



A subsidiary of MMI Holdings

MobiLife Ltd

Reg. Number: 2015/284024/06

Authorised Financial Services Provider no 46667

PO Box 10398

Fourways East

2055

Cedar Tree Office Park

Palmlands, Fourways Ext 45

Guardrisk Life Ltd

Reg. Number: 1999/013922/06

Authorised Financial Services Provider no 76

PO Box 786015

Sandton

2146

102 Rivonia Rd

Sandton

## Policy Document – MobiLife Ltd. FoodSurance For Another 2018

Thank you for choosing MobiLife Ltd. to help you take care of your family. MobiLife is a financial services provider and administrator of your policy, but the policy is issued by Guardrisk Life Limited (“Guardrisk”). Guardrisk is a registered long term insurance provider. MobiLife is contracted to Guardrisk as a nonmandated intermediary, MobiLife is only contracted to Guardrisk. MobiLife is authorised as intermediary for categories 1A, 1B1, 1B2 and 1C.

This policy document, together with your policy schedule, make up your insurance policy. This document should be read with your policy schedule because together they contain all the important information about your FoodSurance policy.

### Treating customers fairly

The fair treatment of customers and delivery of improved customer outcomes is central to our business culture and purpose. We are fully supportive of the Financial Services Board’s drive to embed a Treating Customers Fairly (TCF) culture within the financial services industry.

The TCF outcomes that you can expect from us include:

- You can be confident that you are dealing with a firm where TCF is central to our culture
- The products and services that we sell are designed to meet the needs of identified customer groups
- You are provided with clear information and are kept appropriately informed before, during and after the point of sale
- MobiLife will never offer you advice regarding which product is right for you. However, through our simple self-service model we make it easy for you to buy insurance cover that suits your needs
- Products perform as we have led you to expect, and you will be provided with good service

- We will always make it easy for you to change your product, submit a claim or make a complaint.

## **Your rights and options**

### **Cooling-off period**

As a long term insurance provider we are required to refund your premiums if you cancel your policy within 30 days of paying your first premium.

However, we at MobiLife have extended this to 90 days! All we ask is that you provide us with feedback as to why you are cancelling your policy. You will lose all benefits under the policy. If you cancel your policy at any time after the 90 days your premiums will not be refunded.

## **Your responsibilities**

### **Premiums**

Your policy schedule shows the insurance premium you must pay to maintain the full cover. We will collect the premiums from your bank account by debit order. The premium is payable monthly in advance. If there are insufficient funds in the account you are giving MobiLife authority to track your account using a flexible PASA approved collection method and re-resend the instruction for payment as soon as sufficient funds are available in the account.

We will never lapse your policy if you are unable to pay a premium!

If you cannot afford a premium in any month you can skip that premium on our self-service website. If you skip a premium your policy will never lapse, but the value of the policy benefit will be reduced proportionately. Your benefit will be reduced by the percentage of total premiums missed in the 12 months before the date of claim.

If we are unable to collect the full amount of your monthly premium then we may collect a partial premium in order to help you avoid losing your policy benefits and paying unnecessary penalties to your bank. When your selected payment day falls on a weekend or public holiday we will deduct your premium on the last office day before. If you cancel your policy less than 7 days before your next premium is due we may deduct your next premium and provide you with another 30 days of cover.

### **Personal information consent**

MobiLife and Guardrisk require access to some of your personal information to administer your policy. In terms of the Protection of Personal Information Act of 2013 we require your consent to do so. When you bought the policy you gave us your consent to use your personal information as well as to contact data bureaus to enhance certain data items. We will maintain this information with the necessary security, and will protect your privacy.

MobiLife will never sell your personal information to other parties or use it for other purposes than what it was required for, this includes contacting you to maintain your policy or to offer our other products.

As we are using best in class service providers, such as Google, it may be that some of the information will be stored in servers outside of South Africa. If you want to revoke this permission, please cancel your policy on the self-service website.

All your information can be seen on the self-service website and you can make any changes there. We always try to detect fraud to protect our customers. If MobiLife detects any possible suspicious activity relating to your policy, we will contact you. If you cannot provide the necessary information we need within 30 days we reserve the right to cancel your policy.

## **Our obligations to you**

### **When your cover starts**

The life assured's cover starts on the day we receive your first premium.

### **Benefit term**

The benefit term of the policy is the period of time MobiLife will pay benefit vouchers to your nominated beneficiary if a claim is approved. The benefit term is shown in your policy schedule.

### **1 Year renewable**

Your FoodSurance policy will be renewable every year on the policy anniversary. At this time MobiLife may make changes to bring your policy up to date with our latest rules, terms and conditions. MobiLife will contact you so that you can choose the benefit and premium for the following year. As the life assured will be older at that time, the premium rates will be higher. The policy may not be renewed after the life assured's 75<sup>th</sup> birthday.

## **Benefit**

You are the owner of the Funeral Plan policy and the person you are buying the policy for is the main life assured of the policy. To ensure insurable interest the death benefit will only be paid out if the life assured's relationship to you is one of the following:

- Grandmother/Grandfather
- Mother/Father
- Brother/Sister
- Spouse
- Child
- Grandchild
- Employee

The death benefit will be a weekly voucher sent to the beneficiary (the person who will receive the benefit). The voucher will be sent electronically to the phone of the beneficiary, and may be redeemed at one of MobiLife's partner stores. The voucher will be delivered for as long as the benefit term shown in your policy schedule. The value of this voucher is provided in your policy schedule. Once a claim is being paid the voucher value will increase every year at 6%.

If you skipped premiums in the year before your claim, then the benefit value will be reduced proportionately to the amount of premiums missed in the 12 months preceding the date of death.

You may not select a total weekly voucher value across all your MobiLife FoodSurance policies of more than R1,500. If your total is more MobiLife will contact you to reduce this. The Insurer reserves the right to cancel this policy at any time by giving the client 30 days' notice. Policies will not be unfairly cancelled.

Grocery vouchers may be redeemed at any one of MobiLife's partner stores. MobiLife reserves the right to add or remove companies from the list of partner stores from time to time. The list of these partner stores can be viewed at any time on our self-service website.

Please make sure that you update the name and mobile phone number of your beneficiary on our self-service website regularly.

### **Cancelling your policy**

It is not necessary to cancel your policy if you cannot afford to pay a premium. You may simply skip that premium and start paying again when you can afford it.

However, if you do wish to cancel your policy, you can do so at any time on our self-service website.

### **How to Claim**

Claims may be submitted on the [www.mobi.co.za](http://www.mobi.co.za) website or by contacting us at [claims@mobi.co.za](mailto:claims@mobi.co.za). MobiLife will require a copy of the death certificate, plus a copy of the identity document of the life assured claimed for. If we believe it is necessary, we may also ask for additional information and we reserve the right to do so.

### **Waiting Period**

There is a waiting period for natural death from the start of your policy for 6 months after the inception date of your policy. During this waiting period we will only accept a claim if the life assured's death was accidental. Natural death will only be covered where the date of death is in the period after the waiting period has expired. We will never pay a claim for death that was due to suicide or participation in illegal activities. We may cancel a policy or decline a claim in the event of fraudulent activity or significant misrepresentation. We only provide cover within the borders of South Africa, and will only pay a claim if supported by a death certificate issued by a South African authority.

If you increase the benefit of your FoodSurance policy at any time, the increased portion will be subject to a waiting period for 6 months for natural death after the date of increase. If your benefit is changed then the change only becomes effective once you pay your first revised premium. If you start paying premiums again after skipping more than 4 consecutive premiums a new waiting period of 4 months for natural death will be applied.

If we send vouchers to the mobile phone number you or your beneficiary has given us but the number has changed without informing us, we will not refund those vouchers. It is your and your beneficiary's responsibility to keep the mobile phone number up to date on our self-service website.

## Customer service and complaints

MobiLife is a 100% digital mobile financial services provider. As such, we do not have call centres to deal with customers telephonically.

MobiLife lets you manage your policy entirely via our self-service page at [www.mobi.co.za](http://www.mobi.co.za). You can do this at any time that you want, right from your internet enabled mobile phone. This allows you to be in full control of your policy at all times.

If, however, you have a problem that you cannot solve on the self-service website you are welcome to contact us at [complaints@mobi.co.za](mailto:complaints@mobi.co.za) and we will help as soon as possible. If you submit a complaint you will receive confirmation that we have received the complaint within two working days. You will also receive a formal response detailing the outcome of our investigation into your complaint within 14 days from the receipt thereof.

MobiLife has professional indemnity cover in place.

You can access Guardrisk's Complaints Resolution Policy at [www.guardrisk.co.za](http://www.guardrisk.co.za), you can email them at [complaints@guardrisk.co.za](mailto:complaints@guardrisk.co.za) or you can call them on +27-11-669-1000.

You can also contact Guardrisk's Compliance Officer:

Tel: +27-11-669-1039

Fax: +27-11-669-2792

e-mail: [compliance@guardrisk.co.za](mailto:compliance@guardrisk.co.za)

MobiLife's Compliance Officer:

Moonstone Compliance (Pty) Ltd represented by Mr. JC Terblanche

PO Box 12662, Die Boord, Stellenbosch, 7613,

Tel: 021-883-8000

Fax: 021-883-8005/086-510-6201

e-mail: [jterblanche@moonstonecompliance.co.za](mailto:jterblanche@moonstonecompliance.co.za)

If you are not satisfied that your complaint has been resolved, you may contact the Ombudsman for Long-Term Insurance on:

The Ombudsman for Long-Term Insurance

Private Bag X45, CLAREMONT, 7735

Tel: 021-657-5000

Fax: 021-674-0951

Toll-free: 086-010-3236

e-mail: [info@ombud.co.za](mailto:info@ombud.co.za)

If you are not satisfied with the product benefits or with any advice you may have received, you may contact the FAIS Ombudsman on:

FAIS Ombudsman  
PO Box 74571  
Tel: 012-762-5000  
Fax: 012-764-1422  
e-mail: [info@faisombud.co.za](mailto:info@faisombud.co.za)

You may also contact the FSB on:

FSB  
P.O. Box 35655, Menlo Park, 0102  
Tel: +27-12-428-8000  
Fax: +27-12-346-6941  
e-mail: [info@fsb.co.za](mailto:info@fsb.co.za)