



**EEB_KGA Master Policy
Funeral Insurance Plan**

Underwritten by
KGA Life Limited
Registration Number (1998/023657/06)
A licensed insurer in terms of the Insurance Act (18 of 2017) and authorised Financial Services Provider
FSP No. 15980



care | protection | loyalty

15 Wellington Road, Parktown, 2193 • PO Box 11137, Johannesburg, 2000 • Telephone: 011 532 0000

Proprietor: Essential Employee Benefits (South Africa) (PTY) Ltd. Reg No.: 2015/130742/07

Directors: Directors: J Kruger, WP Van Wyk

Essential Employee Benefits is a registered financial services provider FSP No. 46244.



**MASTER POLICY
SOLMATE KGA COMPULSORY GROUP FUNERAL COVER
Main Member Only**

WHEREAS KGA Life Limited and **SOLmate** (“the policyholder”) having entered into a binding contractual agreement with Essential Employee Benefits (Pty) Limited hereinafter referred to as “EEB ”and therefore provides the basis for the agreement below between KGA Life Limited in underwriting members provided by EEB;

THEREFORE, such agreement between KGA Life Limited and EEB shall remain in effect and enforceable should there be any contravention within this Master policy.

AND WHEREAS, members are insured in terms of this funeral policy and the following terms and conditions contained in this agreement bind the policyholder, members, and dependants who are insured in terms of the funeral policy and KGA Life Limited.

1. COVER TYPES-, OPTIONS AND SCHEME PARAMETERS

These are detailed in the Scheme Summary attached as Annexure A, which must be read in conjunction with this Master Policy. In the event of discrepancies in or conflicting interpretations of the wording or numerals used in these two documents, the terms and conditions of this Master Policy will prevail.

2. DEFINITIONS, INTERPRETATION & SCOPE

2.1 KGA Life Group Funeral Cover provides cover on a compulsory basis to employees, or to members of organisations that meet the definition of a group in terms of the Insurance Act (Act 18 of 2017 as amended from time to time). The Policy provides a cash payment upon the occurrence of an Insured Event.

2.2 The terms and conditions as detailed in this Master Policy are applicable to all Main members.

2.3 The following words and phrases shall have the meanings ascribed to them wherever they appear in this Master Policy and any Policy Certificate.

Accidental Death	Accidental Death means death caused directly or resulting from injuries sustained due to a sudden and unforeseen event (an accident) which occurs at an identifiable place and time and has a visible, violent and external cause and which results in the death of a Main member.
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Beneficiary/ies	A person aged 18 (eighteen) years and above nominated by the Main Member at the cover start date, or as changed from time to time by the Main Member, to receive benefits due under this Policy in the event of a valid claim upon the occurrence of the Insured Event; or
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If no Beneficiary is nominated by the Main Member or if the Beneficiary is deceased upon the occurrence of the Insured Event or cannot be located within a reasonable period of time, KGA Life shall in its sole discretion be entitled to pay the



Benefits to the following Main member/s in the order listed below –

- o The Spouse and/or Partner;
- o If the Spouse and/or Partner is deceased or no longer qualifies as a Spouse and/or Partner, the eldest of the Children, provided such Child is over the age of 21 (twenty-one) years and is financially responsible for the maintenance of the remaining Main members; or
- o Such other person as KGA Life may in its sole discretion determine.

Cover Start Date

Unless a date is specified in the Scheme Summary, the Cover Start Date is the date that Premiums are received by the Insurer in respect of the Main Member for the first time. There are two exceptions in this regard:

- o a claim for Accidental Death during the period which the Main Member had paid the first premium, but such Premium has not yet been received by the Insurer.
- o a normal claim during the Waiting Period and, had it not been for the period which the Premium had been paid but not yet received by the Insurer, the waiting period would have been fulfilled.

Should either of these occur, the Insurer will honour the claim if acceptable proof of payment of the Premium is provided. Any Premiums that may have been due will be deducted from the claim payment.

Insured Event

The death of the Main Member.

The Insurer

KGA Life Limited, the licensed insurer and authorised financial services provider being the underwriters of this Policy.

The Intermediary

As per Annexure A

Main Member

The individual natural person who is employed by, or associated with the Policyholder and who qualifies for cover in respect of this Policy.

Policy

The KGA Group Funeral Policy as detailed in this Master Policy.

Policy Benefit / Cover

A lump sum benefit(s) payable in the event of the occurrence of the Insured Event in line with the terms and conditions of this Master Policy.



Policy Certificate	A document confirming the existence of insurance cover on the life of the Main Member under the terms and conditions as detailed in this policy.
Policyholder	As per Annexure A
Premium/s	The monthly amount payable by the Policyholder for the Cover provided by the Insurer, as determined from time to time in terms of this Policy.
Scheme Summary	The KGA summary prepared and presented and duly signed in acceptance by the Intermediary and / or Policyholder and attached as Annexure A to this document.
Termination date	12 (twelve) months from Cover Start Date of the Policy if not automatically renewed; or the date of notice as per the cancellation notice provided by the Policyholder, or the date of termination as determined by the Insurer giving notice in terms of this Policy, whichever comes first.
Waiting Period	The number of months during which no Policy Benefits are payable as specified in this Policy, but during which Premiums remain payable.

A. TERMS AND CONDITIONS RELATED TO POLICY BENEFITS

3. WAITING PERIODS

- 3.1 The applicable Waiting Periods are detailed in the Scheme Summary.
- 3.2 A 12 (twelve) month Waiting Period will apply to all Main members in respect of suicide.
- 3.3 No Waiting Periods shall be applicable in the event of an Accidental Death of a Main member.

4. MAXIMUM ENTRY AGES

The Maximum Ages for Inception of Cover in respect of the Main Member are detailed in the Scheme Summary.

5. COVER TERMINATION AGES

There are no cover termination ages applicable to this Policy.

6. COVER TERMINATION EVENTS

Cover Termination Events are as follows:

- 6.1. The death of the Main Member
- 6.2. The last day of the month on which the membership of the Main member to the SOLmate Scheme terminates.

7. EXCLUSIONS

- 7.1 No Policy Benefits are payable in the event of the occurrence of the Insured Event arising directly or indirectly from, or traceable to war, riots, civil commotion, terrorist activities, wilful exposure to danger, the insured being under the influence of any drugs or alcohol; participation in any criminal act; radioactivity or nuclear explosions or intentional self-inflicted injury.
- 7.2 This Policy does not impose any restrictions or exclusions in respect of residence or travel within the borders of South Africa, subject to the restrictions below:
 - 7.2.1 Claim payments will be made to the Policyholder directly for onwards payment to the nominated Beneficiary.
 - 7.2.2 Should the Insured Event occur in respect of the Main Member outside the borders of South Africa, such claim will be subject to receipt of the official proof of death from another country, which KGA may or may not be in a position to verify. Payments of claims under such circumstances can therefore not be guaranteed.

8. GENERAL PROVISIONS RELATED TO POLICY BENEFITS

- 8.1 Policy Benefits in the event of the death of the Main Member are payable to the Beneficiary(ies) directly or via the Intermediary or Policyholder for onwards payment to the nominated Beneficiary.
- 8.2 Main Members will only be covered, and therefore entitled to Policy benefits, subject to other terms and conditions of this policy, if Premiums in respect of the Main Member have been received by the Insurer.
- 8.3 The Policy Benefit will lapse after two consecutive failed premium collections. The Policyholder may however apply for reinstatement of cover for the Main member, subject to the following:
 - 8.3.1 KGA will allow a reinstatement within 2 (two) months from the effective lapse date, without imposing a new waiting period. The remaining period of a waiting period that had not yet passed at the time of lapse, will however still apply and outstanding premiums have to be paid in order for a reinstatement of cover to occur.
 - 8.3.2 Should the application be received longer than 2 (two) months after the second failed premium, this will be regarded as a new application, which will be subject to new waiting periods if applicable.

B. TERMS & CONDITIONS RELATED TO CLAIMS

9. CLAIM NOTIFICATION & RESTRICTIONS

- 9.1 The occurrence of the Insured Event must be reported in writing within 12 (twelve) months of such occurrence. If for any reason whatsoever notice of claim following the occurrence of the Insured Event under this Policy is not given within the period of 12 (twelve) months, all Policy benefits under this Policy in respect of such claim shall be forfeited and the claim shall not be honoured.
- 9.2 No claim shall be considered, or Benefit paid out under this Policy if the claimant is not able to furnish documentation acceptable to KGA, which are positive verification of the Insured Event and the facts giving rise to it.
- 9.3 Payment of the Policy Benefits provided for in terms of this Policy shall be a full and effectual discharge of Insurer's liabilities in terms of the Policy.

10. CLAIMS PROCEDURE

The following documentation and requirements need to be provided to KGA when submitting a claim:

- 10.1 Completed official claim form;
- 10.2 Copy of the death certificate
- 10.3 ID copy of both deceased & beneficiary
- 10.4 Notification of death - BI 1663 form (if applicable);
- 10.5 Copy of the Beneficiary's stamped bank statement (if applicable)
- 10.6 A police report in the event of Accidental Death; and
- 10.7 Any such other documentary proof as may be required by KGA at its sole discretion.

C. TERMS & CONDITIONS RELATED TO PREMIUMS

11. PREMIUM PAYMENTS

- 11.1 Premiums are due once per month from the Policyholder or the Intermediary (if applicable) to the insurer in respect of each Main Member.
- 11.2 The Intermediary or Policyholder must provide a schedule detailing the Main Members in respect of whom the Policyholder is paying a premium in respect of the month. This schedule must reach the Insurer by the Data Due Date as indicated on the Scheme Summary.
- 11.3 The total premium must be paid over to the Insurer by no later than the Premium Due Date as indicated on the Scheme Summary. Only the Main members whose details appear on the summary, and in respect of whom payment had been received by the Insurer, will be entitled to Policy benefits during that month.
- 11.4 Premiums are payable for the duration of the Policy. Any money paid to the Insurer for the purpose of this Policy is not refundable and there is no surrender value for this Policy.

- 11.5 It is the responsibility of the Policyholder or Intermediary (if applicable) to pay monthly Premiums punctually and to keep receipts or other proof of payment where the Main Member has not paid it directly to the Insurer.
- 11.6 Only the Policyholder can directly or via the Intermediary give instructions to amend any term or condition of this Policy on behalf of the Main Members. Any changes remain subject to the approval of the Insurer.
- 11.7 Insurer shall be entitled to apply set-off against any Benefits payable and any outstanding Premiums or other amounts payable to KGA.

12. PREMIUM GUARANTEE

If it is proved that the Policy Benefit has been based upon an incorrect statement of age or date of birth of the Main Member the Insurer may cancel their cover or, at its discretion, adjust either or both the cover amounts or Premiums due to what it would have been had it been based upon the real age or date of birth. In the event of a dispute in terms of this paragraph, the decision of the Insurer's Head of Actuarial Function shall be final and binding. In the absence of the above circumstances, the Premium is guaranteed for 12 (twelve) months. The Insurer retains the right to review the Premium at any time, provided that the Insurer gives the Policyholder and / or the Intermediary at least 30 (thirty) days' written notice of its intention to do so.

13. PREMIUM CESSATION

The Policy Benefits under this policy will cease and no further Premiums shall be payable in respect of the Main Member upon the occurrence of any of the following events:

- 13.1 Cancellation of this Policy by the Policyholder directly or via the Intermediary; or
13.2 If the Policyholder chooses not to have the contract automatically renewed at each policy anniversary;
13.3 on the Termination Date;
13.4 The Policyholder or the Intermediary stops paying Premiums;
13.5 The Insurer terminating the Agreement in line with the terms and conditions under this Policy; or
13.6 The Insurer's liability under this Policy having been discharged in full.

D. GENERAL TERMS & CONDITIONS

14. CESSATION & DISCHARGE

This Policy cannot be ceded, nor is it capable of being assigned or pledged as security in any manner. Payment of Policy Benefits to the Beneficiary(ies) shall be an effectual discharge of the Insurer's liability in respect of this Policy for the Main Member.

15. MISREPRESENTATION

The information provided and all declarations made by the Policyholder and / or the Intermediary, form the basis of this Policy. This assurance and cover shall be voidable in the event of misrepresentation or non-disclosure by or on behalf of the Policyholder of any fact material to the assurance. This Policy shall however not be invalidated on account of any incorrect statement made in good faith unless the incorrectness of such statement materially affected the assessment of the risk under this Policy at the time of issue thereof.

16. FISCAL REQUIREMENT

The Insurer reserves the right to make adjustments as determined by the Insurer's Head of Actuarial Control Function to the Policy benefits under this policy in the event of any government, provincial, municipal or other such authority imposing any involuntary charges, levies or taxes on the Insurer in respect of this Policy.

17. FRAUD

If any claim under this Policy is in any respect fraudulent, or if any fraudulent means are used by the Policyholder or anyone acting on their behalf to obtain any Policy benefit under this Policy, such claims shall not be honoured, and the Insurer will have the right to cancel the Policy at its discretion.

18. REVISION OF TERMS & CONDITONS

The Insurer reserves the right to amend, revoke, vary or alter any of the terms and conditions of this policy provided that the Insurer gives the Policyholder and / or the Intermediary at least 30 (thirty) days' written notice of its intention to do so.

19. CANCELLATION OF ASSURANCE

The Policyholder may cancel the cover in respect of the Policy at any time by giving 60 (sixty) days' notice to the Insurer. In the event of cancellation, this cover shall continue in force during the period of notice in respect of a Main Member who is covered under the Policy for the period of such notice and for which Premiums have been received. The Insurer may similarly cancel the cover in respect of the Policy on reasonable grounds at any time by giving 60 (sixty) days' notice to the Policyholder, subject to prevailing legislation.

20. WARRANTIES

Since the Policyholder and/ or the Intermediary is accountable for providing a detailed schedule of all Main Members in respect of whom premiums had been collected, the Policyholder and the Intermediary warrants that it will provide correct and accurate information of all Main Members and ensure that they all fall within the definitions detailed in this document. The Policyholder and Intermediary also confirms and acknowledges that, should this information be inaccurate, even if KGA accepted such Main Members in good faith, any claims in respect of such members will not be honoured.

21. DISPUTES

Should a dispute arise from or in connection with this Policy, the interpretation of KGA shall be binding, since the Policyholder and / or Intermediary has various avenues at its disposal for the referral of disputes in terms of Insurance legislation and -regulation.

22. MAIN MEMBER DATA

The Policyholder and/ or the Intermediary confirms that the Insurer can communicate with Main Members telephonically and/or electronically; and that all records shared with the Insurer may be stored electronically. The Policyholder and/ or the Intermediary also confirms that the required consent has been obtained from all Main Members for their personal data to be shared and processed.



For and on behalf of **KGA Life Limited**.

01 November 2023

Date

ANNEXURE A

SCHEME DETAILS	
Scheme Name	SOLmate Embedded Funeral Cover
Intermediary	Name Essential Employee Benefits (Pty) Ltd
	FSP 46244
	Address 15 Wellington Road, Parktown, 2193
Policyholder	Name SOL Ecosystem (Pty) Ltd
	Reg. 2020/851425/07
	Contact Jonathan Holden - j.holden@solmate.co.za .
Cover Type	Funeral Main Member Only
Scheme Type	Group
Participation	Compulsory / Embedded
TERMS & CONDITIONS APPLICABLE TO NEW ENTRANTS	
Intermediary Commission	Detailed below
Cover Start Date	01 November 2023
Waiting periods (months)	6 (six)
Maximum Entry Age (Years of Age)	64 (sixty-four years)
Data Due Date	On or before the 7 th of every month in arrears
Premium Due Date	On or before the 15 th of every month in arrears

Cover is for R5,000 per Main Member at a monthly premium of R7.00 per Main Member per month.
 This rate is inclusive of all commission, fees, processing and other costs.

ANNEXURE B

Disclosure Notice

Your Insurer

Business Name: KGA Life Limited
Registration number: 1998/023657/06
Physical address: First floor, Unit 109, Bosman's Crossing Square, 2 Distillery Road, Stellenbosch
Telephone: 021 944 6300
Web: www.kga.co.za
FAIS registration: FSP 15980

KGA Life Limited is authorised to render financial services for Long-term Insurance: Category A

Complaints Details

Email: compliance@kga.co.za

Conflict of Interest

KGA Life Limited has a conflict-of-interest management policy in place and is available to clients on the website.

Treating Customers Fairly

KGA Life Ltd has a TCF policy, structured according to the applicable guidelines, to ensure that KGA Life Ltd consistently delivers fair outcomes to our clients and enhance the service quality to clients. The TCF policy is available on request.

POPIA

KGA Life abides by strict principles in relation to processing of personal information. The principles are available at: <https://www.kga.co.za/legal>

Waiver of Rights

During the course of giving advice or rendering intermediary services, no person may request or induce you to waiver any right or benefit conferred on you by, or in terms of, any provision of the FAIS Act and / or any of its subordinate legislation.

Warning

Do not sign any blank or partially completed application form. Complete all forms in ink.

Particulars of the Long-Term Ombudsman

Postal address: Private Bag X45, Claremont, Cape Town, 7700
Telephone: +27-21- 657- 5000 / 0860 103 236
Email address: info@ombud.co.za

Particulars of the Registrar of Long-Term Insurance

Postal address: PO Box 35655, Menlo Park, 0102
Telephone: +27-12- 428-8000
Email address: info@fsc.co.za

Particulars of FAIS Ombudsman



Postal Address: PO Box 74571, Lynnwood Ridge, 0040
Telephone: +27- 12- 470- 9080
Email address: info@faisombud.co.za