

**Details of cover**

Telkom has taken out a long term life insurance policy with Old Mutual to provide funeral cover to qualifying Telkom airtime purchasers. The policy provides funeral cover to qualifying Telkom purchasers for the calendar month after they have purchased more than R100 worth of Telkom airtime. The information in this document is intended to inform you of the qualifying criteria, how to opt in to enjoy the cover, and how your beneficiary can make a claim in respect of this cover. It is important to understand that Telkom is the policyholder of the policy and that the qualifying Telkom airtime purchasers are the lives assureds under the policy.

In this document, the Old Mutual Mobile Application (App), the Unstructured Supplementary Service Data (USSD) and in the short messages (SMSs) that will be sent to the cell phone from which the offer for cover under this policy is accepted, you will find all the disclosures we are required to make to you by law. Please read all this information carefully. The cover comes into effect at the date designated in the SMS that will be sent to you when you qualify for cover under this policy.

**Purpose of the policy:**

To provide a benefit in the event of your death.

**Replacing an existing policy:**

If you cancel or stop paying premiums on an existing policy because you are now covered under this one, it is important that you consider the potential negative impact it might have on your financial planning. In this regard you need to consider the nature and amount of the replacement cover and whether any additional restrictions to claiming may apply.

**Contact details:**

Purpose	Whom to contact	Postal Address	Telefax (dialing code 021)	E-mail
Any query or transaction in respect of your cover; how to nominate a beneficiary; how beneficiaries can make a claim; if you have any complaints or other queries	Our Registered Office (Mutualpark, Pinelands), The Communication Centre (0860 60 7000*)	PO Box 73 Cape Town 8000	509 4444	GSEnquiries@oldmutual.com

\* Service hours are between 07:30 and 17:00 on Mondays to Fridays (excluding South African public holidays).

**Change of personal details:**

If your personal details, or those of your beneficiary, change after you've accepted the offer, you must inform us immediately by updating these details on the App, via USSD or by contacting our Communication Centre (mentioned above).

**Who can be insured under the policy?**

You can apply (using the opt in process described below) to be insured under this policy if you are the owner of a Telkom mobile number;

- a permanent resident of the Republic of South Africa with a valid identity document, and
- at least 16 years old but not older than age 75.

Then, when you have purchased more than R100 worth of Telkom airtime in any particular calendar month and have informed us of your nominated beneficiary (who must have a valid South African identity document) you will be informed that you are covered for the next calendar month

**Cover:**

- The cover is the amount for which you are insured under the policy. We will notify you of the cover that applies to you in an SMS, via USSD or on the App when you are eligible for cover.
- The level of cover is determined by the amount of airtime purchased in the previous calendar month. Should you purchase the required amount of airtime, you will receive the next 1 calendar month of cover for death from any cause.

Airtime Purchased in month	Insured amount
Less than R 100	R 0
R 100 or more	R10 000

- The cover starts on the cover start date, which is the date designated in the SMS that will be sent to you when you qualify for cover under this policy. Cover stops at the end of that calendar month. This date will be communicated to you in an SMS.
- At this point the cover will cease. If you again purchase more than R100 worth of Telkom airtime, you will again qualify for cover.
- You may not make any loan or cash withdrawal against the cover and there is no surrender value pertaining to this cover.

**What and when we pay:**

- We will pay 100% of the cover amount, (in South African Rands, into your beneficiary's valid bank account) in the event of your death during the cover period described above, on condition that we receive a valid claim.
- A maximum of one claim can be made per insured life.

**Beneficiaries:**

- Your beneficiary is the person you have nominated to receive your cover amount.
- If your beneficiary is no longer alive when the cover amount must be paid, we will pay the cover amount, in South African Rands, to your estate.

**The "opt in" process:**

You have received an SMS, a notification via USSD or the App inviting you to opt into this arrangement. Should you wish to opt in, you need to respond to this notification, give your details and those of your beneficiary where prompted to do so and to indicate acceptance of the cover terms as set out in this "Details of cover" document and your intention to be eligible for this cover. The Old Mutual Group would like to offer you ongoing financial services and may use your personal information to provide you with information about products or services that may be suitable to meet your financial needs. Please sms your ID number to 45600 if you would prefer not to receive such information and financial services.

**When cover will stop:**

Your cover will stop at the earlier of:

- your death; or
- the expiry of the cover period.

**How to claim:**

- Your beneficiary needs a valid South African bank account when claiming.
- In the event of your death, your beneficiary must, within 52 weeks, submit the following documentation via the App or contact the Old Mutual Communication Centre, failing which their right to claim will lapse :
  - the original of your death certificate;
  - proof of identity and bank account of the beneficiary.
- We reserve the right to request additional information, before finalising a claim
  - it is important to inform your beneficiary of how to make a claim

**Complaints:**

For any complaints refer to the complaints section of Old Mutual's website via the following link; [www.oldmutual.co.za/about-us/governance/customer-complaints](http://www.oldmutual.co.za/about-us/governance/customer-complaints)

**Fraud:**

If a claim is submitted and such claim is determined by Old Mutual to be based on fraud, Old Mutual has the right to reject the claim. If this happens, no benefit will be payable.

