



Description of Cover

1 Owner Standard Bank of South Africa Limited, Registration Number 1962/00738/06 owns this policy.	4.4 Surrender Benefit The policy has no surrender cash value. This means it does not pay out anything if you cancel it.
2 Insured Person You, the insured person, must be a person with a home loan agreement with Standard Bank Home Loans, who is between 18 and 55 years old when the policy starts. You may also be a member of a sectional title scheme's body corporate that has a loan agreement with Standard Bank Home Loans. An extra insured person may also be covered on the same plan, conditions and level of cover, if Liberty Group allows this at the time. It is a condition of this Home Loan that you must have active credit Life insurance or your own life insurance. Standard Bank Home Loan Protection Plan will be cancelled once proof of own insurance has been provided to Standard Bank.	5 Death Cover If you die while this policy covers you and the claim is valid, Liberty Group will pay the benefit. All cover then ends, and Liberty Group is no longer liable under this policy. The death benefit ends on age 75. 5.1 Benefit The death benefit (on the claim date) is the amount you owe on the home loan when you die (excluding late payments), together with any interest for up to 90 days. The most Liberty Group will pay is R810 000 for each insured person.
3 Benefit Plan 3.1 Plan L Death, temporary disability and total and permanent disability. Cover for disability ends when you turn 65. The policy will then convert to a Death only cover. Death cover ends when you turn 75.	5.2 Suicide Exclusion If you die by your own deliberate actions (commit suicide) within two years of cover starting (or being reinstated), Liberty Group will not pay any benefit. If the average amount you owe on the loan in one month increases by 15% or more during any 12 months, the exclusion for suicide applies to the increased amount for 24 months from the last increase.
4 Benefits 4.1 Payment of benefits Liberty Group will only pay the benefits of this policy if: a Your claim is valid; b You have paid all your premiums; c All the terms of cover have been met; d You correctly fill in your age and other important information on the application; and e Standard Bank is entitled to the benefit.	6 Temporary disability cover If you suffer temporary disability as defined below, Liberty Group will pay the temporary disability benefit.
4.2 Important: Exclusion for pre-existing conditions Liberty Group will not pay any claim in the first 24 months after the start (or reinstatement) of cover because of any pre-existing condition you had when cover started. The following are examples of pre-existing conditions but are not limited to these: a Any form of any of the following medical conditions (except for minor sickness, for example a common cold or flu) that I have seen a medical doctor about or been treated for: <ul style="list-style-type: none"> heart disease or heart attack, high blood pressure or high cholesterol; cancer; stroke; kidney disease; depression, epilepsy or fit; pneumonia, asthma, TB (tuberculosis) or lung disease; disability; and diabetes. b The usage of any kind of chronic (long-term) medication continuously for at least six months; c Having had any special test (like a scan or X-ray) that was reported as abnormal and required medical treatment; d Any treatment during the past 24 months for any form of back-illness, hip, knee or shoulder problem; If the average monthly amount you owe on the loan increases by 15% (or more) during any 12 months, the exclusion for pre-existing conditions applies to the increased amount for 12 months from the last increase. The exclusion applies only in the first 24 months of cover; thereafter the Insured Person will have full cover.	6.1 Benefit Temporary disability is when you cannot earn money doing any business, activity or job because of: a Illness or disease; or b an accident (a sudden external, violent, unexpected event, which results in bodily injury), which stops you from doing any job or business, directly or on its own. If you have no business or job, you are regarded as temporarily disabled if you have to stay at home continually or in hospital on medical advice. The temporary disability benefit is equal to the monthly instalment (payment) you must pay immediately before the insured event happens. Where you pay other than every month, the benefit is the equivalent monthly payment. If Liberty Group has already paid the full benefits for 12 months under a previous claim, it will not pay any further amounts if you become temporarily disabled later. The policy continues and claims for other benefits can be made.
4.3 Limit of cover The highest cover for each insured person is R810 000 .	6.2 When the benefit is paid Liberty Group will pay Standard Bank the temporary disability benefit while you are ill or disabled, but: a the benefit will not be paid during the first 30 days of temporary disability; b the benefit will not be paid for more than 12 months; c If you have lost only part of your income the benefit is less (based on how much you have lost); d You must prove that you are still temporarily disabled; e the accident, illness or disease that caused temporary disability must happen during the period of cover and before this benefit expires; and f the benefit will not be paid if a death claim or total and permanent disability claim was paid for any insured person. Liberty Group regards the temporary disability as ended when its medical adviser says the illness or bodily injury is healed or cured as far as reasonably possible, even if there is still some permanent disability. 7 Total and permanent disability cover If you become totally and permanently disabled as described

be low, Liberty Group pays the total permanent disability benefit. Total and permanent disability is when any accident, or illness or operation:

- a completely and continuously prevents you from doing any job or activity in return for money; or
- b causes you to lose (or permanently lose the use of) both hands, both feet, or one hand and one foot, or to lose the sight in both eyes.

7.1

Benefit

The total and permanent disability benefit (on the claim date) is the amount you owe on the home loan (excluding late payments), together with any interest for up to 90 days.

The **most** Liberty Group will pay for each insured person is **R810 000**. The benefit ends when you turn 65. The benefit plan then converts to a death only plan and the premium is adjusted accordingly. If two of you are covered, and the oldest insured person turns 65, the benefit ends for both of you. The benefit plan converts to a death only plan and the premium is adjusted accordingly.

7.2

When the benefit is paid

Liberty Group will pay Standard Bank the total and permanent disability benefit and is then no longer liable under this policy if the claim is valid and:

- a Liberty Group is convinced the disability is permanent;
- b you gave Liberty Group proof of total and permanent disability;
- c the accident or illness that caused total and permanent disability happened during the period of cover and before the benefit expires;
- d no claim for death for either insured person has been approved.

8

Important Conditions and Exclusions applicable for Death, Temporary Disability and Total and Permanent Disability cover.

You must provide any reasonable medical evidence of death, temporary disability and total and permanent disability, and have any medical examination done (at your own cost) that Liberty Group needs. In addition to the pre-existing condition exclusion, this policy also does not cover any claim because you:

- a commit a crime;
- b take part in any riot, uprising, civil disorder, revolution, martial law, war or act to overthrow or influence any government or ruling body by force, terrorism or violence;
- c are exposed to any atomic energy, nuclear fission or reaction, biological or chemical hazards or weapons;
- d refuse to seek or follow medical advice;
- e drug and/or alcohol abuse;
- f try to kill or injure yourself on purpose; or
- g take part in any dangerous sport or activity more than once a year.

The current list of hazardous activities is:

- a Rock climbing/Mountaineering
- b Underwater diving which includes Scuba diving; Snorkelling; Cave diving; Pot-holing; Sink-hole dives and Wreck diving.
- c Aviation, which includes: Private aviation fixed wing and helicopter; Micro-light; Ballooning; Sailplane; Parasailing; Gyro-copting; Gliding and hang-gliding; Paragliding; Aerobatics; Crop-dusting; Game spotting etc.
- d Parachuting, sky-diving and sky surfing.
- e Speed contests, which include: Motor sport/racing; Powerboat racing and Motorcycle racing etc.
- f Fighting (except in bona fide self-defence).

If you die (or are injured or disabled) because you committed a crime or did something illegal, you will lose all benefits. Liberty Group may cancel all cover and you will lose all premiums paid.

9

Start of cover

The policy covers you from when the first premium is received, as long as all other terms of the policy are followed. Liberty Group will cover your debt to Standard Bank if you die because of an accident (as defined below) before paying the first premium, as long as you had completed all appropriate proposals (applications) for life insurance and Liberty Group had already decided to accept these proposals and the insurable risk.

If more than 90 days pass after your application is formally accepted and registered before you pay the first premium, Liberty Group may ask you to do a new application for cover.

Accident

An accident is a sudden external, violent, unexpected event, which results in injury or death.

10

Termination of Cover

10.1

End of benefits for Total and Permanent Disability and Temporary Disability.

- a The benefits for Total and Permanent Disability and Temporary Disability end when you turn 65. The benefit plan will then convert to a death only plan and the premium is adjusted in the same way.
- b If one policy covers the lives of two insured people and the oldest turns 65, the benefits end for both people. The benefit plan changes to a death only plan and the premium will be adjusted accordingly.

10.2

Other benefits

This cover ends as soon as any of these happens:

- a your home loan is paid off;
- b your home loan is cancelled;
- c the 30 days of grace are over and you have still not paid any outstanding premium;
- d a benefit for death or permanent disability is paid;
- e you turn 75. Where joint lives are covered and the oldest insured person turns 75, cover for the oldest insured person ends, but cover for death for the other insured person continues until age 75; or
- f the policy is cancelled because of legal action to recover the loan debt; or
- g when Liberty Group cancels the policy.

Premiums

Premiums you must pay

- The premiums are the monthly amounts you pay for insurance benefits cover. These change as you get older. The monthly premium also changes according to the average outstanding loan amount.
- The total premium you pay on joint lives (for two people) is the premium rate for the older insured person, plus a discount on the premium for the younger insured person.
- The premiums you must pay after your loan has been registered are based on the amount you still owe on your loan (or credit agreement). But if you have a building loan, premiums are based on the total amount of money you borrowed when the building loan converts to an ordinary loan, the premiums are based on the amount you still owe on the loan.
- If the Premium Debit Date falls on a weekend or public holiday, the nominated bank account will be debited on the first working day before or after the weekend or public holiday.

Debt review

If the account from which the premiums are debited from goes into debts review and we don't receive premiums the policy will cancel.

Legal Statuses

If your account goes into a legal status resulting in us being unable to collect the premiums due, the policy will cancel.

12

Change of premium rates

Liberty Group does not guarantee premium rates and reviews them at least once each year. Standard Bank will let you know about any change at least 30 days before it happens.

13

Days of grace

If you do not pay a premium on time, Liberty Group allows you 30 extra days to pay it. If no premium is received for two months, then it will be taken that you don't want the cover anymore and the policy will be cancelled by giving you one month's notice of cancellation.

If the policy is cancelled then no benefit is payable under this policy. The policy can be reinstated based on the rules of Liberty Group.

14

Charges you must pay

- Commission and administration is charged for each premium.
- Premiums are worked out based on total charges of 22.5% plus VAT), according to the Regulations under Section 49 of the Long Term Insurance Act.
- SBIB receives a binder fee per policy.

15 General terms (including conditions and exceptions)

15.1 Changes to the terms of this policy

- No changes to this policy are valid unless made in writing and duly authorised by an official of Standard Bank and Liberty Group.
- Standard Bank and Liberty Group may change or cancel any terms of this policy. They will write to your last known address about the change at least 30 days before.
- Standard Bank and Liberty Group may end this policy by giving you at least 30 days notice in writing. You must claim during the period of cover.

15.2 Important: Leaving out material information (Non-disclosure) If you:

- do not disclose any material information that is relevant (for example about your health or medical history); or
- disclose any information that appears to be wrong (for example, your date of birth).

Liberty Group may regard any claim as invalid. It may also cancel the policy and you will lose all premiums you paid.

15.3 Important: Fraud

If you are dishonest when you claim, you give up all benefits under this policy. Liberty Group may cancel this cover and you will lose all the premiums you have paid.

15.4 Territorial Limits

This policy only covers South African citizens living in South Africa.

15.5 Jurisdiction

South African law governs this policy. The South African courts may decide any dispute about this policy.

15.6 Currency

Premiums and benefits are shown and are paid in rands.

16 Important: Consent to collect and share your personal information

- Liberty Group or Standard Bank or both of them may need to collect and share certain personal information about you (and the other insured person in a joint policy) for administration purposes and to assess risks or consider claims for benefits under this policy.
- Liberty Group and Standard Bank may legally only collect, share and process information specifically related and relevant to this policy. Liberty Group and Standard Bank undertake to keep that information confidential and secure, and not to keep it for longer than it is needed.
- You consent to Liberty Group and Standard Bank (including their staff, representatives and certain subcontractors):
 - collecting any personal, medical or financial information about you that they regard as necessary from any person and processing it; and
 - sharing information in any related policy or other document with any other insurance company, directly or indirectly.
- This consent may limit your right to privacy. But it applies

only for the above purposes and you may ask at any time for access to the information collected, processed or shared.

- Your consent is effective after you die.

Information on unpaid or Unclaimed benefits

It is the responsibility of the owner/policyholder to ensure that Liberty and SBIB always have up to date contact information (including that of any potential beneficiary).

Where we Liberty becomes aware that benefits are payable, we will seek to communicate at the last address provided to us. If this is unsuccessful, we will take reasonable steps to find those who are entitled to the benefits, which steps may entail the appointment by us of external tracing agents. The policyholder/owner consents to us Liberty appointing an external tracing agent and providing them with the necessary personal information to conduct such tracing. A tracing and management fee as determined at time of tracing may be deducted by us from the benefits payable. Note that in certain circumstances, an additional amount may be payable by Liberty in relation to any late payment.

17 Cooling-off period

You **may cancel** this policy by writing to us within 30 days of receiving terms and conditions. This is known as the cooling off period, and we will return any premiums you have paid unless a claim has been submitted on this policy. If you do not cancel your policy within 30 days, you will be bound by the policy terms and conditions.

18 Cancellation

If you wish to cancel your policy, you need to provide us with 30 days notice of your request to cancel the policy. If we wish to cancel your insurance policy, we will provide you with 30 days notice at your last known postal or email address.

19 Claims, questions or complaints

To claim a benefit on your policy please contact your Standard Bank adviser for the necessary documents or telephone the claims line on **0860 123 555**. You must report a claim **within three years** of the insured event, after which your claim will no longer be valid.

Queries or complaints

Discuss your query or complaint with your Standard Bank adviser. If you are not happy with how the matter is handled, contact:

- the Credit Life Help Line on **0860 123 911**; or
- Liberty Group's Care Line on **0860 102 013**; or (if the problem is still not sorted out)
- the Liberty Group customer relations department on **011 408 3435**; or (if the problem is still not sorted out)
- the Long-term Insurance Ombud or the Registrar of Long term Insurance at the contact details shown below.

20 Ceding of own Life insurance

You need to fax signed cession form from broker and Insurer and copy of own insurance to **011 858 7280** within 30 days and full premiums will be refunded. Premiums will be refunded for the period when there is dual insurance for same cover.

Important Information

Disclosures in terms of the Financial Advisory and Intermediary Services Act, 37 of 2002 (FAIS)

This document contains important information regarding Standard Bank Insurance Brokers (Pty) Ltd (SBIB, our, we, us).

Please read the document carefully.

1 About SBIB

- 1.1 SBIB (registration number, 1978/002640/07) is an authorised financial services provider. Our FSP licence number is **224**.
- 1.2 Our postal address is PO Box 32028, Braamfontein, 2017.
- 1.3 Our physical address is 4 Ellis Street, Constantia Kloof, 1709.
- 1.4 Our Share Call number is **0860 123 911**.
- 1.5 Our fax number is **011 858 7280**.
- 1.6 Our compliance department can be contacted on **011 636 8040** or email us at Groupfaiscomplianceofficer@standardbank.co.za.
- 1.7 We hold professional indemnity and fidelity insurance cover.
- 1.8 We are a wholly-owned subsidiary of Standard Bank Financial Services Holdings (Pty) Ltd. Standard Bank Financial Services Holdings (Pty) Ltd is part of Standard Bank Group Limited (Group).
- 1.9 Liberty Holdings Limited is a subsidiary of the Group. Liberty Holdings Limited in turn comprises of various subsidiaries including Liberty Group Limited and Stanlib Limited (of which Stanlib Collective Investments Limited, Stanlib Asset Management Limited and Stanlib Wealth Limited are subsidiaries).
- 1.10 The Group, through its preference shares in Liberty Group Limited, has entered into an arrangement with Liberty Group Limited for the marketing and promotion of insurance products. The profits from the sale of these products are shared by Liberty Group Limited with the Group.
- 1.11 We receive more than 30% of all remuneration, including commission, from Liberty Group.
- 1.12 We have no shareholding in any insurer.
- 1.13 We subscribe to the Group's FAIS Conflict of Interest Management Policy, which can be found on www.standardbank.co.za by clicking on the FAIS Conflict of Interest Policy.

2 Our representative

- 2.1 Our representative, The Standard Bank of South Africa Limited (registration number 1962/000738/06), is authorised in terms of a written mandate to render an intermediary service (Service) on our behalf in respect of the product providers mentioned in this disclosure.
- 2.2 The Standard Bank of South Africa Limited is acting on behalf of Standard Bank Insurance Brokers (SBIB) and SBIB is the FSP rendering the intermediary services.
- 2.3 We accept full responsibility for the actions of our representative when it renders a Service to you in respect of the categories of financial products set out below.
- 2.4 We provide an advisory service through our call centre on **0860 123 911**.

3 FAIS licence product categories

- We may provide Services in respect of the following product categories:
- 3.1 Long-term insurance products.

4 Product providers

- We may provide Services in respect of products offered by Liberty Group.
- SBIB also has contractual relationships with other product suppliers. For more information on the other product suppliers you can contact us on our Share Call number **0860 123 911**.

5 Complaints resolution

- 5.1 If you have a complaint, please contact our Customer Resolution Centre on **0860 101 101**.
- 5.2 You can also log onto our internet page at www.standardbank.co.za for a copy of our complaints handling process.

6 The FAIS Ombud

- If your intermediary, such as a broker or financial services provider did not sort out a complaint about a policy you bought or that has been changed, replaced or ended, you may complain to the FAIS Ombud.

Postal address The FAIS Ombud
 PO Box 74571,
 Lynnwood Ridge, 0040
Phone number **012 470 9080** or **012 470 9099**
Fax number **012 348 3447**
Sharecall number **0860 324 766**
Email info@faisombud.co.za

7 Underwriter or Insurer Liberty Group Limited

The insurer for this product is Liberty Group Limited (referred to as Liberty Group), company registration number 1957/002788/06. Liberty Group is 100% owned by Liberty Group.

Street address Liberty Centre
 1 Ameshoff Street,
 Braamfontein, 2001
Postal address PO Box 10499,
 Johannesburg, 2000
Phone number **011 408 3911**
Fax number **0866 880 717**
Careline **0860 102 013**
Email help@liberty.co.za

8 Registrar of Long-term Insurance

Postal address Financial Services Board
 PO Box 35655,
 Menlo Park, 0102
Phone number **012 428 8000**
Fax number **012 347 0221**

9 The Long-term Insurance Ombud

Postal address The Ombudsman for Long-term Insurance
 Private Bag X45,
 Claremont, 7735
Phone number **021 657 5000**
Fax number **021 674 0951**
Sharecall number **0860 103 236**