

### Your policy

Your Nedbank Insurance Overdraft Assurance Plan is made up of a selection of benefits, which you identified when you applied to us and we (Nedbank Insurance) subsequently accepted, and may be updated from time to time.

This document, together with the documents listed below, forms the basis of the contractual relationship between you (the policy owner) and us:

- The application you have completed.
- The Policy Schedule, together with the various attachments, which summarises the benefits that you have selected together with their specific terms and conditions.
- Any written correspondence that updates any of the above documents.

It is important that you read and understand these documents and that you make sure all the information supplied by you, or anyone acting on your behalf, is correct. Incorrect information may affect the validity of your policy.

### Age limits

The minimum and maximum entry ages for any insured life will be:  
Minimum current entry age : 18  
Maximum current entry age : 64

### Cover amount

The cover amount will be the overdraft limit on the Nedgroup Life system at the date of the event giving rise to a claim under your policy. In the case of a claim under the Retrenchment benefit the claim date will be the date the insured life is first notified of his/her retrenchment by his/her employer.

The insured life must notify Nedgroup Life of any changes to the overdraft limit. If Nedgroup Life is not notified of a change, the cover amount will be equal to the overdraft limit that Nedgroup Life has on record.

The maximum cover amount payable by Nedgroup Life will be R350 000 per account for all benefits chosen except for retrenchment, where the maximum cover amount is R200 000 per claim per account

### Policy Schedule

The important information in respect of the benefits provided under your policy is summarised in the Policy Schedule and includes the following:

- Summary of benefits – all benefits are listed, and the cease age of each benefit is shown.
- Value of the cover amount.
- The monthly premium.
- The fees and charges that are included in the monthly premium.

### Policy start date

Your policy starts on the date we receive your first premium (policy start date), as indicated in the Policy Schedule.

### Free cover

Free cover will be provided from the policy issue date until we receive your first premium or for 30 days, whichever is sooner. Free cover is limited to accidental death and accidental disability. The accidental disability will be for both permanent and temporary disability.

### Waiting period

A waiting period of six months will apply from the date we receive your first premium for the Overdraft Assurance Plan or from the reinstatement date if the immediate-reinstatement option is chosen.

During this period only claims arising from accidental causes will be admitted. No benefit will be paid if the insured life dies from natural causes during the waiting period.

### Premiums

The premium payable for your Nedbank Insurance Overdraft Assurance Plan is based on the cover amounts for the benefits that you have selected and we have accepted. These details are shown in the Policy Schedule and the premiums must be paid on the agreed dates.

A premium will be regarded as paid once our bank account has been credited, provided the payment is not subsequently reversed.

The premium remains the same throughout the duration of your policy, unless you increase your cover amount or add or delete benefits on your policy.

Where a claim arises in respect of any benefit, premiums for the other benefits will remain payable, unless the claim results in the cancellation of your policy.

### Premium guarantee period

There is no premium guarantee period for this policy. This means the premium may be changed by Nedgroup Life at any time during the term of your policy. You will be notified in writing of any such changes to the premium at least one month before the new premium is due.

### Non-payment of premiums

#### • First premium

If the first premium is not collected on the first-premium due date as set out in the Policy Schedule, you will not have cover until the premium due has been received. If the missed premium is not received within one month from the policy start date, your policy will be considered as not taken up and, therefore, as lapsed.

#### • Second and subsequent

For second and subsequent premiums a grace period of one month will be allowed for the payment of a missed premium. On the next date that the premium is due we will try to collect two premiums. In the event of non-payment your policy will lapse.

We will inform you if the premium is not paid to us on the due date.

If a policy lapses, we will cancel the policy and all benefits will be terminated immediately.

### Policy reinstatement

You may reinstate your policy if it lapsed within the previous six months. We will allow more than one reinstatement. However, new waiting periods for each of the benefits will begin from the next successful debit date or from the reinstatement date if the immediate-reinstatement option is chosen. If the immediate-reinstatement option is chosen, then a pro rata premium will be added to the next monthly premium.

## Claiming under your policy

When an event arises that results in a claim under your policy, it is important for you to advise us as follows:

- Notification to Nedgroup Life must include the details of your policy and the event giving rise to the claim. Such notification must be made to us within 180 days of the event, otherwise we have the right not to consider the claim.
- We will require evidence of the claim event to determine the admissibility thereof and the amount payable. Your claim will not be processed until any forms required are completed in full and all the information, including medical records, is supplied to us.

We will not be liable for the costs of obtaining any information or evidence required from any person for the admission of a claim.

We may call for further evidence to assess a claim. Unless

we agree otherwise:

- expert evidence must be submitted by registered medical practitioners who practice in South Africa; and
- the cost of obtaining evidence must be met by you.

Failure to comply with our requirements may result in a claim being repudiated.

We will not be liable for the payment of interest while requirements have not been met.

## Payment of the benefits under your policy

All claim amounts are paid into the bank account for which your overdraft facility has been approved. In the event of death any amount in excess of your overdraft facility will be paid into your estate.

## Appeals and disputed claims

If you challenge a decision relating to a claim for a benefit, such a challenge must be lodged in writing within six months from the date of the claim repudiation for it to be reconsidered by us.

Failure to do so may result in the forfeiture of any rights to potential benefits in respect of the disputed claim.

## Fraud

Your policy, including all the benefits, will be cancelled should:

- a fraudulent claim be submitted;
- false information be given to obtain a benefit;
- a claim be made through fraudulent means or devices; and
- there be a deliberate and wilful conspiracy to cause an event that gives rise to a claim.

## Beneficiaries

No beneficiaries may be nominated to receive the proceeds from your policy, as this is a credit life policy.

## Cessions

Your policy may not be ceded.

## Cash values

Your policy will not acquire any cash values.

## Policy loans

No loans will be available against your policy.

## Termination of your policy

Your policy will be terminated:

- when the overdraft facility is terminated and the account closed; or

- if the full cover amount is paid when the insured life dies; or
- when the insured life turns 70 years old, or
- when the policy lapses; or
- when the policy is cancelled by us or you; or
- if the full cover amount is paid when the insured life becomes disabled or when six payments in respect of a disability have been made.

## Cancellations

You may cancel your policy within 31 days after you have received the policy documentation (this is known as the cooling-off period) by sending a written cancellation notice to us. When your policy is cancelled, we will refund any premiums paid, provided no claim has been made under any benefit.

After the cooling-off period you may cancel your policy at any time by giving us written notice. We will not refund premiums in the event of such cancellation.

## Notifiable event

### Change in occupation

If you have selected a disability or a retrenchment benefit, as reflected in the Policy Schedule, you must notify us in writing if you become unemployed.

If we are not informed that you are unemployed, we may:

- decline a claim or recover any amounts that have already been paid for a claim; or
- cancel benefits (you may forfeit all premiums paid from the start date of the benefits); or
- apply altered terms and conditions.

## Travel outside South Africa

You must inform us if you intend to leave South Africa for a continuous period of 90 days or more.

When we receive such information, we will be entitled to cancel the benefits.

If we are not informed of such travel, we may:

- decline a claim or recover any amounts that have already been paid for a claim; or
  - cancel benefits (you may forfeit all premiums paid from the start date of the benefits); or
- apply altered terms and conditions.

## General exclusions

Nedgroup Life will not be obliged to make a payment in respect of any condition or event arising directly or indirectly from or traceable to:

- the driving of any vehicle by the insured life where the concentration of alcohol in the insured life's blood exceeded the statutory limit then in force, or while the insured life was under the influence (above the statutory limit) of alcohol or while the insured life was under the influence of a drug having a narcotic effect, unless it was prescribed by a duly qualified and registered medical practitioner, or where the insured life was affected by intentional inhalation of fumes; or
- the insured life's committing any breach of criminal law; or
- the insured life's participation in airborne pursuits, except as a passenger flying solely for the purpose of transport in an aircraft with a valid certificate of airworthiness and piloted by a pilot holding a valid licence; or
- the insured life's participation in any war, riot, strike, civil commotion or usurpation of power, or in military, naval, air-force or police action.

No benefit will be paid if an insured life commits suicide within 12 months of:

- the policy start date or date of any reinstatement, in which case the cover will be terminated and no benefit will be payable; and
- any cover increase, in which case the increase will be reversed, with no benefit payable in respect of such increase.

### Currency and law

All amounts payable in terms of your policy, either to or by us, will be in the lawful currency of South Africa. Any question of law arising under your policy will be decided according to the laws of South Africa.

Your policy is subject to the laws and entrenched agreements governing the issue of life insurance in South Africa, and Nedgroup Life Assurance Company Limited reserves the right, at its sole and absolute discretion, to amend the terms hereof, including, but not limited to:

- those terms and conditions governing your policy;
- the rates and benefits applicable to your policy; and
- the terms pertaining to the closure of the product itself;

to facilitate the administration of your policy in accordance with legislation or regulations promulgated or announced from time to time and market forces that influence the viability of the policy product. Any change that might occur will be subject to one month's notice.

### Appendix 1 – Definitions of terms used in this policy

#### Accelerator benefit

A benefit that can be attached to a lump sum standalone benefit(s) and will result in the full or partial (accelerated) payment of the lump sum should a claim occur on the accelerator benefit.

#### Cease age

Age at which a specific benefit selected by the insured life is terminated.

#### Insured life

A person whose life or health is insured under a contract of insurance. The insured life on your policy is the same person as the policy owner.

#### Nedbank Insurance

A sub brand of Nedbank Group.

#### Nedgroup Life

The underwriter of this plan, Nedgroup Life Assurance Company Limited, a member of Nedbank Group.

#### Policy anniversary

The anniversary of your policy is every 12 months from the policy issue date.

#### Policy issue date

The date when all requirements have been received and accepted by Nedgroup Life.

#### Policy owner

The person(s) who enter(s) into the policy contract with us for the benefit(s) purchased and who own(s) all the benefits in respect of your policy.

Your rights, entitlements and obligations include, but are not limited to:

- changes to the existing benefit(s) and addition or removal of benefits; and
- the payment of

premiums.

#### Premium guarantee period

The period that the underlying premium basis for a specific benefit remains unchanged.

#### Repudiated claims

A claim that is not valid and therefore not paid, due to, but not limited to, insufficient evidence, arrear premiums, policy exclusions or an event not linked to a benefit included in your policy.

#### Standalone benefit

A benefit that can be taken out on its own without any accelerator or rider benefits.

**We, us,** Nedgroup Life Assurance Company Limited.  
**You, your** The policy owner/insured life.

#### Terms and conditions – Death benefit

This document highlights the specific terms and conditions in respect of the death benefit offered under your Overdraft Assurance Plan. These benefit terms and conditions should be read in conjunction with the general terms and conditions associated with your policy.

#### Purpose of the benefit

This benefit provides a lump sum equal to the cover amount when the insured life dies.

#### Insured lives covered under this benefit

The insured lives covered under this benefit, as well as their cover amounts, are listed in the Policy Schedule.

#### Amount payable in the event of a claim

The cover amount that we have on record on the date the insured life dies is the amount payable.

#### Premium payable for this benefit

The initial premium rate for this benefit is shown in the Policy Schedule.

If the cover amount changes, the premium will be subject to the terms and conditions that apply at the time of the change.

#### Waiting period

A waiting period of six months will apply from the date we receive your first premium for the Overdraft Assurance Plan or from the reinstatement date if the immediate-reinstatement option is chosen.

During this period only claims arising from accidental causes will be admitted. No benefit will be paid if the insured life dies from natural causes during the waiting period.

#### Termination of this benefit

This benefit will be terminated:

- when the overdraft facility is terminated and the account closed; or
- if the full cover amount is paid when the insured life dies; or
- when the insured life turns 70 years old, or
- when the policy lapses; or
- when the policy is cancelled by us or you; or

if the full cover amount is paid when the insured life becomes disabled or when six payments in respect of a disability have been made.

## Claim requirements

Nedgroup Life, together with the insured life or the representative of the insured life, will complete forms and give details and assistance, and will furnish proof in relation to any claim that Nedgroup Life (at its discretion) may require. These will include, but are not limited to, the following:

- A certified copy of the death certificate.
- A certified copy of the valid identity card/document of the insured life.
- A claimant statement completed by a family member.

## Terms and conditions - Disability

This benefit can be taken only if you have selected a death benefit. These terms and conditions must be read in conjunction with the general terms and conditions associated with your Overdraft Assurance Plan.

### Purpose of the benefit

This benefit provides an accelerated regular monthly amount when an insured life is temporarily unable to perform the material and substantial duties of his/her own occupation that results in the loss of his/her income. A lump sum will be paid when an insured life, due to injury or illness, is totally and permanently unable to perform the material and substantial duties of his/her own occupation.

When establishing the permanency of the disability, we will take into account any improvement that may occur in future, with or without medical treatment.

### Insured lives covered under this benefit

The insured lives covered under this benefit, as well as their cover amounts, are listed in the Policy Schedule.

### Amount payable in the event of a claim

If we accept a claim, we will make up to six monthly payments into the overdraft account. The first five payments will be equal to 17,50% of the cover amount with the final payment being equal to 12,50% of the cover amount. These monthly payments are subject to an overriding maximum of 100% of the cover amount not exceeding R350 000. The cover amount is the amount that we have on record on the date on which the insured life became disabled. The date of disablement will be determined by the medical evidence received in consultation with our chief medical officer, if required.

Benefit payments are made on the first business day of each calendar month.

Nedgroup Life may, at its sole discretion, settle the overdraft by paying the cover amount, as defined above, should a disability claim arise for a disability that may, in the opinion of Nedgroup Life, be regarded as total and permanent. In this case no further disability benefits will be payable.

This benefit and the death benefit will cease if the amount payable in the event of a claim is equal to the cover amount of the death benefit.

Our liability for this benefit is limited to the cover amount of the death benefit.

The premium for this benefit will not be waived while a benefit payment is made.

### Claim definition

The benefit is payable from when the insured life stops earning an income and the benefit payable will be the cover amount on our records on the event date (the date of the illness/injury that prevents the insured life from performing his/her occupation).

Your claim should be supported by proof of diagnosis from a registered medical practitioner and, where appropriate, clinical, radiological, histological and laboratory evidence should be submitted together with your claim.

Nedgroup Life, at its sole discretion, may request the insured life to provide proof of income for three to six months.

### Waiting period

A waiting period of six months will apply from the date we receive your first premium for the Overdraft Assurance Plan or from the date your first premium is paid after reinstatement, unless immediate reinstatement is chosen.

During this period only claims arising from accidental causes will be admitted. No benefit will be paid if the insured life is disabled as a result of natural causes during the waiting period.

You are responsible for paying the premium during the waiting period.

### Deferred period

The deferred period is the period we use to establish the permanency of the disability, and therefore the insured life must be disabled throughout the deferred period. The deferred period is calculated from the date of disablement and for this benefit it is 30 days. In the case of a valid claim the benefit amount for the deferred period will be paid once the deferred period has elapsed. The deferred period may be waived at the discretion of our chief medical officer.

No benefit will be paid if the insured life recovers before the end of the deferred period and no disability benefit will be paid if the insured life dies during the deferred period.

You are responsible for paying the premium during the deferred period.

### Reinstatement of benefit

Where the insured life recovers before the cessation of this benefit and if the policy is still active, Nedgroup Life will consider subsequent claims subject to a new waiting period of six months from the date of the last disability claim payment.

The above only applies where a percentage of the cover amount is paid and the maximum number of payments for this benefit has not been made.

### Premium payable for this

The initial premium payable for this benefit is shown in the Policy Schedule. The premium remains the same throughout the term of the benefit, unless the cover amount changes. In this case the premium will be subject to the terms and conditions that apply at the time of the change.

### Termination of benefit

Benefit payments will end:

- when the overdraft facility is terminated and the account closed; or
- when the policy lapses; or
- when the maximum number of benefit payments has been made; or
- when the insured life dies; or
- when the insured life returns to gainful employment.

### Termination of this benefit

This benefit will end:

- when the overdraft facility is terminated and the account closed; or
- if the full cover amount is paid when the insured life becomes

disabled or when the maximum number of payments have been made in respect of a disability; or

- if the full cover amount is paid when the insured life dies; or
- one month after the last premium has been paid before or on the insured life's 65th birthday; or
- when the policy lapses; or
- when the policy or benefit is cancelled by us or you .

### Special conditions and exclusions

No amount will be paid if a claim arises from or is related to any of the following:

- pregnancy or confinement due to the birth of a child; or
- the fact that the date of disablement is before the date on which the insured life has taken out this policy; or
- the fact that the disability is related to a prior illness or condition; or
- the fact that the insured life became disabled as a result of natural causes during the waiting period; or
- any form of mental illness, mental disability, mental impairment and psychopathic disorders, all forms of depression, major affective disorders, psychotic and neurotic conditions, as well as all stress- and anxiety-related disorders; or
- the fact that the insured life became disabled while he/she was unemployed for more than six months, unless such disablement is as a result of the loss of use of both hands or both feet or both eyes; or
- certain back and spinal conditions. A benefit payment will be made only for the following back conditions or symptoms, with all other back and spinal conditions being excluded from cover:
  - Paraplegia.
  - Quadriplegia.
  - Malignant tumours of the spinal cord or vertebral column.
  - Fractures of the spine.
  - Autoimmune conditions affecting the spine.

All other back and spinal conditions will be excluded from cover.

### Claim requirements

Nedgroup Life, together with the insured life or the representative of the insured life, will complete such forms and give such details and assistance, and will furnish such proof in relation to any claim as Nedgroup Life at its discretion may require. These will include, but are not limited to, the following:

- A confidential disability report by a registered medical practitioner for a supported claim.
- A certified copy of the valid identity card/document of the insured life.
- A disability claim form, which must be completed by the claimant.

Nedgroup Life reserves the right, in respect of all disability claims, to call for medical reports or an examination of any insured life who claims under the Disability benefit. All additional reports and examinations will be undertaken at Nedgroup Life's expense.

### Terms and conditions – Retrenchment

This benefit can be taken only if you have selected a death benefit. These terms and conditions must be read in conjunction with the death benefit terms and conditions and the general terms and conditions associated with your Overdraft Assurance Plan.

### Purpose of the benefit

This benefit provides a monthly amount that is paid towards your overdraft account in the event of retrenchment that leads to the unemployment of the insured life, provided this occurs at least six months after the receipt of the first premium or from the reinstatement date if the immediate-reinstatement option is chosen.

### Insured lives covered under this benefit

The insured lives covered under this benefit, as well as the definition of their cover amounts, are listed in the Policy Schedule.

### Amount payable in the event of a claim

The amount payable is limited to 10% of the cover amount on our records at the time of the claim and up to ten payments per retrenchment claim, subject to a maximum of R200 000 per claim.

Benefit payments are made on the first business day of each calendar month. The premium for this benefit will not be waived while a benefit payment is being made.

### Claim definition

For the purpose of this policy 'retrenchment' is defined as the termination of the insured life's fulltime permanent employment with his/her employer:

- in anticipation of adverse business conditions; or
- due to the introduction of new technology; or
- due to the reorganisation of the employer's business; or
- due to company closure.

Satisfactory evidence that the employer is embarking on a legitimate retrenchment process or company closure will be required as part of the claims assessment process.

### Benefit payments claim

You are entitled to receive up to ten benefit payments per claim in the event of a valid claim.

The maximum amount payable per claim event is R200 000, subject to the value of the death benefit cover amount.

Where the death benefit cover amount is lower, the maximum amount available will be the lower of the death benefit applicable at that time and R200 000 per claim.

Cover for an insured life is reinstated after he/she returns to gainful employment, provided that premiums continue to be paid under your policy. This means that we will admit a subsequent claim in the event of retrenchment of the insured life.

### Waiting period

A waiting period of six months will apply from the date we receive your first premium for the Overdraft Assurance Plan or from the reinstatement date if the immediate-reinstatement option is chosen. No claims for retrenchment will be admitted if the date of retrenchment falls within the waiting period.

You are responsible for paying the premium during the waiting period.

### Deferred period

The deferred period for this benefit is 30 days and is calculated from the date of retrenchment.

Retrenchment, in accordance with our definition, must last throughout the deferred period. A valid claim will be paid only once the deferred period has elapsed and there will be backpay of the claim amount for this period.

No retrenchment benefit will be paid if the insured life dies during the deferred period.

You are responsible for paying the premium during the deferred period.

### Reinstatement of cover

Policies may be reinstated within six months of the cancellation date. Reinstatement and a new waiting period for the benefit will begin when we receive the next premium due on your overdraft policy or from the reinstatement date if the immediate-reinstatement option is chosen.

The insured life must return to fulltime permanent employment for six consecutive months before another retrenchment benefit claim can be made after the previous retrenchment claim has been paid.

### **Benefit payments**

Benefit payments will remain the same until the termination of the benefit payments.

### **Premium payable for this benefit**

The initial premium payable is shown in the Policy Schedule. The premium remains the same throughout the term of the benefit, unless the cover amount changes. In this case the premium will be subject to the terms and conditions that apply at the time of the change.

### **Termination of benefit payments**

Benefit payments will stop:

- when the overdraft facility is terminated or the account is closed; or
- when the maximum number of retrenchment benefit payments have been made per claim; or
- when the insured life dies; or
- if the full cover amount is paid when the insured life suffers from a critical illness;
- if the full cover amount is paid when the insured life becomes disabled or when six payments have been made in respect of a disability; or
- when the insured life returns to gainful employment.

### **Termination of this benefit**

This benefit will terminate:

- when the overdraft facility is terminated or the account is closed; or
- one month after the last premium has been paid before or on the insured life's 65th birthday; or
- when the policy lapses; or
- when the policy or benefit is cancelled by us or you; or
- if the full cover amount is paid when the insured life dies; or
- when the insured life retires from gainful employment; or
- if the full cover amount is paid when the insured life becomes disabled or when six payments in respect of a disability have been made; or
- if the full amount is paid when the insured life suffers from a critical illness.

### **Special conditions and exclusions**

1 No benefit will be paid if:

- the insured life was aware of or had prior knowledge of a pending retrenchment programme being instituted by his/her employer during the three months before the date of submission of this policy; or
- the insured life was retrenched or first notified of his/her retrenchment during the waiting period of the overdraft policy; or
- the insured life had not been in fulltime permanent employment for 12 consecutive months immediately before he/she was retrenched; or
- the insured life's work was seasonal; or
- the insured life came to the end of a fixed-term contract, finished the job he/she was specifically employed to do, resigned, retired or accepted voluntary retrenchment; or
- the insured life lost his/her job because of being found guilty of fraud, dishonesty or any misconduct; or
- the insured life lost his/her job because of participation in an unprotected strike; or
- the insured life absconded from his/her job; or
- the insured life was employed in the informal sector; or
- the insured life was self-employed or employed within a family-owned business; or
- the insured life was a partner in a partnership, a member of a close corporation or a director of a company.

### **Claim requirements**

The insured life or the representative of the insured life, will complete forms and give details and assistance, and will furnish proof in relation to any claim that Nedgroup Life (at its discretion) may require. These will include, but are not limited to, the following:

- A certified copy of the insured life's letter of retrenchment from his/her employer, stating the reasons for the insured life suffering a job loss.
- A certified copy of the valid identity card/document of the insured life.
- A retrenchment claim form, which must be completed by the claimant.

Nedgroup Life reserves the right, in respect of all retrenchment claims, to call for reports from the insured life's current or previous employer regarding any aspects of the retrenchment or for confirmation from the Unemployment Insurance Fund.

Nedgroup Life will pay the costs of obtaining this information.

## IMPORTANT NOTICE AND CONTACT INFORMATION

### 1 The insurer

Name: Nedgroup Life Assurance Company Limited Reg No 1993/00102/06  
Postal address: PO Box 149175, East End, 4018  
Physical address: Nedbank Park Square Campus, 9 Park Avenue, Umhlanga Rocks, 4320  
Tel: 0800 333 111  
Email: [clientservices@nedbankinsurance.co.za](mailto:clientservices@nedbankinsurance.co.za)

Nedgroup Life Assurance Company Limited (Nedgroup Life) is a registered insurance company and an authorised financial services provider (licence number FSP 40915). Nedgroup Life is a wholly owned subsidiary of Nedbank Group Limited.

### 2 Regulatory compliance

Nedgroup Life is a member of Asisa and subscribes to the applicable Asisa codes and standards. For any compliance or regulatory matters about the Financial Advisory and Intermediary Services (FAIS) Act, 37 of 2002, or any other applicable legislation, you can contact our compliance officer or public officer:

#### Compliance officer

Tel: 031 820 8448  
Email: [compliance@nedbankinsurance.co.za](mailto:compliance@nedbankinsurance.co.za)

#### Public officer

Email: [publicofficer@nedbankinsurance.co.za](mailto:publicofficer@nedbankinsurance.co.za)

To comply with the requirements of the FAIS General Code of Conduct Nedgroup Life has adopted and implemented a conflict of interest policy, which is on our website at [nedbank/insurance.co.za](http://nedbank/insurance.co.za). Should you not have access to the internet, phone our Client Services Contact Centre on 0800 333 111 for a copy.

### 3 Protection of personal information

Your privacy is very important to us. Therefore we will take all reasonable steps to ensure that your information, including the your personal information (for example your name, physical address, identification number or phone number) that you have given us or that we have collected from third parties is processed, transferred and stored in a secure manner.

But we may process your personal information (as defined in section 1 of the Protection of Personal Information Act, which may sometimes change), including your fingerprints, biometrics, personal identification details, photographs and identity verification to provide you with financial services and to detect and prevent fraud and money laundering.

We may also send your personal information to third parties (to provide you with financial services) and to foreign countries (if necessary) by electronic or other means for processing. You understand that these countries may not have specific data privacy laws and if that is the case, we will enter into appropriate confidentiality agreements with these service providers.

### 4 Information Regulator

If you have a complaint about information privacy that has not been resolved to your satisfaction, you can refer the matter to the Information Regulator.

Postal Address: PO Box 31533, Braamfontein, Johannesburg, 2017  
Email: [Complaints.IR@justice.gov.za](mailto:Complaints.IR@justice.gov.za)

### 5 Claims procedure

If you have a claim under your policy, you must notify the Claims Department immediately on:

Tel: 0800 333 111  
Email: [claims@nedbankinsurance.co.za](mailto:claims@nedbankinsurance.co.za)

### 6 Complaints procedure

We recommend that you take the following steps:

First try to resolve the problem by contacting our Nedbank Insurance Contact Centre:

Tel: 0800 333 111  
Email: [clientservices@nedbankinsurance.co.za](mailto:clientservices@nedbankinsurance.co.za)

If you are still not satisfied, escalate the complaint to the complaints resolution officer:

Tel: 0800 333 111  
Email: [complaints@nedbankinsurance.co.za](mailto:complaints@nedbankinsurance.co.za)

Complaints must, if possible, be made in writing. We will acknowledge that we have received your complaint within three working days. The complaints resolution officer then has 20 working days to resolve the complaint, and will notify you in writing of the outcome.

If a complaint is resolved in your favour, we will offer an appropriate redress. If it is not resolved in your favour, we will tell you why in writing and give you the details of the National Financial Ombudsman if you want to take the matter further.

### 7 National Financial Ombudsman (NFO)

If you need advice about your complaint or any other matter that has not been resolved satisfactorily, you may contact the National Financial Ombudsman (NFO):

Postal address: 110 Oxford Road, Houghton Estate, Illovo, 2198  
Tel: 0860 800 900  
Email: [info@nfosa.co.za](mailto:info@nfosa.co.za)  
Website: [www.nfosa.co.za](http://www.nfosa.co.za)

### 8 FAIS Ombudsman

If a complaint about advice or intermediary services that you have received is not resolved within six weeks, or if you are not satisfied with the outcome, you can refer the matter to the FAIS Ombudsman:

Postal address: PO Box 41, Menlyn Park, 0063  
Tel: 012 762 5000  
Sharecall: 0860 66 3274  
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