercial Lines and Participatory Interests in Collective Investments Schemes. Licensed to offer both Advice and Intermediary Services.

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

Compliance Officer: 011 686 4200 (Adv Christiene Brummer)  
[christieneb@constantiagroup.co.za](mailto:christieneb@constantiagroup.co.za)  
 Complaints Officer: 011 686 4200  
[complaints@constantiagroup.co.za](mailto:complaints@constantiagroup.co.za)

### (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.

#### How your premium is allocated: Base Product

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

#### The HONOURABLE UNVEILING RIDER premium is distributed as follows:

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

#### The OPTIONAL RETRENCHMENT INDEMNITY RIDER premium is distributed as follows:

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

#### The OPTIONAL EXTENDED FAMILY BENEFIT premium is distributed as follows:

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

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

Monthly premiums, payable by debit order, 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:

Subject to the relevant deferred benefit periods, your policy will come into force once the Policy Commencement Date as shown on the Policy Schedule has been reached and the first premium has been received by us on or before that date and once all subsequent premiums have been received by us when due or within 15 days following your premium due date and that the policy has not been cancelled. If your monthly premium is not received or only partially received within 15 days following your premium due date, your policy will lapse and all policy benefits and cover will cease. A lapsed policy may be re-instated at the option of the Insurer upon the receipt of all future premiums when due, but the extent of the benefits and cover will be subject to the re-commencement of the deferred benefit periods.

## 3. OTHER MATTERS OF IMPORTANCE

- You must be informed of any material change to the information provided above.
- If the information above was given to you verbally, it must be confirmed to you in writing within 30 days.
- 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.
- You are entitled to a copy of the policy free of charge.
- The Insurer and not the Intermediary, must give you written reasons for repudiating your claim.
- The Insurer may not cancel your policy without giving you 30 days' notice in writing.
- 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

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 NUMBER**

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

**Key Individuals and Representatives:**

Mr. SB Benfield                      Mr. NP Fernandes                      Mr. DR Matthews

**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: Prime Meridian House  
 PostNet Suite 429, Private Bag X51, Bryanston 2021  
 Physical Address: Building 6, Bryanston Gate, 170 Curzon Road, Bryanston, Sandton  
 Telephone: 011 706 9565  
 Facsimile: 011 706 9401  
 E-mail: [compliance@primaryasset.co.za](mailto:compliance@primaryasset.co.za)

**Key Individuals and Representatives:**

Dr. BC Benfield                      Mr. SB Benfield                      Mrs. P Nieuwoudt                      Mr. PW Marais

**Representatives under Supervision:**

Mr. D Venter

**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):**

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.

RMB Structured Insurance Limited



Constantia Insurance Company Limited

**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.primemeridian.co.za](http://www.primemeridian.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 and the UMA have received more than 30% of their earnings from RMB 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:

1. Write directly to the Insurer including full details of your complaint:

Constantia Insurance Company Limited

Tel: 011 686 4200

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

And write to the Insurer's Underwriting Manager:

Tel: 011 745 7820

Fax: 011 367 7251

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

A copy of the Intermediary's Complaints Resolution Policy can be found at [www.primemeridian.co.za](http://www.primemeridian.co.za).

2. If the complaint is not resolved to your satisfaction within 45 days of the date of your complaint, at any time within 6 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 Avenue, 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.

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 <u>insured</u>
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. 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 Underwriting Manager 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: [legal@primaryasset.co.za](mailto:legal@primaryasset.co.za)

### TREATING CUSTOMERS FAIRLY POLICY

PMD has a strong focus on customer satisfaction and strives 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 strives to demonstrate through its behaviour and monitoring that it consistently treats 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 are 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.