

## Credit Protection Life Insurance from Bruma Finance

**1. Summary of Policy (as per Section 48 of the Long Term Insurance Act)**  
It is important to note that this summary is for your information and not to be regarded as a copy of the Master Policy. If the detail listed below concerns you, please request a copy of the Master Policy. If you have further concerns, please contact Bruma Finance in the first instance, who will facilitate your queries.

### 2. Master Policy

This policy is available in electronic format. Alternatively contact your nearest branch of Bruma Finance to view the Master Policy.

### 3. Premiums

Manner of Payment: As per your Loan Agreement. The premium is included in the amount borrowed and will be paid over to the Insurer.

Consequence of Non-Payment: If non-payment is not as a result of a claimable circumstance, all benefits of your cover will be void.

### 4. Benefits

- **Death Benefit** – the outstanding balance of what is owed from your original loan from Bruma Finance.
- **Permanent Disability** – as above, but upon receipt of a medical certificate from a medical specialist certifying that you are permanently disabled, the Insurer will assess whether you qualify as permanently disabled in terms of the policy.
- **Temporary Disability** – upon a receipt of a medical certificate from a medical specialist certifying that you are temporarily disabled, monthly instalments due will be paid after 30 days, for a maximum of six months.
- **Retrenchment benefit** – if made redundant, monthly instalments due will be paid after 30 days, for a maximum of six months (or the outstanding period of the loan), whichever is the lesser, provided that you actively seek employment and remain un-employed.

### 5. Product Details

This product is termed a "Credit Protection Life Insurance Policy". It is also often referred to as "Credit Life" insurance. This policy is designed to cover your loan in the event of death, permanent disability, temporary disability as well as retrenchment, and as a result thereof you are unable to honour your loan agreement.

### 6. Exclusions

- If a claim is as a result of ill-health, accident or a defect or condition which existed 12 months prior to the application for this insurance.
- If a claim is a result of suicide, attempted suicide, self-inflicted injury or disability, or in the pursuit of a hazardous sport. Any disability, death or retrenchment directly or indirectly related to alcohol or drug-related use unless prescribed by a medical doctor.
- If a claim is as a result of war, revolution or participation in criminal acts.
- If a retrenchment claim has resulted from voluntary retrenchment or if the insured is self-employed or on contract.
- If a retrenchment claim is as a result of job loss from fraud, misconduct, strikes or within the first 30 days of the loan having been paid. Refer to Master Policy document for further details.

### 7. General Conditions

This policy will become void if you misrepresent or do not disclose information that is relevant to the Insurer accepting your risk. The Master Policy may be amended if necessary. This will be in the form of an endorsement. You will be notified within a reasonable period if an amendment is to be implemented. If any claim under this policy is fraudulent in any manner, all benefits will be forfeited.

### 8. Cancellation

Should you wish to cancel the insurance policy, you will be requested to immediately replace it with a fully paid up insurance policy with equivalent benefits and which is acceptable to Bruma Finance. This replacement policy will also be ceded as security for your loan from Bruma Finance. Failure to do so will result in the full outstanding loan becoming immediately due and payable.

### 9. Claims Procedure

You must go to your nearest Bruma Finance branch or call the Bruma Finance Customer Care Line on 0861 33 11 33. All initial enquiries for a claim will be handled there. You are requested to submit a written claim, on the

form provided. Further information and a list of documents required will be given to you at this stage.

The branch will send the completed form plus the required documentation to the Insurer for immediate attention.

Necessary documentation for each claim:

- Death: original or certified copy of deceased's ID; original or certified copy of the deceased's death certificate.
  - Total and Temporary Disability (TTD): original or certified copy of borrower's ID; a medical report from the borrower's GP confirming that the borrower is temporarily disabled; a medical report from a specialist confirming that the borrower is temporarily disabled; a statement from the borrower's employer confirming that he/she is no longer able to perform his own or similar occupation.
  - Total and Permanent Disability (TPD): original or certified copy of borrower's ID; a medical report from the borrower's GP confirming that the borrower is permanently disabled; a medical report from a specialist confirming that the borrower is permanently disabled; a statement from the borrower's employer confirming that he/she is no longer able to perform his own or similar occupation.
  - Retrenchment: original or certified copy of borrower's ID; an original or certified copy of the official retrenchment letter from the employer, including the date of retrenchment; a signed affidavit from the borrower stating that he/she has made reasonable attempts at obtaining alternative employment.
- A comprehensive claims procedure is available at Bruma Finance. It is your responsibility to supply all the information that is required by the claims department to make the benefit payable. If the Insurer rejects a claim, you have six (6) months to respond to this rejection.

### 10. Commissions

Maximum commissions: A maximum commission of 7.5% in respect of premiums payable may be paid to the intermediary. Bruma Finance administers the scheme and may change an administration fee of 15% excluding VAT.

## STATUTORY NOTICE TO LONG-TERM INSURANCE POLICYHOLDERS IN TERMS OF THE GENERAL CODE FOR AUTHORISED FINANCIAL SERVICES PROVIDERS AND REPRESENTATIVES

In terms of the Financial Advisory and Intermediary Services Act, you have the right to the following information:

### DETAILS OF THE BRUMA FINANCE

Bruma Finance (Pty) Ltd is a company incorporated in terms of company laws of South Africa bearing registration number 2006/005672/07. Physical Address: 71 4th Street, Houghton Estate, 2198 Postal Address: P.O. Box 46059, Orange Grove, 2119 Tel: 011 359 7000 Fax: 011 359 7100 Website: www.brumafinance.co.za Customer Care Line: 0861 33 11 33

### Legal and Contractual Status of the Provider

Bruma Finance acts as a juristic representative of Moneyline 1443 CC who is a licensed Financial Services Provider (FSP 7319). Bruma Finance acts in an administrator capacity in accordance with the mandate which is in place. Bruma Finance does not have Professional Indemnity Insurance and Fidelity Insurance cover. Bruma Finance receives more than 30% of their remuneration pertaining to financial services from Guardrisk Life Limited.

### Compliance Officer Contact Details

Mr JC van der Walt, ISS Compliance  
Tel: 011 886 9370  
Tel: 011 886 9374  
Website: www/faiss.co.za

### Complaints Department

Should you have a complaint, kindly contact Customer Care or the Compliance Officer on 0861 33 11 33.

### Moneyline 1443 CC is authorised to render intermediary services pertaining to this product category in terms of FAIS.

**Extent of premium obligations you assume as policyholder**  
Your policy schedule and/or the Credit Pre-Agreement Statement & Quotation details the frequency of payment and amount due.

**Manner of payment of premium, due date of premiums and consequences of non-payment**  
Your policy schedule and/or the Credit Pre-Agreement Statement & Quotation details the frequency of payment and amount due.

### ABOUT THE INSURER

Guardrisk Life Limited is a company incorporated in terms of company law of South Africa bearing registration number 1999/013922/06. Physical Address: 90 Rivonia Road, Sandton, 2146 Postal Address: P.O. Box 781692, Sandton, 2146 Tel: 011 669 1000 Fax: 011 669 1931 Website: www.guardrisk.co.za

### Compliance/Complaints Department

Compliance Department: Please note that all complaints regarding the advice or services received from Bruma Finance must be referred to the Compliance Officer referred to in the 'Compliance Officer Contact Details' section below.

All complaints regarding the features of the product must be referred to Guardrisk Life Limited and can be forwarded to the Compliance Officer at Tel: 011 669 1039 or Fax: 011 669 2792

### OTHER MATTERS OF IMPORTANCE

If any complaint to the intermediary or Insurer is not resolved to your satisfaction, you may submit the complaint to the Registrar of Long Term Insurance. Polygraph or any the detector test is not obligatory in the event of a claim and the failure thereof may not be the sole reason for repudiating a claim. If the premium is paid by debit order: it may only be in favour of one person and may not be transferred without your approval; and The Insurer must inform you at least 30 days before the cancellation thereof, in writing, of its intention to cancel such debit order.

### WARNING

Do not sign any blank or partially completed application form. Complete all forms in ink. Keep all documents handed to you. Make note as to what is said to you. Don't be pressurised to buy the product. Incorrect or non-disclosure by you may impact on any claims arising from your contract of insurance.

**Particulars of Ombudsman who is available to advise you in the event of claims problems that are not satisfactorily resolved by the insurance intermediary and/or the Insurer**

THE LONG TERM INSURANCE OMBUDSMAN  
Private Bag 45, Claremont, 7735  
Tel: 0860 66 28 37  
Fax: 021 674 0951  
Website: www.ombud.co.za

**Particulars of the Financial Advisory & Intermediary Services (FAIS) Ombudsman**

FAIS OMBUD  
P.O. Box 74571, Lynnwood Ridge, 0040  
Tel: 012 470 9080  
Fax: 012 348 3447  
Website: www/faissombud.co.za

**Particulars of Registrar of Long Term Insurance**

REGISTRAR OF LONG TERM INSURANCE  
FINANCIAL SERVICES BOARD  
P.O. Box 35655, Menlo Park, 0102  
Tel: 012 428 8000  
Fax: 012 347 0221



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