

**MR PRICE GROUP LTD
HOMESWEETHOME INSURANCE PLAN**

Administered by V & A Risk Management (Pty) Limited
VM Centre, 356 Pretoria Avenue, Randburg, 2001.
Tel: 011 789 5885

Underwritten by Santam Ltd
Registration No. 1918/001680/06
FSP License No. 3416

1. Your policy

This policy, schedule and any amending notices are the basis of the insurance agreement between you (the policyholder) and us – Santam Limited (the insurer). It is important that you understand this document. Make sure that all the information you supply, or supplied by anybody acting on your behalf, is correct. Any incorrect information may result in your claim not being paid, or render your policy voidable.

If the premium which we require is paid to us, we will indemnify you in terms of this policy against occurrences covered in this policy and which happen during the period of insurance.

2. Payment of premiums

The premium is payable in advance and must be paid on the agreed payment date.

Policyholders will be holders of active MrPricemoney cards . Premiums will be billed to accounts and premiums paid as part of the card holders regular monthly minimum repayment.

If the premium is not paid your cover will still remain in force during the month for which we have not received premium. You therefore owe us this premium.

At the next request for payment, two premiums will be debited, one in respect of the unpaid premium as well as the normal one for the new month.

When only one premium is paid where two are owed, the money will be used to clear the oldest debt.

Should you have any claim during the month in respect of which the premium has been unpaid, you must first settle the outstanding premium before your claim can be processed.

The policy will be cancelled when premiums for two consecutive months are not paid and we will make no further requests for premiums.

3. Policy cancellations

You may cancel your policy at any time by letting us know. We may cancel your policy by giving you 30 days' notice.

4. Policy changes

You may make changes to your policy at any time. Any change you make will be effective from the agreed date. We may change your policy by giving you 30 days' notice.

5. Your responsibilities

You must:

- pay your premiums,
- Always give us true and complete information. This also applies when anyone else acts on your behalf,
- comply with all our reasonable requests,
- tell us if any of the policy details change,
- take reasonable care to:
 - prevent or minimise loss or damage to property
 - prevent death, injury or liability to any person.

Sharing of insurance information

Your authorisation to Santam

- I acknowledge that the sharing of information for underwriting and claims purposes is in the public interest, as it will enable insurers to underwrite policies and assess risks fairly and to reduce the incidence of fraudulent claims with a view to limiting premiums.
- On my own behalf and on behalf of any person I represent herein, I hereby waive my right to privacy with regard to any underwriting and claims information for any insurance policy or claim made or lodged by me, or on my behalf.
- I consent to such information being stored in the shared database and used as set out above.
- I also consent to such information being disclosed to any insurer or its agent.
- I further consent to any underwriting information being verified against legally recognized sources or databases.

CLAIMS

1. Our responsibilities

We have the choice to settle your claim in any of the following ways:

- repair the damage
- replace the item
- pay out cash to you
- any combination of the above.

Where any item claimed for is financed we will first pay the finance company. Where a claim is settled for lost or damaged items, these items (which are stolen and recovered or damaged beyond repair) become ours

2. Your responsibilities

When you submit a claim, you have certain responsibilities that are listed below. If you fail to meet these responsibilities, your claim may be rejected.

2.1 Premium payments

All premiums that are owed must be paid up before a claim can be processed.

2.2 Time periods

You must:

- report your claim to us as soon as possible, but not later than 30 days, after any incident. This includes incidents for which you do not want to claim but which may result in a claim in the future.
- report anything which is lost or stolen to the police within 48 hours.

When you claim for any item greater than R500, we can ask you to prove ownership and value of the items you claim for. We can also ask you to show us damaged items that you are claiming for.

2.4 Admitting guilt

Never admit guilt nor offer settlement without our agreement.

3. First amount payable

This is the amount of each claim that you are not covered for.

4. More than one policy

If a claim is also covered by other policies, we will pay our proportional amount of the claim.

5. We can act on your rights

When you submit a claim, we can act on your behalf against other people to recover costs or to defend any claim they may have against you

6. Disputed claims

If you dispute the outcome of your claim you have 90 days from the day you are first informed of the outcome to notify us about your objection. Then you have another 90 days in which to serve a summons on us. If you do not serve a summons on us within this period you lose the right to challenge the decision.

7. Deliberate act

We will not compensate you for a claim when you or any member of your family, who normally live with you or anybody who acts on your behalf, deliberately causes the loss, damage or injury.

8. Fraudulent act

We will not compensate you if a claim or any portion of a claim is fraudulent in any way.

GENERAL EXCLUSIONS

1. What is not covered under your policy

This policy does not cover any loss, damage, liability or injury directly or indirectly arising from any of the following:

1.1 War and public disorder

- war or war-like acts
- military uprising, usurped power, rebellion or revolution
- civil commotion, labour disturbances or public disorder
- any act of terrorism by any person or group, whether acting alone or under instruction

1.2 Confiscated or forfeited property

Property that has been legally confiscated by and/or forfeited to any state or authority.

1.3 Pollution or contamination

Pollution, contamination, radioactive or nuclear material.

1.4 Wear and tear and breakdown

- any gradually operating cause or gradual deterioration, including rising damp, wear and tear, rust, mildew or fading
- cleaning, repairing, restoring, dyeing, bleaching or alteration
- mechanical, electrical, or electronic breakdown, defect or failure
- computer or cell phone viruses

1.5 Contracts

Any loss arising from any contract you entered into.

1.6 Consequential loss

We only cover loss or damage caused directly by cover included in your policy.

COVER PROVIDED

1.1 Definitions

“Buildings”:

Your house and outbuildings and boundary walls of which the construction and situation has been noted

“Outbuildings”:

Attached or detached rooms or garages situated at the same address as your house.

“Use”:

Buildings used as a private residence and not for conducting any business

“Contents”:

Household goods and personal possessions which are inside your house and which belong to you or any other member of your family, who normally live with you.

“Territorial limits”:

Republic of South Africa

“Insured perils”:

- fire, lightning, explosion;
- theft;
- storm, wind, water, hail; snow; flood.

1.2 What is covered

This section covers you for loss or damage to the buildings and/or house contents belonging to you or any other member of your family, who normally live with you at the address stated in the schedule, caused by an insured peril.

The maximum amount we will be liable for is equal to the buildings and/or contents sum insured stated in the schedule.

Theft is limited per claim to a maximum of 10% of the contents sum insured as stated in the schedule and no more than two claims in a 12-month period.

1.3 What is not covered

- Demolition by authorities;
- Animals;
- Cellular telephones;
- Computer equipment;
- Jewellery (being a piece, pair or set) with a value more than R1 500;
- Rent;
- Locks and keys;
- Goods in the open (washing on the line, garden furniture, gardening tools);
- Money;
- Coins;
- Subsidence and landslip.

1.4 First Amount Payable

The first amount payable is your contribution towards loss or damage, and under this section you may be required to pay the first 1% of each and every claim with a minimum of R 50.

2. SASRIA

This cover is provided by SASRIA Limited (Registration No. 1979/000287/06) and is automatically included in all sections of your policy, excluding Liability.

2.1 What is covered

Your property, up to the sum insured stated in the schedule, is automatically covered in South Africa for loss or damage caused by:

- any act or attempt calculated or directed to:
 - overthrow or influence any state or government, or any provincial, local or tribal authority with force, or by means of fear, terrorism or violence;
 - bring about any loss or damage in order to further any political aim, objective or cause, or to bring about any social or economic change, or in protest against any state or government, or any provincial, local or tribal authority, or for the purpose of inspiring fear in the public or any section of the public;
 - bring about any riot, strike or public disorder;
- the act of any lawfully established authority in controlling, preventing, suppressing or in any other way dealing with any occurrence referred to above.

2.2 What is not covered

- consequential loss or damage;
- loss or damage caused or contributed to by:
 - the stopping or deliberate slowing down of work;
 - your property being dispossessed or confiscated by any lawfully established authority;
 - looting and theft, unless caused by any of the covered events mentioned above;
 - any act of terrorism involving:
 - the threat of or actual use of any nuclear weapon or device
 - the threat of or actual use or release of any chemical or biological agent.

If SASRIA does not pay your claim, it is up to you to prove that your claim is valid.

3. Liability

3.1 What is covered

If you, solely as owner and/or occupier of the property and the land upon which the property is situated, become legally liable due to a fire to pay compensation for accidental death of, or bodily injury to any person or accidental physical loss of, or damage to tangible property, which happens or arises during the period of insurance we will indemnify you up to a limit of R100 000.

3.2 What is not covered

Liability due to accidental loss of, or damage to property belonging to or in the custody or control of you or any member

- of your family normally living with you or your domestic employee.
- Liability relating to your employment, business, profession or activity for reward.
- Liability relating to the occupation of land or buildings other than your private dwelling or residence stated in the schedule.
- Liability relating to the use of any motor vehicle, trailer, caravan, aircraft or watercraft owned by you or any member of your family normally residing with you or in the custody or control of you or any member of your family normally living with you or your domestic employee.
- Costs and expenses recoverable by any claimant from you after the maximum compensation of R100 000 have been paid.
- Liability due to accidental death of, or bodily injury to, you or any member of your family normally living with you or your domestic employee

Should You wish to cancel Your cover under the policy, please do so in writing with one calendar month's notice to the following address:

**STATUTORY NOTICE TO SHORT TERM INSURANCE POLICY HOLDERS
IMPORTANT – PLEASE READ CAREFULLY
DISCLOSURE AND OTHER LEGAL REQUIREMENTS**

(This Notice does not form part of the Insurance Contract nor any other document)

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

1. YOUR INTERMEDIARY

Company name:	Mr Price Group Limited		
Physical Address:	65 Masabalala Yengwa Avenue (Formerly NMR Avenue), Durban, 4001	Postal Address:	PO Box, 912, Durban, 4000
Telephone No:	031 310 8000	Facsimile No:	031 304 3725
Legal status of the intermediary and the disclosure of any shareholding that the provider may have in excess of 10% in the insurer, any other equivalent substantial interest and if applicable disclosure of whether the intermediary has derived more than 30% of its total remuneration over the preceding 12 months from the insurer:			
We have a written mandate to act as Intermediary on behalf of the Insurer			
Mr Price Group Limited has Professional Indemnity Insurance Cover in force			
Mr Price Group Limited is in possession of the required written agreement to act as an intermediary of Santam Limited			
Statutory commission is paid by Santam to Mr Price 20%			
Financial Advisory and Intermediary Services (FAIS) Registration Number is 31450			
Without in any way limiting and subject to the other provisions of the Services Agreement/Mandate, Mr Price Group Limited accepts responsibility for the lawful actions of their Representatives (as defined in the Financial Advisory and Intermediary Services Act) in rendering financial services within the course and scope of their employment.			
Claims Procedure:	Completed claims forms and all required documents to be submitted to V and A Risk Management, 356 Pretoria Avenue, Randburg, 2194		
Complaints Procedure:	Complaints relating to any advice given to you by your intermediary may be notified in writing to: V and A Risk Management: complaints@varisk.co.za		
Compliance Officer:	Not applicable		
Policy Wording:	A copy of the policy wording can be obtained from Mr Price Group Limited or from the insurer, Santam Limited.		

2. DETAILS OF THE ADMINISTRATOR

Company name:	Santam Limited		
Physical Address:	372 Rivonia Boulevard, Norbuy Office Park, Rivonia, 2128	Postal Address:	P. O Box 6118, Rivonia, 2128
Telephone No:	011 800 0600	Facsimile No:	011 800 0601
FAIS Registration:	FSP license No. 3416		
Claims Procedure:	Contact Santam on 011 800 0600		
Compliance Officer:	Compliance Officer, Head Office 021 915 7000		

3. DETAILS ABOUT THE PRODUCT SUPPLIER

Company Name	Santam Limited		
Postal Address	1 Sportica Crescent, Tyger Valley, Bellville, 7530		P. O Box 3881, Tyger Valley, 7536
Telephone Number	021 915 7000		021 915 0700
FAIS Registration	FSP license No. 3416		
Compliance Officer	Compliance Officer, Head Office 021 915 7000		

Type of Policy Mr Price Group Limited HomeSweetHome Insurance Plan

4. PREMIUMS

(DETAILS OF THE PREMIUMS PAYABLE)

Due Date of Payment:	Your monthly premium will form part of your monthly account with Mr. Price Group Limited
Consequence of Non-Payment:	If the premium is not received as aforesaid, you have further 15 days to pay failing which the policy will be cancelled and any claim will not be covered.
Method of Payment:	Your monthly premium will form part of your monthly MrPricemoney account

5. OTHER MATTERS OF IMPORTANCE

i	You will be informed of any material changes to the information about the intermediary and or insurer provided above.
ii	If any of the information reflected above was given to you orally, this disclosure notice serves to provide you with the information in writing. Should you not be satisfied with the policy, you are entitled a period up to 30 days within which you may cancel your policy in writing at no cost. Cover will cease upon cancellation of the policy.
iii	If we fail to resolve your complaint relating to an advice satisfactorily, you may submit your complaint to the FAIS Ombudsman at P.O. Box 74571 Lynwood Ridge 0040 or any other complaint to the Ombudsman of the Long Term Insurance.
iv	You will always be given a reason for the repudiation of your claim.
v	If the insurer wishes to cancel your policy, this will be done in writing, to your last known address.
vi	You will always be entitled to a copy of your policy at no extra charge.
vii	The gross premium includes a 10% policy fee, which is payable to Mr Price Group Ltd

6. WARNING

i	Do not sign any blank or partially completed application form.
ii	Complete all forms in ink.
iii	Keep notes of what is said to you and all documents handed to you.
iv	Don't be pressurised to buy the product.
v	If you fail to disclose facts relevant to your insurance, this may influence the assessment of a claim by the insurer.

For complaints on claims that are not satisfactorily resolved by the product supplier contact:

For complaints to the intermediary or insurer that are not resolved to your satisfaction, please contact:

7. PARTICULARS OF THE SHORT TERM INSURANCE OMBUDSMAN

Postal Address:	P. O Box 32334 Braamfontein 2017
Telephone Number:	012 726 8900
Facsimile Number:	012 726 5501

8. PARTICULARS OF THE REGISTRAR OF SHORT TERM INSURANCE

Postal Address:	Financial Services Board P.O Box 35655 Menlo Park, 0102
Telephone Number:	012 428 8000
Facsimile Number:	012 347 0221