

This section provides you with information pertaining to the definitions used in your Policy:

**“You/your”**: refers to the person whose name and address appears on the voice logged proposal or welcome letter schedule.

**“Insurer”**: refers to Standard Insurance Limited (SIL) (registration number, 1993/007593/06).

**“Administrator”**: refers to Innovation Group Distribution (Registration No. 1994/004145/07). Innovation Group Distribution is a licensed Financial Services Provider for the purposes of the Financial Advisory and Intermediary Services Act 37 of 2002.

**“Intermediary”**: refers to Standard Bank of South Africa Limited (Registration No. 1962/000738/06). Standard Bank of South Africa Limited is a licensed Financial Services Provider for the purposes of the Financial Advisory and Intermediary Services Act 37 of 2002.

**“Your Vehicle”**: refers to the vehicle as specified in the dealer schedule or welcome letter schedule.

**“Mechanical Failure”**: refers to the unforeseen failure of any of the components specifically listed under the “Components Covered” section, arising from mechanical and/or electrical failure, causing a sudden stoppage of their functions and necessitating repair and/or replacement.

**“Cost of Repair”**: refers to the usual and reasonable charges for components and/or labour required to repair or replace the damaged components.

**“Insured”**: refers to the owner of the vehicle at the time of purchase of your Policy, or in the instance where the Policy has been transferred in terms of your Policy, the new owner of the vehicle.

**“Authorised Dealer”**: refers to an Authorised Repairing Dealer registered as such with Innovation Group’s Approved Panel.

**“Manufacturer”**: refers to the entity who manufactured / supplied the vehicle as specified on the dealer schedule or welcome letter schedule.

**“Current Trade Value”**: refers to the average value that your vehicle is worth when trading-in or selling your vehicle. It is an industry guideline that vehicle dealerships use in order to determine a purchase price when buying or selling a vehicle.

**“Cover”**: refers to your Policy.

**“Benefits”**: refers to the components covered by your Policy and their amounts.

**“Roadworthy”**: refers to the vehicle that must be maintained according to the roadworthy requirements of the applicable National Road Traffic Act.

**“Pro Rata”**: refers to the portion of the premium paid back to you using the unexpired risk period calculated as a percentage of the total risk term of your Policy.

#### **About the Insurer**

The Insurer underwrites the benefits of the Standard Bank Monthly Pre-Owned Warranty, (hereinafter referred to as your “Policy”). Your Policy conforms to the requirements of the Short-Term Insurance Act 53 of 1998 (as amended) and in no way detracts from your legal rights.

The Insurer will accept the risk if your vehicle complies with the terms and conditions as set out in your Policy. The Insurer however, reserves the right to decline this proposal, which will be done within 30 days of the Policy purchase date. In the event of such a refusal, a full refund of the premium will be made

#### **What you need to know and do**

This section of your Policy explains your responsibilities.

Your Policy explains various terms and conditions that you need

to be aware of and adhere to/comply with in order for your Policy to remain in force. Failure to comply with the terms and conditions could result in a claim against your Policy being rejected and your Policy being cancelled

#### **Pre-owned Warranty Eligible Vehicles**

- Benefit B (see “Limits of Liability” Table).

#### **In order to qualify for Option B, the vehicle must:**

- Be less than 5 years old from date of original registration and have less than 120 000km recorded on the odometer;
- Have a full-service history in place, as per the Manufacturer’s specification;
- Be a passenger or light commercial vehicle with a gross vehicle mass of less than 3 500 kg;
- Not be a taxi, rental vehicle, exotic vehicle, rebuilt vehicle (Code 3), modified vehicle or vehicle used in any form of motoring competition or sport;
- Must be maintained according to the roadworthy requirements of the applicable National Road Traffic Act.
- Benefit C (see “Limits of Liability” Table).

#### **In order to qualify for Option C, the vehicle must:**

- Be less than 8 years old from date of original registration and have less than 160 000km recorded on the odometer;
- Have a full-service history in place, as per the Manufacturer’s specification;
- Be a passenger or light commercial vehicle with a gross vehicle mass of less than 3 500 kg;
- Not be a taxi, rental vehicle, exotic vehicle, rebuilt vehicle (Code 3), modified vehicle or vehicle used in any form of motoring competition or sport;
- Must be maintained according to the roadworthy requirements of the applicable National Road Traffic Act.
- Benefit D (see “Limits of Liability” Table).

#### **In order to qualify for Option D, the vehicle must:**

- Be less than 15 years old from date of original registration and have less than 300 000km recorded on the odometer;
- Have a full-service history in place, as per the Manufacturer’s specification;
- Be a passenger or light commercial vehicle with a gross vehicle mass of less than 3 500 kg;
- Not be a taxi, rental vehicle, exotic vehicle, rebuilt vehicle (Code 3), modified vehicle or vehicle used in any form of motoring competition or sport;
- Must be maintained according to the roadworthy requirements of the applicable National Road Traffic Act.

#### **Effective Date and Duration**

Your cover commences after 3 months from the date the actual sale of the policy was concluded and continues on a monthly basis until your Policy is cancelled by you or the vehicle reaches the age of 15 years from date of first registration or the vehicles odometer reaches 300 000 km’s.

People use vehicles differently, so you must inform Innovation FSP when your vehicle reaches the limits below, whichever one comes first:

- 15 years old (from date of first registration) or
- total mileage of 300 000 km (distance on the odometer).

## Components covered

	Prestige			Standard		
	<5 Years	<8 Years	<15 Years	<5 Years	<8 Years	<15 Years
	<120,000km	<160,000km	<300,000km	<120,000km	<160,000km	<300,000km
	B	C	D	B	C	D
Engine	30 000	20 000	16 500	20 000	13 500	11 500
Automatic transmission	25 000	15 000	12 000	15 000	9 000	7 000
Manual transmission	25 000	15 000	12 000	15 000	9 000	7 000
Clutch	10 000	6 000	5 000	6 000	3 500	3 000
Electrical components	7 000	3 500	2 500	3 500	2 000	1 500
Fuel system	15 000	6 000	4 000	6 000	2 500	2 000
Cooling system	5 000	3 500	3 000	3 500	2 500	2 000
Turbo assembly	20 000	10 000	7 500	10 000	5 000	4 000
Overheating	20 000	10 000	7 500	10 000	5 000	4 000
Cambelt failure	20 000	10 000	7 500	10 000	5 000	4 000
Management system	20 000	10 000	7 500	10 000	5 000	4 000
Steering mechanism	15 000	6 000	4 000	6 000	2 500	2 000
Air conditioner	15 000	6 000	4 000	6 000	2 500	2 000
Transaxle	15 000	6 000	4 000	6 000	2 500	2 000
Differential	15 000	6 000	4 000	6 000	2 500	2 000
Electronic ignition	7 000	3 500	2 500	3 500	2 000	1 500
Braking system	7 000	3 500	2 500	3 500	2 000	1 500
Wheel bearings	7 000	3 500	2 500	3 500	2 000	1 500
CV joints	7 000	3 500	2 500	3 500	2 000	1 500
Prop shaft and couplings	7 000	3 500	2 500	3 500	2 000	1 500
Drive pulleys	7 000	3 500	2 500	3 500	2 000	1 500
Radiator	7 000	3 500	2 500	3 500	2 000	1 500
Suspension	7 000	3 500	2 500	3 500	2 000	1 500
Front wheel drive unit	7 000	3 500	2 500	3 500	2 000	1 500
Cylinder head gasket	7 000	3 500	2 500	3 500	2 000	1 500
Alarm and immobilizer	7 000	3 500	2 500	3 500	2 000	1 500
Casings	7 000	3 500	2 500	3 500	2 000	1 500
Entertainment system	7 000	3 500	2 500	3 500	2 000	1 500
<b>Additional Benefits</b>						
Insurance excess payment	1 000	1 000	1 000	1 000	1 000	1 000
Install. Payment protector	1 000	1 000	1 000	1 000	1 000	1 000

The policy covers the following components against mechanical failure as per limits below. If you do not understand anything regarding the components covered please phone our **Customer Care Centre on 0861 632 633**. Manufacturer's limits apply.

<p><b>1 Differential</b> All internal lubricated components.</p> <p><b>2 Air-conditioner</b> Compressor only (excluding re-gassing).</p> <p><b>3 Alarm or immobilizer</b> One payment per policy.</p> <p><b>4 Gearbox</b> (Manual /Automatic) All lubricated components including torque converter (excluding flex plate).</p> <p><b>5 Braking system</b> Master cylinder, wheel cylinders, servo unit, ABS control unit and all sensors, vacuum pump on diesel vehicles only (excluding all friction surfaces/materials),</p> <p><b>6 Cambelt failure</b> Cambelt and tensioner (excluding routine maintenance).</p> <p><b>7 Clutch</b> Clutch plate, clutch fork, clutch cable, pressure plate, master and slave cylinder, flywheel ring gear (mechanical failure only), release bearing, rollers and pilot bearing are covered against mechanical failure only.</p> <p><b>8 Cooling system</b> Water pump, welsh plugs, thermostat, thermo-switch, and heater radiator.</p> <p><b>9 CV joints</b> Constant velocity joints (excluding dust covers and rubbers).</p> <p><b>10 Suspension</b> Upper and lower wishbones with associated ball joints, bushes and springs are covered against mechanical failure</p> <p><b>11 Drive pulleys</b> Crankshaft, camshaft, tensioners, and jockey pulleys are covered in the event of mechanical failure.</p> <p><b>12 Electrical components</b> Alternator, starter motor, windscreen wiper motors, electric window motors (excluding serviceable items, switches, relays, brushes and bushes).</p> <p><b>13 Electronic ignition</b> Distributor and coil packs, including pencil coils.</p> <p><b>14. Engine</b> All lubricated components (excluding burnt and bent valves, except if valves are bent because of cambelt failure).</p> <p><b>15 Fuel system</b> Mechanical and electrical fuel pumps, fuel injection control and sensor units and injectors. (All calibration and serviceable components are excluded and the use of incorrect or contaminated fuel).</p> <p><b>16 Management system</b> Engine and transmission management control units only.</p> <p><b>17 Front wheel drive unit</b> External drive shafts, couplings, hubs, bearings and drive flanges for 4x4 vehicles only</p> <p><b>18 Overheating</b> Mechanical failure as a result of overheating (excluding failure from heater radiator, water pipes and flanges).</p> <p><b>19 Propshaft and Couplings</b> Propshafts, universal joints and centre bearings.</p> <p><b>20 Radiator</b> Engine cooling radiator only.</p> <p><b>21 Steering mechanism</b> All internal components of steering box or rack, (including power steering pump).</p> <p><b>22 Transaxle</b> All lubricated components.</p> <p><b>23 Turbo assembly</b> Original manufacturer-fitted turbo charger only, intercooler and superchargers only.</p> <p><b>24 Wheel bearings</b> Sealed bearings only (driven wheels only).</p> <p><b>25 Cylinder head gaskets</b> Cylinder head gasket only</p>	<p><b>26 Casings</b> Engine block, cylinder head, gearbox, differential, drive unit, inlet and exhaust manifolds are covered in the event of damage being caused by the failure of a covered component.</p> <p><b>27 Entertainment System</b> LCD screen (10" or less), RF modulator, digital video disc player, compact disc player and power converter (Applicable to original manufacturer fitted units only) <b>Maximum cover R7 000.</b></p> <ul style="list-style-type: none"> <li>• Cover for failure because of fair wear and tear that results in mechanical failure of a covered component is limited to half the cost of the repair or half the maximum benefit for the component concerned, whichever is less.</li> <li>• The maximum amount payable for each individual component, is defined in the table above.</li> <li>• The maximum amount payable per claim will be the accumulated limit of each individual component that is covered under your Policy in line with point (a) above but shall not exceed the limit of the major component.</li> </ul> <p>The total aggregate of all claims shall not exceed the current trade value of your vehicle. Any number of failures that happen or are reported at the same time are treated as one claim.</p> <p><b>Benefits</b></p> <p><b>1 Installment payment protection</b> If spare parts cannot be found and this delays the repair of the vehicle for more than 14 normal working days after the claim is approved, the Insurer will repay part of your monthly vehicle payment for the time you cannot use the vehicle. (Parts order must be provided as proof of delay) The policy will not pay this benefit more than once for each policy. <b>Maximum cover R1 000.</b></p> <p><b>2 Insurance excess payment</b> The Insurer will pay your first amount of the loss payable (excess) if:</p> <ul style="list-style-type: none"> <li>• you suffer a total loss (for example if the vehicle is written off)</li> <li>• you cannot claim the excess under another policy</li> <li>• you finance a replacement vehicle with Standard Bank Vehicle and Asset Finance, and</li> <li>• you take out a new policy on the replacement vehicle.</li> </ul> <p><b>The policy will not pay this benefit more than once for each policy.</b> <b>Maximum cover R1 000.</b></p> <p><b>3 Entertainment System</b> This policy covers the cost of repairing the entertainment system, LCD screen (10" or less), RF modulator, digital video disc player, compact disc player and power converter (Applicable to original manufacturer fitted units only)</p> <p>This cover specifically excludes the following:</p> <ul style="list-style-type: none"> <li>• Accidental or deliberate damage</li> <li>• Theft</li> <li>• Fire</li> <li>• Water damage</li> <li>• Cosmetic damage</li> <li>• Pre-existing faults</li> <li>• Incorrect fitment</li> </ul> <p><b>Maximum cover R7 000.</b></p> <p><b>Exclusions</b> <b>What you are not covered for</b> <b>This policy does not cover any repair or replacement costs to or as a result of:</b></p> <ul style="list-style-type: none"> <li>• Any parts not specified under the "Components Covered" section;</li> <li>• Any repairs undertaken without the prior authorisation of the Administrator;</li> <li>• Any damage caused by theft, hi-jacking, an accident, malicious damage, misuse or neglect;</li> </ul>
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- Any damage resulting from the fitting of experimental units or modifications, other than those approved by the vehicles original Manufacturer;
- Any standard services and service parts required during routine maintenance;
- Any repairs, should it be discovered that the odometer has been disconnected or tampered with;
- Any gradual reduction in operating performance commensurate with the age and kilometres covered by the vehicle;
- Any claims for repair, replacement or alterations not accompanied by a valid, fully completed and detailed VAT invoice by the Authorised Dealer;
- Any mechanical and/or electrical failure which is recoverable under any other insurance policy;
- Any loss or damage resulting from any water, foreign substances, incorrect or contaminated fuel, defective products or poor workmanship;
- Any cause of breakdown, in the opinion of the Administrator acting on behalf of the Insurer that was evident prior to the effective date of your Policy;
- Any oil leaks of any nature and/or damage caused as a result thereof;
- Any hoses, pipes, auxiliary belts, fan blades and CV rubber boots or dust covers;
- Any re-gassing of the air conditioner;
- Any taxi's, rental vehicles, exotic vehicles, rebuilt vehicles (Code 3), modified vehicles or vehicles that are or have been used in any form of motoring competition or sport;
- Any damage to tyres;
- Loss or damage to accessories or spare parts;
- Any damage to beading or moulding, damage involving accessories, door mouldings, plastic/vinyl/hardened rubber trim parts, window moulding, lamps of any sort or any window panel;
- Liability to any passenger or third party whatsoever, including third party vehicles, for loss, damage or personal injury;
- Any loss or damage caused, sustained or incurred whilst your vehicle is being driven by you or by another person with your consent, unless duly and fully licensed to drive your vehicle in terms of any applicable legislation, or whilst the concentration of alcohol howsoever measured, in your or such person's blood or respiratory system exceeds the statutory limit in force at such time, or whilst you or such person is under the influence of alcohol or a drug having a narcotic effect;
- Any claim arising out of any contractual liability;
- Damage caused by a road traffic accident or fire;
- Loss or damage related to or caused by civil commotion, labour disturbances, riot, strike, lock-out or public disorder, war, invasion, acts of foreign enemy, hostilities or warlike operations, or any risk which is covered by your Policy issued by SASRIA Limited. If we allege that the loss or damage is covered by the SASRIA Limited policy the burden of proving the contrary shall rest on you;
- Loss or damage caused directly or indirectly by or through or in consequence of or contributed to by nuclear weapons material or by ionising radiations or contamination by radioactivity or by any nuclear fuel or waste;
- Any claim in terms of your Policy, unless you have complied with all the Policy terms and conditions;
- Any damage exceeding the maximum repair limit as per your Policy;
- Any depreciation in value arising from repairs or restoration;
- Any loss or claim arising where there is misrepresentation, non-disclosure or incorrect description of any fact or circumstance, whether in connection with your Policy or your claim in terms of your Policy;
- Loss or damage if your vehicle is used at any time during the period of Insurance as a taxi or to transport passengers for reward or is hired out for reward;
- If your vehicle is being used for racing, rallies, speed and other contests or whilst your vehicle is being used for any purpose in connection with the motor trade other than for the purpose of overhaul, upkeep or repair of your vehicle;
- A negligent, wilful or criminal act by you;
- Specifically excluding commercial vehicles, taxis/vehicles used to transport fare paying passengers, tow trucks, and motor homes.

#### Components not covered

The policy does not cover:

- Cambelt replacement (maintenance item)
- Shock absorbers
- Exhaust system

- Body paint and trim
- Fuel system corrosion
- In-car entertainment equipment
- Batteries
- Glass
- Tyres
- Re-gassing of air-conditioner system and the receiver dryer unit
- Accessories and parts that are not original factory-fitted parts
- Brake discs, drums and all friction materials
- Remote control for alarm and immobiliser unit, including battery, and
- Normal wear and tear.

If the Administrator determines that any claim was caused by the vehicle's lower performance because of its age or mileage, all claims will be limited to 50% of the claims limit, despite any other clauses in the policy. This does not apply to overheating and cambelt failure, for which the specific limit in the limits of cover table applies.

If a repair involves new or exchange units, but the Administrator in its reasonable opinion determines that the new or exchange unit exceeds the value of the repaired goods, then you must pay the difference in cost.

If you do not understand anything regarding this policy, please phone our **Customer Care Centre on 0861 632 633**.

#### Terms and Conditions

- These terms and conditions shall also incorporate, as express terms and conditions, all the contents of your Policy, which you will be deemed to have read and understood.
- It is agreed and declared that the Administrator, acting on behalf of the Insurer, will be released from all liability and obligations under your Policy if the terms and conditions of your Policy are not fully complied with.
- All claims must be reported to the Administrator immediately. In the event of a breakdown after hours, over a weekend or a public holiday the claim must be reported to the Administrator on the next working day. Failure to do so may invalidate the claim.
- All claims documentation must be received by the Administrator within 30 days of the date of completion of the repairs; otherwise they will not be accepted.
- The Administrator, acting on behalf of the Insurer, reserves the right to cancel your policy should it be deemed that excessive claims have been submitted which outweigh the benefits limits of your Policy. Your Policy will be cancelled for excessive claims within your Policy duration.
- You must service the vehicle as per the requirements defined in the "Service Requirements" section. Failure to comply will invalidate your Policy.
- Your Policy is in addition to, and does not detract from, any contractual rights under Statute or Common Law.
- You must take all reasonable steps to maintain your vehicle and keep it in a proper and efficient state of repair and in the event of any mechanical and/or electrical failure you must use all reasonable means to protect the vehicle from further loss or damage.
- In no case whatsoever will the Administrator, acting on behalf of the Insurer, be liable to make any payment in respect of any mechanical and/or electrical failure after the expiration of 6 months from the occurrence of mechanical and/or electrical failure.
- It is your responsibility to ensure that, in the case of diesel vehicles, the diesel pump is calibrated as per the Manufacturer's specifications. A failure resulting from incorrect calibration will result in rejection of the claim.
- All repairing invoices by the Authorised Dealer must be submitted to the Administrator and signed by you.

#### Premium collection

##### Your premium is payable as a monthly payment.

Upon receipt of a fully completed voice-logged proposal and the required premium, the Insurer will accept the risk if your vehicle complies with the terms and conditions as set out in your Policy.

It is your responsibility to ensure that the payment for each month is made timeously and that in the event of payment being made via a debit order from your bank account that there are sufficient funds in your account.

Failure to make the payment on the due date will result in the cover under your Policy not being in force. Please note that you will be afforded a 15 Day grace period, from the date of the purchase

of your Policy, within which you would be able to make payment for an unsuccessful premium payment. If no payment is received within this period, you will not be covered and your Policy will be cancelled.

Written notification of any change in banking details should reach the Administrator or Financing Institution at least 10 days before the next premium is due for payment.

The Insurer reserves the right to increase the monthly premium once a year by giving you 60 day's written notice either by mail or fax, or via electronic media in the form of an email to the last known address.

#### **Cooling Off Period**

Please note that this policy has a 31-day cooling off period. This means that if this cover does not suit your needs, you may cancel it within 31 days of having taken out this policy or made any changes to this policy.

We will refund all your premiums you have paid within the cooling off period back to you, provided you have not claimed or submitted any claims during this period.

If you do not cancel within the cooling off period, you will be bound to the terms and conditions of the policy.

Your request for cancellation shall be completed by no later than 60 days after the Administrator receives your cancellation notice.

#### **Policy Amendments and Cancellations**

You are entitled to cancel your Policy at any time by giving the Administrator 30 days' written notice. Should you wish to cancel your Policy you are required to advise the Administrator in writing.

The Administrator, acting on behalf of the Insurer, is entitled to amend the terms and conditions or cancel your Policy by giving you 31 days' written notice, via email, fax or post to the last known address unless the following circumstances apply:

- a) Non-payment of premium – subject to 15-day grace period after non-payment;
- b) A material change in the risk which results in the risk being uninsurable or forms part of the excluded risks under this policy which will:
  - o result in your Policy automatically coming to an end; or
  - o provide the Insurer with a right to end the cover under your Policy.
- c) Where immediate termination is required by law.

#### **In the event that you cancel your Policy, the following conditions will apply to premium refunds**

- Where a refund is due to you, all cost incurred, including commissions, underwriting fees and binder fees will be deducted. The balance will be refunded on a pro-rata basis and payment will be processed within 30 days of the cancellation request date.
- If you cancel the policy and a claim has been submitted, lodged, pending or paid under the Policy there will be no refund due to you, however should your claim be rejected then a pro-rata amount will be refunded.
- If the Policy has been financed by a financial institution or forms part of a suspensive sale agreement, the refund will be paid to the financing institution.

#### **Repair / Replacement**

The Insurer may, at their option, repair or replace and damaged parts or may pay in cash the amount of the loss or damage; it being specifically provided that service exchange units may be utilised where applicable. Provided that in the event of any part being unavailable in the Republic of South Africa as a standard ready-manufactured article, the liability of the Insurer in respect of such part shall be met by the payment of a sum not in excess of the value of the part at the time of the breakdown, but not in any case exceeding the maker's last published list price, or the stated benefits, whichever is the lesser.

If it is necessary to replace rather than repair any components, this policy does not cover any used component fitted that has not been fully reconditioned.

#### **Wear and tear**

- This policy is not meant to make new vehicles from old ones.
- Normal wear and tear – this policy does not cover weakening or worsening because of use or age of the vehicle (for example) that does not cause actual failure.
- Fair wear and tear – this policy does cover weakening or worsening because of factors such as use or age that cause actual mechanical failure.

#### **Service conditions**

##### **For this policy to remain valid:**

- You must service and maintain your vehicle according to the manufacturer's specifications, or this policy will not be valid.
- The policy does not cover costs of normal servicing or maintenance, or any accident damage.
- It is very important to make sure that any diesel pump is calibrated according to the manufacturer's specifications, or your claim will be rejected.
- A maximum tolerance of 1 000 km or 30 days (whichever happens first) after you are supposed to service it, will be allowed.
- Services and maintenance must be done by the manufacturer's official dealer. These dealers have the facilities needed for correct servicing of the vehicle. The manufacturer also updates them about changes in procedures and technical specifications. Ask the official dealer if you are unsure about your vehicle's specific servicing needs.
- You must keep all service invoices, because the Administrator will need proof of servicing if you claim.

##### **No claim is considered unless you follow the rules above.**

#### **Claims Procedure**

In the event of a mechanical and/or electrical failure which is likely to result in a claim, you must at your own expense:

- Notify the Administrator, telephonically on the numbers provided of any event resulting in a claim being made against your Policy;
- Provide the Administrator with such proof and information as the Administrator may require to process the claim;
- The Administrator will recommend Authorised Dealers in your preferred area who have conformed to the stringent requirements of the Administrator's Approved Panel. You may choose the Authorised Dealer;
- All repair work must be authorised in advance by the Administrator; failure to obtain prior authorisation before repair work has been started will invalidate your claim.
- You will not be liable for any excess payments when lodging a claim

#### **Information required when reporting a claim:**

- Owner's name;
- Policy number;
- Current odometer reading on your vehicle;
- Nature of mechanical failure / breakdown (failure, cause, remedy);
- Address where vehicle can be inspected;
- Service records and/or invoices.

In the event that the damage occurs after hours, over a weekend or a public holiday, you must report the claim to the Administrator on the next working day.

Should it be necessary to disassemble any component to establish the cause or extent of the damage, it is your responsibility to authorise the disassembly so as to establish whether there is any liability under your Policy.

The Administrator reserves the right to inspect your vehicle or failure before authorisation is given.

After the work has been completed by the Authorised Dealer, it is your responsibility to inspect the vehicle so as to ensure that the service work is satisfactory and complete in all respects.

Please ensure that the Authorised Dealer submits all repair invoice(s), signed by you, to the Administrator via email, post or fax within 30 days after the repairs are completed, failing which the claim will not be considered and you will be liable for the repair cost.

Should your claim be rejected, you are entitled to receive a full explanation from the Administrator.

#### **Disputes and rejection of claims**

**"Rejection"** means we decline or refuse your claim or part of your claim.

If you are dissatisfied with any decision concerning the rejection of your claim or if the value of your claim has been disputed, you will have the right to make representations to us within 90 days from the date of receipt of the rejection by doing the following:

- asking for your claim to be re-evaluated by our management, or
- exercising your rights to write to the office of The Ombudsman for Short Term Insurance, PO Box 32334, Braamfontein, 2017.

The Insurer has within 45 days of receiving the representation, to notify you of their decision after reviewing the representation.

We will abide by the decision of the Ombudsman.

If you are dissatisfied with the outcome of the re-evaluation of your claim as mentioned above, you have the right to take legal action against us within six months from the date of expiry of the 90 days mentioned above.

If you fail to comply with the above time period you will forfeit your claim and we will have no liability in terms of such claim.

#### **Resolving disputes, jurisdiction and currency**

- South African law and its courts govern and may decide disputes about this policy
- This policy is only valid in South Africa, Botswana, Namibia, Lesotho and Swaziland.
- All payments must be made in South African rand.

#### **Complaints**

Any complaints and management questions about this policy will be handled by the Administrator. You can phone their administration and complaints departments on the **Customer Care Centre on 0861 632 633**.

**Important: You can get details of the Administrator's complaints policy on its website [www.innovationgroup.com/sa/regulatory-information](http://www.innovationgroup.com/sa/regulatory-information) or by phoning their Customer Care Centre on 0861 632 633.**

#### **Transfer of policy**

You can transfer this policy to a buyer of the insured vehicle if:

- the vehicle is refinanced through Standard Bank Vehicle and Asset Finance, and
- the Administrator approves the transfer in writing.

#### **Dishonesty**

If you (or anyone acting for you) commits fraud or attempts to claim a policy benefit dishonestly or improperly, all benefits will end immediately, and the policy will be cancelled.

You will receive no refund

#### **Cautionary notice**

- You must make sure that all information given by you, or for you (including by your financial services provider) is correct and that you have given all relevant information.
- Do not sign any blank or partially filled in application form.
- Fill in all forms in ink.
- Keep all documents given to you.
- Write down what is said to you.
- Don't feel pressure to buy a policy.

#### **Data Protection Group**

Standard Bank Group Limited, its subsidiaries and their subsidiaries.

**Personal Information Information** about an identifiable, natural person and where applicable, a juristic person, including, but not limited to information about: race; gender; sex; pregnancy; marital status; nationality; ethnic or social origin; colour; sexual orientation; age; physical or mental health; well-being; disability; religion; conscience; belief; culture; language; birth; education; medical, financial, criminal or employment history; any identifying number, symbol, e-mail, postal or physical address, telephone number; location; any online identifier; any other particular assignment of the person; biometric information; personal opinions, views or preferences of the person or the views or opinions of another individual about the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; and the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

#### **Process**

Any operation or activity, automated or not, concerning Personal Information, including: alteration, blocking, collation, collection, consultation, degradation, destruction, dissemination by means of transmission, distribution or making available in any other form, erasure, linking, merging, organisation, receipt, recording, retrieval, storage, updating, modification, or the use of information. Processing and Processed will have a similar meaning.

#### **We, us, our**

The Standard Bank South Africa Limited; Standard Bank Insurance Brokers (Proprietary) Limited and Standard Insurance Limited (where Standard Insurance Limited is the insurer), its successors and assigns.

#### **Data protection**

- 1** You consent to us collecting your Personal Information from you and where lawful and reasonable, from public sources for credit, fraud and compliance purposes, as well as the purposes set out below.
- 2** You acknowledge and agree that it may be necessary for us to share your Personal Information from time to time with certain industry bodies (such as the South African Insurance Association), regulatory bodies (such as the Financial Services Board or the South African Reserve Bank), insurers and/or reinsurers, service providers (such as a panel-beater), agents and internal and external assessors (such as a car assessor) and that we will only do this as appropriate or necessary, in order to provide the products and/or services to you and to comply with the laws and our policies and procedures. You expressly consent to us providing your Personal Information to the above third parties for these purposes.
- 3** If you give us Personal Information about or on behalf of another person (including, but not limited to, account signatories, shareholders, principal executive officers, trustees and beneficiaries), you confirm that you are authorised to: (a) give us the Personal Information; (b) consent on their behalf to the Processing of their Personal Information, specifically any cross-border transfer of Personal Information into and outside the country where the products or services are provided; and (c) receive any privacy notices on their behalf.
- 4** You consent to us Processing your Personal Information:
  - to provide products and services to you in terms of this agreement and any other products and services for which you may apply;
  - to carry out statistical and other analyses to identify potential markets and trends, evaluate and improve our business (this includes improving existing and developing new products and services);
  - in countries outside the country where the products or services are provided. These countries may not have the same data protection laws as the country where the products or services are provided. Where we can, we will ask the receiving party to agree to our privacy policies;
  - by sharing your Personal Information with the insurers, our service providers and any other third parties as may be required in order to provide the products and services to you, locally and outside the country where the products or services are provided. As far as possible, we ask people who provide services to us to agree to our privacy policies if they need access to any Personal Information to carry out their services; and
- 5** **within the Group.** You will find our Processing practices in the Group's and our privacy statements. These statements are available on the Group's websites or on request. If you are unsure about your tax or legal position because your Personal Information is processed in countries other than where you live, you should get independent advice or ask your consultant to guide you on how you can get independent advice.

**DISCLOSURES IN TERMS OF THE SHORT-TERM INSURANCE ACT AND THE  
FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT  
(hereinafter referred to as “THE FAIS ACT”).  
(This does not form part of the Insurance Contract)**

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

**1 Claims**  
Please note that the procedure for instituting claims is included in your Policy.

In the event of your claim being rejected and a claim rejection letter being sent to you, you have a period of 90 days in which to make a representation directly to the Insurer. Should you make a representation within the 90 day period, the Insurer has within 45 days of receiving the representation, to notify you of their final decision after reviewing the representation. Should you be dissatisfied with the Insurer's decision, you have a period of 6 months in which to institute legal action. You may also lodge a complaint with the Ombudsman for Short Term Insurance on the details in point 7 below.

**2 Complaints**  
Any complaints relating to your Policy will be handled by the Administrator, whose complaints department can be contacted on the telephone number for customer care, as provided in your Policy. Please note that the Administrator's complaints policy and procedure is available on the Administrator's website or from the Administrator by contacting the numbers listed in point 5 below.

**3 The Insurer (Product Supplier)**  
Standard Insurance Limited  
Reg. No. 1993/007593/06  
4 Ellis Street, Constantia Kloof, 1709  
**Complaints Department:**  
Tel: 0860 101 101  
Email: [Complaint.resolutioncentre@standardbank.co.za](mailto:Complaint.resolutioncentre@standardbank.co.za)  
Compliance Department:  
Email: [groupfaiscomplianceofficer@standardbank.co.za](mailto:groupfaiscomplianceofficer@standardbank.co.za)  
You can access Standard Insurance Limited Complaints Resolution Policy at: [www.standardbank.co.za](http://www.standardbank.co.za)

**4 The Administrator**  
Innovation Group Distribution (Pty) Ltd  
Reg. No. 1994/004145/07  
VAT No. 4770148965  
FSP No. 49095  
Innovation House, 192 Bram Fischer Drive, Randburg, 2194  
Private Bag X99, Bryanston, 2021  
Web: [innovation.group](http://innovation.group)  
Tel: **0860 21 0007**, Fax: **0860 41 0007**

**Conflict of Interest**  
The Administrator has adopted a Conflict of Interest Policy, which can be requested in writing to [info@za.innovation-group.com](mailto:info@za.innovation-group.com)

**Compliance and Complaints Department:**  
Tel: **0861 37 8257**,  
E-mail: [ombudcomplaint@za.innovation-group.com](mailto:ombudcomplaint@za.innovation-group.com)  
The Administrator is an authorised Financial Services Provider in terms of the FAIS Act and is entitled to render intermediary services and advice relating to short-term insurance category 1 in respect of personal and commercial lines. The Administrator, who has contractual relationships with different Insurers, holds professional indemnity and fidelity guarantee insurance.

**5 The intermediary**  
Standard Bank Insurance Brokers (Pty) Ltd (SBIB)  
Reg. No. 1978/002640/07  
VAT No. 4040108880  
FSP No. 224  
4 Ellis Street, Constantia Kloof, Roodepoort, 1709  
PO Box 31435, Braamfontein, 2017  
Tel: **0860 123 999**, Fax: **0861 113 289**

The Intermediary is required to make certain disclosures in terms of the FAIS Act. The Intermediary should provide you with the details of the premiums, commissions and any monetary obligations assumed by you directly or indirectly when buying your Policy. Recording of the telephone discussion with the Sales Agent can be made available to you upon request.

**6 Warning**  
Do not sign any blank or partially completed application forms and complete all forms in ink. If, however, any form is to be completed on your behalf by the Financial Service Provider, you must be satisfied to the accuracy and completeness thereof. Non-payment of your premium or any misrepresentations, incorrect information provided by you, or non-disclosure of any relevant facts, may influence the benefits you would have received in terms of your Policy or could result in rendering your Policy void.

**7 The Short-Term Insurance Ombudsman**  
The Ombudsman is available to advise you in the event of claim problems, which are not satisfactorily resolved by the Insurance Intermediary, the Administrator and/or the Insurer.  
P.O. Box 32334, Braamfontein, 2017  
Tel: **(011) 726 8900**  
Fax: **(011) 726 5501**

**8 The Fais Ombudsman**  
The Ombudsman is available to advise you in the event of complaints which relate to advice and intermediary services rendered to you in terms of the FAIS Act and which have not been resolved to your satisfaction.

P.O. Box 74571, Lynwood Ridge, 0040  
Tel: **(012) 470 9080**  
Sharecall: **0860 324 766**  
Fax: **(012) 348 3447**

**9 THE COMMISSIONER OF SHORT-TERM INSURANCE  
Financial Sector Conduct Authority**  
P.O. Box 35655, Menlo Park, 0102  
Tel: **(012) 428 8000**  
Fax: **(012) 346 6941**

**10 Fees and Commissions Payable**

Details	Percentage	Prestige	Standard
Binder Fee	17%	R 51.28	R 42.70
Intermediary Commission	12.5%	R 37.70	R 31.40

**(All premiums and commissions include VAT at ruling rate).**  
The premium amount due by you is payable in advance for the cover period. The fees and commissions are paid by the Insurer.