



Unrestricted

Extended Cover Insurance Policy Terms and Conditions

Underwritten by Absa Insurance Company Limited
Registration number: 1992/001737/06
An Authorised Financial Services Provider
FSP number: 8030

Table of contents		Page
1	Contact us	3
2	Introduction	3
3	What have <i>you</i> bought	
	3.1 Credit Shortfall	3
	3.2 Excess Cover	3
	3.3 Violation Cover	3
	3.4 Absa PhotoFinish	3
	3.5 Car Hire Total Loss	3
	3.6 Absa RoadCover	
	3.7 Finance, Deposit and Registration/Licensing Administrative Fees Shortfall Protector	3
4	Definitions	4
5	General Insurance Terms	4
6	General exclusions	5
7	<i>Your</i> cover	6
8	Top-up PhotoFinish (optional extra)	10
9	Disclosure notice relating to your insurance policy	10

1 Contact us

Policy Administration

Tel: 0860 106 237

Claims Queries

Tel: 0860 100 876

Complaints Procedure

If you are not satisfied with the product you bought from us, you may lodge a written complaint with Absa Insurance Company Limited, whose Client Care Desk details are as follows:

The Complaints Department

Tel: 0860 111 665

Fax: 011 331 2179

Email: Ais.complaints@absa.co.za

Underwritten by

Absa Insurance Company Limited

PO Box 421

Johannesburg

2000

Absa Insurance Company Limited, registration number 1992/001737/06, agrees to provide insurance in terms of this policy during any period of insurance for which a premium has been paid. The proposal and declaration you made or that has been made on your behalf are the basis of and form part of this *policy*.

Insurance fraud line

Tel: 0860 002 526

Email: insurance@fraudline.co.za

2 Introduction

The Absa Insurance Company Extended Cover policy is made up of:

- 2.1 A policy schedule. This sets out the type of insurance you have bought, the amount you are covered for, the item covered and the premium payable
- 2.2 A Policy wording. This sets out your responsibilities, what we do and do not compensate you for and how to claim for any loss or damage of items insured under this policy.
- 2.3 Updates of any subsequent documents that you may receive regarding your policy that relates to any changes to/enhancements of the original agreement.

3 What have you bought?

3.1 Credit Shortfall

You have bought cover for the difference between the *Retail Value* and the amount that is owed to the finance company (*Statutory Balance*), at the date of settlement of claim. This benefit applies when your motor vehicle has been stolen or written-off and the claim by the underlying insurer has been settled by either the underlying insurer or in terms of 3.3 below.

3.2 Excess Cover

You have bought cover for the excess amount that you have to pay to your underlying insurer in the event of a total loss claim.

3.3 Violation Cover

You have bought cover for when your claim is rejected by your underlying insurance policy, due to your unintentional breach of the terms and conditions in either their policy schedule or wording.

3.4 PhotoFinish

You have bought cover for minor dents and scratches on your vehicle and alloy wheels.

3.5 RoadCover

You have bought immediate access to an effective Road Accidents Fund (RAF) claims management system with no cost to you, details in 7.6 Absa RoadCover.

3.6 Car Hire

You have bought car hire for the period after your underlying insurer has settled your claim to the time you purchase your new vehicle, details in 7.5 Car Hire Total Loss.

3.7 Finance, Deposit and Registration/Licensing and Dealership Administrative Fees Shortfall Protector

You have bought cover for reimbursement of the shortfall to the client/policy holder in terms of the deposit paid as well as the Registration/Licensing and Administrative fees at the time of purchasing a vehicle. This extension only applies when your motor vehicle has been stolen and not recovered or written-off and the claim has been settled by either the underlying insurer or in terms of 3.3 above. The benefit payable will be the original deposit, Registration/Licensing and Dealership Administrative fees limited to an accumulated maximum of 10% of the sum insured or Retail value as stated in the underlying Comprehensive motor insurance policy, whichever is the lesser. This cover shall not have the effect of placing the policyholder in a better position than they were in at the time of purchasing the vehicle. This extension of Cover on the insured vehicle is only valid whilst the loan is in place and will cease when the loan has been settled with the finance institution or any amounts have been paid to the client/policy in terms of the covers provided for by this policy.

Please read the content of this *policy* wording to understand the full benefit of covers, conditions, exclusions and limits for each of the benefits described above.

4 Definitions

Comprehensive Insurance: The *underlying insurance policy* which is underwritten by a registered short-term insurer. This includes cover for the total loss or any other loss or damage that may be sustained to the *vehicle* and any third party's property under specified *policy* terms and conditions.

Credit agreement: Is a legal contract entered into by *you and a financial institution* when *you* accept a loan to purchase the insured vehicle.

Damage: Physical loss to the *vehicle* during the period of insurance as a result of an insured event.

Date of loss: The date of the incident as determined by the underlying insurer.

Due date: The date on which *you* must pay *your* premium every month.

Excess: The first amount of each claim payable by *you*.

Ex-gratia: Where responsibilities under the underlying *policy* are denied and a non-contractual partial or full settlement of the claim is made without prejudice.

Financial Institution: Is an institution that lends *you* money to purchase in terms of the Credit Agreement.

Insured Period: For monthly policies, this is the period of 30 (thirty) days for which cover is provided calculated from the premium *due date* and continue as long as premiums are paid by the *due date*.

Maximum cover: Is the most we will pay *you* and is determined by the sum insured or the value as determined on *your underlying insurance policy* of the *vehicle* (the lesser of these) or the *statutory balance*.

Retail Value: Is the value that the retailer would charge for the make and model of *your vehicle* at a specific point in time.

Salvage: *Your* damaged vehicle (*the vehicle*) that we will take over in certain instances to reduce *our* loss after paying a claim. We receive salvage rights over property on which we have paid claims, such as badly-damaged or written-off vehicles.

Statutory Balance: This is the payment which *you* would be responsible to pay, at the *date of loss*, to the *financial institution* to settle *your* outstanding balance.

Sum Insured: The *Retail Value* of *your vehicle* including its accessories and spare parts as specified in *your underlying insurance policy* schedule.

The vehicle: Means the motor *vehicle* as shown on *your underlying insurance policy* schedule and this *policy* schedule complying with the requirements of this *policy*.

Under-insurance: Means when *your* insured *vehicle* is insured for less than the full *Retail Value* at the time of the loss. This is called applying average.

Underlying Insurer: Means the underwriter of *your* comprehensive insurance *policy* of *your vehicle*.

Underlying Insurance Policy: Means the comprehensive insurance policy on *your vehicle (the vehicle)*.

Uneconomical to repair: A vehicle is 'uneconomical to repair' when, in *our* sole opinion and discretion, the cost of parts, the availability of parts, the repair duration and vehicle rental costs are too high. It is in the insurer's discretion whether the vehicle is uneconomical to repair.

We, us and our: Refers to Absa Insurance Company Limited.

You, your, yourself, the insured: Refers to the person(s) named on the *policy* schedule, who is also known as the policyholder.

5 General Insurance Terms

These general terms of insurance apply to every section of this *policy*. The *policy* wording and *policy* schedule must be read as one document. The meaning given to any words or expressions will remain the same throughout the schedule and wording where it appears.

5.1 Underlying insurance policy

You must make sure that the *vehicle* is comprehensively insured under *your underlying insurance policy* at all times. If the *underlying insurance policy* is not active, then this *policy* is not valid.

5.2 The vehicle

The motor *vehicle* as shown on the *policy* schedule. This includes:

- Station wagons, light delivery vehicles, motorcycles, minibuses (maximum 16 seater), caravans.
- Panel vans with a gross vehicle mass not more than 4 500kg and trailers with a maximum carrying capacity of 750kg.

5.3 Premium payments

To ensure that this *policy* remains active, *you* will need to make sure that *your* monthly premiums are paid on time. If *you* do not pay *your* premium on time, *you* have a 15 (fifteen) -day grace period to pay, after which failure to pay the premium will result in the automatic cancellation of this *policy*.

5.4 Policy cession

This *policy* gives rights to *you* and the *financial institution* only and *you* may not transfer *your* rights to anyone else unless we give *you* specific written permission to do so. *Your* rights according to this *policy* will be ceded to the *financial institution* registered in respect of the insured *vehicle*. The *financial institution* may transfer its rights but only to the extent of exposure in respect of *the vehicle*. No other person may claim against *us* even if we are liable for any loss or damage they suffer.

5.5 Time limits

If we do not accept *your* claim, *you* may appeal against *our* decision. *You* must appeal in writing within 90 (ninety) days of the date of *us* not accepting the claim. If *your* appeal is not successful, *you* may take the matter further. However, *you* must start legal proceedings against *us* within 180 (hundred and eighty) days of the date of *your* unsuccessful appeal. If *you* do not do so in time, *you* will lose *your* right to start legal proceedings against *us*. We are not liable after 12 (twelve) months from the date of the event that gives rise to a claim, unless the claim is:

- The subject of a pending court action or arbitration.
- For amounts for which *you* may become legally liable.

5.6 Claims based on dishonesty, fraud and misrepresentation

We will cancel *your policy* and we will not compensate *you* for claims based on dishonesty, misrepresentation or fraud or any combination of these. If we compensate *you* for any claim that we later discover was based on dishonesty, misrepresentation or fraud, we may take legal action against *you*.

5.7 Precautions

You must take all reasonable steps and precautions to avoid and minimise any loss. *Your* negligence and failure to do so may result in *us* rejecting *your* claim.

5.8 Territorial limits and repatriation

The territorial limits of *your underlying insurance policy* apply and where an event occurs outside the Republic of South Africa, *you* are responsible for the cost of bringing the *vehicle* back to the Republic of South Africa.

5.9 Jurisdiction

The courts of South Africa have the authority to hear any matters relating to this *policy*. *We* are not responsible for any legal costs and expenses incurred outside the Republic of South Africa.

5.10 Dual insurance cover

If any loss or damage or liability under this *policy* is also insured by another insurance *policy*, *we* will not compensate *you* for more than *our* portion of the loss, damage or responsibility. Since *we* are liable to pay a proportionate share of claims occurring during the period of dual insurance, *we* will refund *you* a proportionate share of the premiums paid for the period of dual insurance provided that there have been no claims during the period of dual insurance. It is *your* duty to inform *us* if there is more than one *policy*.

5.11 Cancellation

We can cancel this agreement by giving *you* 30 (thirty) days' written notice. *You* can cancel this agreement by giving *us* 30 (thirty) days' written notice. *You* do not receive *your* premium back if the *policy* is cancelled by either of *us*.

5.12 Suspensive conditions

A condition of the *underlying insurance policy* which suspends cover either partly or wholly, pending the fulfilment of a requirement in terms of that *policy*.

5.13 Termination of Credit Agreement

This *policy* shall automatically cancel from the date of the termination of the *Credit Agreement*. *We* will not compensate *you* for any benefits whatsoever in terms of this *policy*.

5.14 Amendments or Endorsements

We may endorse this *policy* and advise *you* by giving *you* 30 (thirty) days' written notice at *your* last known postal address. The endorsement could be for underwriting requirements or changes to the *policy* or *excess* structure. The endorsement will be noted either in a letter, *policy* schedule or *policy* wording.

5.15 Notices and chosen postal address

You must inform *us* of any change in postal address so that *you* can be kept updated on any changes to *your policy*.

5.16 Your rights in terms of the Financial Advisory and Intermediary Services Act

We will not request or encourage *you* in any manner to waive any of *your* rights or benefits in terms of the Financial Advisory and Intermediary Services Act (Act No. 37 of 2002), General Code of Conduct for Authorised Financial Services Providers and Representatives. If *you* give up any such rights, *we* will not recognise, accept or act on it. Any such waiver will be null and void.

5.17 Under-insurance

This is when *your* insured *vehicle* is insured for less than the full *Retail Value* at the time of the loss. *We* will compensate *you* in the same proportion as *your* underlying insurer. *You* will be responsible for the difference. This is called applying average.

5.18 Unless *we* give *you* *our* permission to do so in writing, *you* must not:

- Tell anyone involved that the incident may have been *your* fault.
- Promise payment or offer compensation to anyone involved.
- Accept payment from anyone involved.

6 General exclusions

These general exclusions apply to every section of this *policy*. The *policy* wording and *policy* schedule must be read as one document. The specific meaning given to any words or expressions will remain the same throughout the schedule and wording where it appears. **We will not compensate *you* for:**

- 6.1 Loss or damage which falls outside *your* insurance period.
- 6.2 Loss or damage related to third-party liability for any kind of loss, damage or personal injury.
- 6.3 Loss or damage which results from the use of *the vehicle* outside the territorial limits defined in *your underlying insurance policy* and this *policy*.
- 6.4 Loss or damage while any other person drives or tows *the vehicle* with *your* express or implied permission and to *your* knowledge is under the influence of alcohol or drugs, or their blood-alcohol level is over the legal limit or they are not in possession of a valid unendorsed driving licence.
- 6.5 Loss or damage which is caused with intention by *you* or any member of *your* household or any person living with *you*.
- 6.6 For more than *our* rateable portion of any loss where *the vehicle* is covered under another enforceable insurance *policy*.
- 6.7 Loss or damage which results from contractual liability.
- 6.8 Any loss or damage of a consequential nature.
- 6.9 Loss or damage where the terms and conditions of this *policy* have not been met and complied with.
- 6.10 Any claim where misrepresentation, non-disclosure, misdescription, fraud or dishonesty is discovered whether in connection with *your underlying insurance policy*, *your underlying insurance policy* claim, this insurance *policy* or *your* claim under this *policy*.
- 6.11 Loss or damage as a result of depreciation, wear and tear, mechanical and electrical breakdown, failure or breakage, rust, corrosion or gradual operating causes.

6.12 Sasria claims

We will not compensate *you* for loss of or damage caused by:

- war and warlike activities, for example invasion, acts of foreign enemies and civil war;
- any events for which a fund is established under the War Damage Insurance and Compensation Act, No. 85 of 1976;
- terrorism, including the use of violence or threat of violence for political, religious, personal or ideological reasons; or
- activities intended to overthrow the government or any local or tribal authority, military might (for example martial law, mutiny, military uprising, revolution, including protests, rebellion, civil disobedience and inciting fear in the public), civil disturbances (for example riots, strikes, lockouts [whether legal or not]), the acts of any lawfully established authority in controlling, preventing, suppressing or in any other way dealing with any activities referred to in the general exclusions above.

6.13 Loss or damage which results (directly or indirectly) from illegal or criminal activities, permanent or temporary removal due to detention, confiscation, impounding or legal requisition carried out by lawfully constituted authorised parties.

6.14 Loss or damage where these events are covered by a fund established under current legislation and current acts.

7 Your cover

7.1 Credit Shortfall

What you are covered for under Credit Shortfall?

If your vehicle is:

- Accidentally damaged and found to be uneconomical to repair.
- Is stolen or hijacked and not recovered.

Then:

We will pay the difference between the *Retail Value* (less *underlying insurer's excess* due by you) and the amount owing to the finance company (*Statutory Balance*), at the date of settlement of claim.

Remember to notify us if the *retail value* is equivalent or more than your outstanding balance on your vehicle so that we can cancel this benefit.

Example:

You bought a vehicle through a Financial Institution for R160 000 on 1 March 2010. The vehicle is written-off on 1 March 2011 with the total outstanding balance on the contract being R100 000. The retail value in which the underlying insurer will settle your claim on is R80 000 before excess. This means you will be left with R20 000 as a shortfall. We will then pay the R20 000 to the Financial Institution on your behalf to settle the shortfall you owe them.

Description	Amount
Statutory Settlement Balance	R100 000
Retail value	R80 000
Balance due to <i>financial institution</i>	R20 000
Credit Shortfall payment	R20 000
Balance owed by you	R0

Specific exclusions: What you are not covered for under Credit Shortfall

These exclusions are specific to the Credit Shortfall cover:

- Any refundable amounts added to your finance agreement over and above the purchase price of the vehicle. This includes premiums, motor warranties and maintenance programmes which must be refunded to you by the company that administers the policy or warranty.
- We will not cover you for Credit Shortfall on any vehicle and sound equipment and non-standard vehicle accessories or extras which are not specified on your underlying insurance policy schedule and which do not form part of the finance agreement.
- We will not cover you for any arrears on your finance instalments and any interest charged on that arrears amount.
- We will not compensate you for any advanced amounts paid into your vehicle account. Example: deposits and additional voluntary payments.

Specific conditions under Credit Shortfall Cover

- **Underlying Insurance:** An underlying insurance policy must be maintained over the vehicle for this policy to provide you with the best financial security and assist in ensuring that you are not indebted for a vehicle you may not be able to use anymore.
- **Noting of financial institution interest:** Any payment made in terms of this policy will first be to the financial institution to reduce your responsibility in terms of the credit agreement. Their receipt of payment will render us no longer liable for that portion of your claim. If there is a balance you will have to pay it.
- **Authority to complete claim forms:** An authorised person of the financial institution is authorised to complete and sign the claim form on your behalf if you are untraceable, unable, fail to or refuse to complete a claim form in terms of this policy. This authority also includes providing us with a copy of your credit agreement and a statement of your account to allow us to proceed with the claim.
- **Excess:** You are liable for the full excess due by you in terms of your underlying insurance policy as it is excluded under this benefit.

How to claim under the Credit Shortfall cover

- If your claim has been settled by your underlying insurer, you must advise us within 30 (thirty) days after the date of settlement by the underlying insurer. You lose your right to claim if you do not advise us in time.
- Contact our claims department on the number set out under Contact us in this policy.
- Provide us with or authorise us to obtain a copy of your settlement balance from your financial institution.
- Provide us with proof, information, affidavits and other documentation we may request to process your claim.
- Provide us with a copy of the signed agreement of loss, or ex-gratia agreement or letter attached to the ex-gratia payment (whichever is applicable) between you and your underlying insurer.

7.2 Excess Cover

What you are covered for under Excess Cover

Where you have had a total loss of your vehicle and we compensate you for the Credit Shortfall portion of the claim under this policy, then this benefit will contribute towards the excess payable by you to the underlying insurer to the maximum value of R10 000 or whichever is the lesser.

Example:

You bought a *vehicle* through the *Financial Institution* for R200 000 on 1 March 2010. The *vehicle* is written-off on 1 March 2011 with the total outstanding balance on the finance agreement being R150 000. The *Retail Value* of the *vehicle*, which the *underlying insurer* will settle the claim on is R100 000 and you will be liable for R20 000 excess. The *underlying insurer* will settle your claim for R80 000. The credit shortfall benefit will settle your claim for R50 000. This benefit will reimburse you R10 000 (maximum benefit) towards the excess paid to the *underlying insurer*.

Specific exclusions – What you are not covered for under the Excess cover

- Any amount exceeding R10 000.
- Any excess applicable to a claim that does not relate to the total loss of the *vehicle*.
- Any item not specific in the *policy* schedule.
- This cover is not applicable if there is no credit shortfall claim.

Specific conditions under Excess Cover

- A valid credit shortfall claim must have been authorised or paid.
- An active *underlying insurance policy* must have settled the comprehensive insurance claim.

How to claim under the Excess Benefit

- If your claim has been settled by your *underlying insurer*, you must advise us within 30 (thirty) days after the date of settlement by the *underlying insurer*. You lose your right to claim if you do not advise us in time.
- Contact our claims department on the number set out under Contact us in this *policy*.
- Provide us with or authorise us to obtain a copy of your settlement balance, including the excess paid by you, from your *financial institution*.
- Provide us with proof, information, affidavits and other documentation we may request to process your claim.
- Provide us with a copy of the signed agreement of loss, or ex-gratia agreement or letter attached to the ex-gratia payment (whichever is applicable) between you and your *underlying insurer*.

7.3 Violation Cover

What you are covered for under Violation Cover

When your *vehicle* is stolen or hijacked or accidentally damaged and your *underlying insurer* rejects your claim based on your unintentional violation of the terms and conditions of your *underlying insurance policy*. We will cover you as follows:

- We will cover you for the cost of repairs less excess payable by you under this *policy*.
- Where the *vehicle* is uneconomical to repair or total loss is suffered through theft, we will cover you for the retail value or sum insured as per your *underlying insurance policy* schedule whichever is lesser, less the excess due by you. In this event, we will become entitled to the *salvage* of your *vehicle*. We will further assist you with towing and storage costs to the value of R1 500 should this have been incurred directly afterwards as a result of the loss.

Remember, the purpose of violation cover is to provide you with additional peace of mind. This cover does not encourage you to intentionally violate part or whole of the conditions stipulated on your *underlying insurance policy*.

First amount payable (excess) under Violation Cover

The first amount payable by you on a Violation Claim is as follows:

- If your claim was rejected due to your failure to comply with a condition of your *underlying insurance policy*, your excess will be 15% of the claim.
- If your *vehicle* was stolen or hijacked and your claim was rejected due to your failure to comply with a condition of your *underlying insurance policy*, your excess will be 20% of the claim.

Specific exclusions – What you are not covered for under Violation Cover

- Any loss or damage to your *vehicle* if this *policy* has lapsed or have been cancelled by you or any person acting on your behalf.
- Any loss or damage to your *vehicle*, where the *underlying insurer* has rejected your claim and it is found that you have not kept to the terms and conditions of this *policy*.
- You must assist us in any recovery action instituted against any third party responsible for the loss or damage, upon our request.
- Losses recoverable under motor warranty or service plans.
- Previous losses for which you were settled in cash and you did not carry out the repair adequately through an authorised panel beater or similar service provider.
- Loss or damage to any sound equipment or, extras, accessories or enhancements to the *vehicle* not specified in your *underlying insurance* schedule.
- Damage to the *vehicle* suspension caused by impact with or inequalities of the road surface; damage to tyres caused by the application of brakes, punctures, cuts or bursts.

Specific conditions under Violation Cover

- **Noting of financial institution interest:** Any payment made in terms of this *policy* will first be to the *financial institution* to reduce your responsibility in terms of the *credit agreement*. Their receipt of payment will render us no longer liable for that portion of your claim. If there is a balance, you will have to pay it.
- **Authority to complete claim forms:** An authorised person of the *financial institution* is authorised to complete and sign the claim form on your behalf if you are untraceable, unable, fail to or refuse to complete a claim form in terms of this *policy*. This authority also includes providing us with a copy of your *credit agreement* and a statement of your account to allow us to proceed with the claim.
- Your assistance in terms of recovery action instituted against any third party responsible for the loss or damage, upon our request.

- You must assist us in the identification of the stolen and recovered *vehicle* as well as the prosecution of the responsible person(s) if this is necessary in our opinion. We will pay for expenses which you incur in assisting us. If you do not provide us assistance when requested, you must repay us all amounts we have compensated you for.
- You must provide us with or authorise us to obtain a copy of your credit agreement and statement of your account from the financial institution.
- You are responsible to pay the excess shown in this *policy* in respect of every claim.
- We will decide how to compensate you for an insured event under this *policy*. This means we may pay out, replace or repair through a supplier or repairer of our choice, or we may choose to apply a combination of these.
- We have the right to determine whether the *vehicle* is a total loss or uneconomical to repair.
- The damaged *vehicle* that has been replaced or paid for becomes our salvage.
- Our liability is limited to one payment for violation of conditions of your underlying insurance policy where you have unintentionally missed a single monthly premium. You must have paid your underlying insurance policy premiums for a minimum of 3 (three) consecutive months prior to non-payment.

How to claim under Violation Cover

- If your claim was rejected by your underlying insurer, you must advise us within 30 (thirty) days after the date of rejection. You lose your right to claim if you do not advise us in time.
 - You may lodge a violation claim by phoning our dedicated call centre as detailed under Contact us.
 - Provide us with full particulars of your underlying insurance policy.
 - Provide us with your underlying insurer's rejection letter.
 - Provide us with the underlying insurance policy claim as well as any proof, information, affidavits and other documents we may request.
- Remember, you may only claim for Violation Cover under this policy if your underlying insurer rejected the claim based on you having unintentionally violated one or more terms and conditions of your underlying insurance policy. If the underlying insurer rejects your claim based on reasons other than your unintentional violation of policy terms and conditions, cover will not be provided.
 - When your underlying insurer rejects your claim, you must ensure that your underlying insurer provides you with a letter advising of the reasons for rejection.

7.4 Absa PhotoFinish

This cover is to provide you with peace of mind knowing that your minor dents and scratches will be taken care of. This cover is limited to R2 000 per claim.

What you are covered for under PhotoFinish

- **Alloy wheel scratch:** Damaged area which does not exceed 15cm in length.
- **Body scratch:** Damaged area which is no longer than 15cm in length and does not extend over more than one adjacent panel.
- **Chip:** Damaged area which does not exceed 3mm in diameter.
- **Dent:** Damaged area which does not exceed 15cm in diameter. Dents extending more than one adjacent body panel, are excluded, as well as ripped or torn *vehicle* panels, plastics, vinyl and rubber trim.

Specific exclusions – What you are not covered for under PhotoFinish Cover

- Loss or damage which does not fall under the definitions of *chips, dents, body and alloy wheel scratches*.
- Loss or damage to beading, door and window mouldings, accessories, plastic, vinyl and hardened rubber trims, lamps or window panels.
- Rust or corrosion.
- Loss or damage resulting in the replacement of body panels.
- Loss or damage for events that occurred before the *policy* effective date or more than 30 (thirty) days after the date of loss.
- The application or removal of stickers, decals and other applied materials.
- Third-party liability of any kind whatsoever for loss, damage or personal injury.
- Any damage exceeding the maximum cover as stated.
- Damage to car radios, sound equipment or car telephones.
- Any loss or damage to tyres.
- Loss of any possessions.
- Where the repairs commence without our prior authorisation.

Specific conditions under PhotoFinish

- **Vehicle condition:** You must take all reasonable steps to ensure your *vehicle* is roadworthy at all times. You must give us access to inspect the *vehicle* at any time we request.
- **Excess:** There is no excess payable under this cover.

How to claim under PhotoFinish Cover

- Contact our claims department on the number set out under Contact us in this *policy*.
- We have the right to authorise or reject your claim.
- We may request inspection of the *vehicle*.

7.5 Car Hire Total Loss

- This cover offers *you* additional car hire up to a limit of R2 000 after *your underlying insurance* settles *your* claim, to assist *you* while looking for or purchasing another *vehicle*.

What *you* are covered for under the Car Hire benefit

- We will pay the actual cost of car hire including the cost of delivery of a *vehicle* (not exceeding a 1600cc engine capacity) on an unlimited distance basis but excluding the cost of fuels and lubricants.
- Provided that the order for the hire of a *vehicle* is placed through and authorised by *us* and *you* accept any terms and conditions imposed upon *you* by the car hire company.
- The period of hire must terminate once the maximum benefit is reached.

Specific exclusions - What *you* are not covered for under Car Hire

- The hire of any *vehicle* with an engine capacity greater than 1600cc.
- The hire of a *vehicle* from an unauthorised Car Hire Company.
- Any costs exceeding the Car Hire limit as specified in this *policy* benefit.

Specific conditions under Car Hire

- *Your vehicle* as stated in the *policy* schedule must have been written-off by the *underlying insurer* or stolen or hijacked.
- The *underlying insurer* must have settled *your* claim and the car hire benefit of the *underlying insurance policy* must have been exhausted before claiming under this benefit.
- The benefit is applicable to the insured or designated driver as per the *underlying insurance policy*.

How to claim under the Car hire Benefit

- If *your* claim has been settled by *your underlying insurer*, *you* must advise *us* within 30 (thirty) days after the date of settlement by the *underlying insurer*. *You* lose *your* right to claim if *you* do not advise *us* in time.
- Contact *our* claims department on the number set out under Contact us of this *policy*.
- We have the right to authorise or reject *your* claim.

7.6 Absa RoadCover:

Contact details during office hours (08:30 to 16:30)

0860 726837/0860

0860 RCOVER/726 837

roadcover.co.za

In the event that you qualify for cover in terms of the Road Accident Fund Act (Act No 56 of 1996). This value-added cover provides a service offering that manages *your* claim with the Road Accident Fund (RAF) from start to finish. Absa has partnered with RoadCover to offer this benefit at no cost to you.

What services *you* are covered for under Absa RoadCover

- Legal representation.
- Accident reconstruction.
- Administration and Claims management.
- Required Medico-legal reports.
- Required actuarial reports.
- Past and future loss of earning reports.
- Past and future loss of support reports.
- 100% of the payment made by the Road Accident Fund.

Specific limitations to RoadCover services:

- RoadCover will limit its services where the assessor does not agree with the merits of the case. If this is in conflict with the view of the client or there is a material conflict between the client's assessment and the assessors, the case will be referred to the RoadCover advisory panel for review.
- Any cost incurred by you upon, being approached by an outside party without the written consent of RoadCover, will not be covered.
- *You* are at all times free to obtain the opinions of advisers or specialists appointed by *you* but the cost of these will not be borne by RoadCover unless approved in writing.
- *You* are not obliged to use the services of RoadCover, in the event of which RoadCover will not be liable for any costs incurred by these third parties.
- RoadCover is only applicable to accidents that occur within the RSA.
- The premium must be fully paid-up at the time of the accident.
- At the time of the accident *you* must comply with all the legal and regulatory matters required by the Acts governing the Road Accident Fund.
- RoadCover does not guarantee a payment from the RAF.

How to claim for services under the RoadCover benefit

- Call RoadCover (0860 RCOVER/726 837) during office hours (08:30 to 16:30) and give the particulars of *your* case.
- Upon verification of *your* membership, *you* are provided a case number and referred to an assessing RoadCover legal practitioner for a case assessment.
- *You* will be advised by RoadCover on the merits of *your* claim and potential way forward.
- In the case where a claim is deemed not valid for submission to the RAF, RoadCover will send you a letter with reasons for this decision.

- If a claim is deemed valid, RoadCover will assist *you* with all the documents required for the submission of your claim.
- This includes additional legal consultations and reports, medico-legal reports and actuarial opinions for loss of earnings consequent to the injuries; RoadCover assists *you* with all the necessary administrative support and preparation of documents for submission.
- An assessment of the medical expenses incurred as a direct result of *your* injury is done to ensure a balanced and fair medical claim. The claim is then finalised, collated and with *your* permission submitted to the Road Accident Fund on *your* behalf for consideration.
- RoadCover attends to all reasonable queries upon request for further particulars that the Road Accident Fund might require in pursuit of settlement of the claim.

7.7 Finance, Deposit and Registration/Licensing and Dealership Administrative Fees Shortfall Protector

You have bought cover for reimbursement of the shortfall to the client/policy holder in terms of the deposit paid as well as the Registration/Licensing and Administrative fees at the time of purchasing a vehicle. This extension only applies when your motor vehicle has been stolen and not recovered or written-off and the claim has been settled by either the underlying insurer or in terms of 3.3 above. The benefit payable will be the original deposit, Registration/Licensing and Dealership Administrative fees limited to an accumulated maximum of 10% of the sum insured or Retail value as stated in the underlying Comprehensive motor insurance policy, whichever is the lesser. This cover shall not have the effect of placing the policyholder in a better position than they were in at the time of purchasing the vehicle. This extension of Cover on the insured vehicle is only valid whilst the loan is in place and will cease when the loan has been settled with the finance institution or any amounts have been paid to the client/policy in terms of the covers provided for by this policy.

8 Top-up PhotoFinish (optional extra)

At an additional premium of R30 a month *you* can buy an additional R3 000 cover for minor dents and scratches on *your vehicle*. *Your* total benefit for minor dents and scratches will now increase to R5 000 (embedded benefit of R2 000 plus Top-up PhotoFinish of R3 000).

What *you* are covered for under Top-up PhotoFinish

Please note: The diameter of the dents and scratches under the top-up benefit is equal to the total limit under this product and not in addition to the embedded photo-finish.

- **Alloy wheel scratch:** Damaged area which does not exceed 25cm in length.
- **Body scratch:** Damaged area which does not exceed 25cm in length and does not extend over more than one adjacent panel.
- **Chip:** Damaged area which does not exceed 5mm in diameter.
- **Dent:** Damaged area which does not exceed 25cm in diameter. Dents extending over more than one adjacent body panel are excluded, as well as ripped or torn vehicle panels, plastics, vinyl and rubber trim.

Specific exclusions – What *you* are not covered for under PhotoFinish Cover

- Loss or damage which does not fall under the definitions of *chips, dents, body and alloy wheel scratches*.
- Loss or damage to beading, door and window mouldings, accessories, plastic, vinyl and hardened rubber trims, lamps or window panels.
- Rust or corrosion.
- Loss or damage resulting in the replacement of body panels.
- Loss or damage for events that occurred before the *policy* effective date or more than 30 (thirty) days after the date of loss.
- The application or removal of stickers, decals and other applied materials.
- Third-party liability of any kind whatsoever for loss, damage or personal injury.
- Any damage exceeding the maximum cover as stated.
- Damage to car radios, sound equipment or car telephones.
- Any loss or damage to tyres.
- Loss of any possessions.
- Where the repairs commence without our prior authorisation.

Specific conditions under PhotoFinish

- **Vehicle condition:** *You* must take all reasonable steps to ensure *your vehicle* is roadworthy at all times. *You* must give *us* access to inspect the *vehicle* at any time *we* request.
- **Excess:** There is no excess payable under this cover.

How to claim under PhotoFinish Cover

- If *your* claim has been settled by *your underlying insurer*, *you* must notify *us* within 30 (thirty) days after the date of settlement by the *underlying insurer*. *You* lose *your* right to claim if *you* do not inform *us* in time.
- Contact *our* claims department on the number set out under Contact *us* in this *policy*.
- *We* have the right to authorise or reject *your* claim.
- *We* may request inspection of the *vehicle*.

9 Disclosure notice relating to your insurance policy

About the service

The Product: Short-term Insurance. Please refer to your policy document and schedule for detailed information on this financial product. Nature and extent of benefits.

Please refer to the policy document and schedule.

Premium payment obligations including commissions and fees, manner and frequency, consequences of non-compliance.

Please refer to the policy document and schedule.

Details of special conditions, exclusions, excesses, waiting periods and restrictions.

Please refer to the policy document and schedule.

Fees and commission

Product name: Extended Cover

The noted intermediaries have an agreement with Absa insurance Company Ltd (AIC) in terms of which the following remuneration is payable for extended Cover insurance business.

Party	Description	Remuneration per policy	Frequency	Type of sale
Absa Vehicle and Asset Finance, a division of Absa Bank Limited	Commission	12.5% of premium	Monthly	Branch
Absa Insurance and Financial Advisers	Commission	*R332.50	Once-off	Telemarketing

*The amounts exclude VAT.

Remuneration is only paid to one party depending on who sold the policy to you.

Recordings of the telephone discussion with the telemarketer can be made available to you on request.

About the Intermediary (Telemarketer)

Contractual relationships

The Intermediary has a contractual relationship with the Insurer and has not earned more than 30% of its remuneration from Absa Insurance Company Limited during the previous year. The Intermediary is an authorised Financial Services Provider in terms of the FAIS Act and may provide advice relating to short-term insurance products under licence 4012. Exemptions and restrictions - None. The key individual is Hendrik Crawford who can be contacted at 051 401 0682. The intermediary has no direct or indirect financial interest in the Insurer.

Absa Insurance and Financial Advisers (Pty) Ltd
Registration No: 1970/0002732/07

Head Office:
3rd Floor, Absa Towers North, Absa Campus
180 Commissioner Street
Johannesburg Central
2001

Tel: 011 350 4000

Fax: 011 350 1201

Email: advisers.client@absa.co.za

Contact details for the Complaints Department

Should you not be satisfied with the advice or service rendered by the financial adviser, you may lodge a written complaint with Absa Insurance and Financial Advisers Client Care Desk (contact details appear hereafter). The company’s complaints policy and procedure is available to you upon request.

Tel: 011 350 1268

Fax: 011 350 1201

Email: advisers.client@absa.co.za

Contact details for the Compliance Department

Email ComplianceAIFA@absa.co.za

The Compliance Officer

Absa Insurance and Financial Advisers (Pty) Limited

Please mark correspondence for the attention of the Compliance Officer.

Absa Insurance and Financial Advisers (Pty) Ltd, is a duly authorised Financial Services Provider with licence number 4012, in terms of the Financial Advisory and Intermediary Services Act (FAIS) and may render intermediary services and provide advice relating to short-term insurance products.

About the Insurer

Absa Insurance Company Limited (AIC)
Reg No: 1992/001737/06
180 Commissioner Street, Johannesburg, 2001
PO Box 421
Johannesburg
2000

Tel 011 350 4000
Fax 011 331 1312

Contact details for the Complaints Department

Tel 0860 111 665

Fax 011 331 2179

Email ais.complaints@absa.co.za

Contact details for the Compliance Department

The Compliance Officer
Absa Insurance Company Limited
PO Box 421
Johannesburg
2000

Tel 0860 111 665
Email compliance@absa.co.za

Please mark correspondence for the attention of the Compliance Officer.

Contact details for the Public Officer

The Public Officer
Absa Insurance Company Limited
PO Box 421
Johannesburg
2000

Tel 0860 111 665
Email ais.complaints@absa.co.za

Please mark correspondence for the attention of the Public Officer.

AIC is a registered insurer and an authorised Financial Services Provider, licence number 8030, in terms of the Financial Advisory and Intermediary Services Act (FAIS) and may render intermediary services and provide advice relating to short-term insurance products.

Complaints

- If you have any complaint regarding this policy, please submit your complaint to the insurer's Complaints Department.

If a complaint is not resolved to your satisfaction, you may submit the complaint to the Ombudsman for Short-term Insurance or the FAIS Ombudsman, whose details are provided in this disclosure document.

Important Notice

- All material facts must be accurately, fully and properly disclosed by you.
- If applicable you need to be satisfied with the accuracy of any transaction submitted by your Financial Services Provider on your behalf.
- Do not sign any blank or partially completed forms.
- Complete all forms in ink.
- Keep all documents handed to you.
- Make notes as to what is said to you.
- Don't be pressurised to buy the product.
- Misrepresentation, incorrect or non-disclosure by you of any facts or circumstances may impact on any claims arising from your insurance contract.
- If applicable, recordings of the telephone discussion in relation to you purchasing or amending this product can be made available to you on request.
- Absa Insurance Company will not request or encourage you in any manner to waive any of your rights or benefits presented by or in terms of any provision of the Financial Advisory and Intermediary Services Act, 37 of 2002, General Code of Conduct for Authorised Financial Services Providers and Representative. We shall not recognise, accept or act on any such waiver by you. Any such waiver will be null and void.
- You have an obligation to pay your premium if you are to enjoy cover. The attached policy will indicate whether your proposed policy is an annual or a monthly policy and the amount of premium payable in respect thereof. If it is an annual policy the due date for the payment of the full premium is the inception date reflected in the attached quotation. If your proposed policy is a monthly policy the premium is payable monthly by way of debit order with the due date being the inception date and every subsequent renewal date. Please note that if you do not pay your premium within 15 (fifteen) days from the due date, your cover will be terminated from midnight on the day prior to the due date. However, if your policy is a monthly policy the 15 (fifteen) day grace period will only be applicable from the second month of the policy.
- To correctly underwrite the risk and to evaluate your risk profile, we perform an ITC check on you. This is an absolute requirement on our side which may affect your risk profile. We would also share the results of your ITC payment profile with other credit information providers. In an effort to keep premiums as low as possible and to combat insurance fraud, you must know that we also share your policy information, including claims history, with other insurance companies and related entities.
- A polygraph or lie detector test is not obligatory in the event of a claim and failing a test may not be the sole reason for rejecting your claim. The insurer must give reasons for repudiating your claim. There is an obligation to make sure the notice has been sent to you. You are entitled to a copy of the policy free of charge.

Claim notification procedure

Please note that should you have a claim under your policy you are required to notify your insurer, whose details appear in this disclosure document and on your policy document and schedule, of such claim within 30 (thirty) days from the date of the event giving rise to your claim. If you fail to notify your insurer timeously of your claim, it may be repudiated due to such late notification. Furthermore, you will be required to complete a claim form and may also be required to complete a claim form and may also be required to produce documentary proof substantiating your claim.

Particulars of Short-term Insurance Ombudsman should a complaint regarding a claim is not resolved to your satisfaction

PO Box 32334
Braamfontein
2017

Tel 011 726 8900
Fax 011 726 5501
Email info@osti.co.za

Particulars of the Financial Advisory and Intermediary Services Ombud should a complaint regarding the financial service (advice or intermediary service) rendered to you not be resolved to your satisfaction

PO Box 74571
Lynnwood Ridge
0040

Tel 012 470 9080
Fax 012 348 3447
Email info@faisombud.co.za

Your Intermediary (If applicable)

If Absa Bank Limited rendered financial services to you in relation to this product, they will issue you a separate notice containing additional statutory disclosures.