



You have expressed an interest in the Affinity Life Policy. National Risk Managers (Pty) Ltd, the Underwriting Managing Agency, as well as the Insurer, Lion of Africa Life Assurance Company Ltd, will accept your application subject to the terms and conditions contained in this document.

This contract consists of three parts:

1. The application form completed and signed by you or the recorded telephonic conversation where a representative completed an application on your behalf;
2. The Policy Schedule issued to you electronically; and
3. This document which contains all the terms and conditions.

The Disclosure Notice, which provides a summary of all the important details of this contract as well as details of where and how to lodge a complaint, is included in this document. It does not form part of the contract, but contains important information for the attention of the Life Insured.

Premium and Fees

- Premiums are payable monthly in advance by, or on behalf of, the Life Insured. If the premium is not received in time, the policy benefit will be suspended.
- Premiums are paid via debit order from either the Post bank gold card, commercial bank account, or the nominated bank account as selected by the Life Insured, unless otherwise agreed to in writing.
- In the event of the premium not being paid within 30 (thirty) calendar days of the payment date, the benefits of the policy will be suspended. The policy will lapse when the premium remains unpaid for a period of more than 45 (forty-five) calendar days.
- Premiums are subject to an annual increase. The Life Insured will be notified via SMS, at least 31 (thirty-one) calendar days before the increase takes place.
- 3.25% of the Long-Term Premiums are payable by the Insurer to the Brokerage.

Commencement

- This policy shall commence on the first day of the month following the month in which the Insurer receives and allocates the first premium.
- The Life Insured must be under the age of 60 (sixty) at Policy Commencement failing which the policy shall be deemed invalid.

Waiting Period/s

- This policy has a 6 (six) month waiting period.
- Accidental Death has no waiting period and is applicable from the Commencement Date.
- Death resulting from suicide or intentional exposure to injury has a 12 (twelve) month waiting period.
- Death resulting from a pre-existing condition has a 24 (twenty-four) month waiting period.

The Life Insured agrees to:

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- Timeously provide the Insurer with all information requested by it. Failure to do so may delay or prevent payment of any policy benefit to the Life Insured's beneficiary.
- Pay each and every premium due on the policy as agreed and on time. Failure to do so may result in the policy lapsing. The Insurer will notify the Life Insured of any impending lapse. The policy will lapse when the premium remains unpaid for a period of more than 45 (forty-five) calendar days.
- Notify the Insurer of any change in your residential address or contact details.

The Insurer agrees to:

- Maintain the policy in force for as long as the Life Insured meets all material policy terms and conditions.
- Manage the policy in accordance with the instructions provided by the Life Insured on the application form or in any subsequent written instruction provided by the Life Insured in the format required.
- Pay the policy benefits to the nominated beneficiary/s or their estate according to the written instructions received from the Life Insured.
- Notify the Life Insured of any specific endorsements or exclusions applicable to the policy, should the Life Insured answer yes to any of the medical questions.

Benefits

- The benefit amount can either be paid out as a lump sum or placed into a trust that will provide regular payments according to the needs of the nominated beneficiaries.
- The Life Insured may select up to 14 (fourteen) beneficiaries by contacting Affinity Life on 086 111 1136 or sending a please call me to 061 922 3941.
- The Life Insured has the option to determine the percentage of the benefit amount that each nominated beneficiary/person will receive at claims stage.
- In order to provide you with a cost effective benefit, the benefit amount will ramp up over the first 2 (two) years to the full benefit amount provided that premiums continue to be paid monthly.

General Provisions and Limitations

- This Policy, as well as the proceeds of this Policy may not be ceded or assigned to a third party.

The Insurer shall not be liable to pay any claim in respect of any member:

- Whilst the Life Insured is not within the territorial limits of South Africa.
- As a result of suicide of such person or attempt thereof, whether due to mental disorders or not, any other self-injury or intentional exposure to obvious risk of injury (unless in the attempt to save a human life) within 12 (twelve) months after the commencement of the policy.
- If caused by, or as a result of, the influence of alcohol, drugs or narcotics of a Life Insured unless administered by, or prescribed by and taken in accordance with the instructions of a member of the medical profession.
- Whilst perpetrating an intentional unlawful act in terms of South African Law.
- Participation in any form of aviation, other than as a passenger travelling on a scheduled flight in an aircraft flown by a duly licensed pilot.
- Participation in mountaineering, pace making or any speed contest and trials.
- The Life Insured failing to disclose required information prior to the commencement of the Benefit.
- The use of nuclear, biological or chemical weapons, or any radioactive contamination.
- Attacks on or sabotage of facilities (including, but not limited to, nuclear power plants, processing plants, final repository sites and research reactors) and storage depots, which lead to the release of radioactivity or nuclear, biological or chemical warfare agents, irrespective of whether any of the aforesaid has been performed with the specific use of information technology.
- Loss or expense of whatsoever nature caused by, resulting from, or in connection with any of the following, regardless of any other cause or event contributing concurrently or in any other sequence to the loss:
 - war, hostilities or warlike operations (whether war be declared or not);
 - invasion;
 - act of an enemy foreign to the nationality of the Life Insured or the country in, or over, which the act occurs;
 - civil war;
 - insurrection;
 - revolution;
 - overthrow of the legally constituted government;
 - amounting to, an uprising;
 - civil commotion assuming the proportion of, or
 - military or usurped power.
- A Pandemic or Epidemic.

Claims

To make a claim under this Policy, we require:

- a certified copy of the death certificate;
- Notice of death/BI-1663;
- the police accident report if the death was as a result of unnatural causes;
- ID copies of the deceased and beneficiary/s (if applicable);
- bank account details of the nominated beneficiary/s; and
- any other information we may reasonably require.
- All claims are to be made by contacting us on 0861 11 11 36 or by sending an email to claims@affinitylife.co.za and requesting a claim form.
- At least 5 (five) premiums must be paid during the 6 (six) month period before the claim event.
- Should the last premium prior to death not have been paid, the premium will be recovered from the benefit amount.
- Unless we receive written notification, within 180 (one hundred and eighty) days of the death of the insured, resulting in a claim being made against this policy, the insurer shall not be liable to pay any benefit. In the case where a claim was made but there were missing documentation or information, the claim will not be further honored after 180 days and the insurer shall not be liable to pay any benefit.

Policy Cancellations/Amendments

- The Insurer reserves the right to cancel or vary your membership by giving written notification if you, or anyone acting on your behalf, provide false information upon application for the policy or commit any other fraudulent act during the period your policy is in effect.
- The Life Insured may cancel this policy within 31 (thirty-one) calendar days from the Commencement Date should they not be happy with the cover.
- Provided no claim has been submitted in this time, all premiums will be refunded.
- Thereafter the Life Insured may cancel the policy at any time by giving us 1 (one) month notice in writing, however, no premiums will be refunded.
- A Life Insured may amend any details on their policy by sending a please call me to 061 922 3941 or by requesting an amendment form from info@affinitylife.co.za. No amendment will be effected unless all details of such amendment are clearly received in writing.
- This policy will cease:
 - 30 (thirty) calendar days after the last premium was received with an additional 15 (fifteen) day grace period, 45 (forty-five) calendar days in total.

Very important information that may affect the validity of the policy:

In terms of the policy, all personal details regarding the Life Insured, the amount of cover and the premium payable are regarded as material for the purpose of establishing and maintaining cover.

- No employee of the Insurer or the Brokerage may give advice on the appropriateness or not of a particular financial product. It is incumbent on the Policyholder to independently ascertain whether or not products meet their particular requirements.
- Independent Risk Distribution SA (Pty) Ltd the brokerage, National Risk Managers (Pty) Ltd the Underwriting Managing Agency and Lion of Africa Life Assurance Company Ltd the Insurer have in place appropriate Professional Indemnity Insurance.

- The Brokerage, Underwriting Managing Agency and Insurer have in place Conflict of Interest Management Policies providing the mechanisms for identification, measures for avoidance, measures for disclosure, internal controls and consequences for non-compliance. This Conflict of Interest Management Policy is in accordance with Section 3 of the FAIS General Code of Conduct and is available on request.
- To ensure fair treatment of customers, National Risk Managers has in place a Complaint Resolution Policy which is available upon request, as well as on the website.

For information or complaints, please contact National Risk Managers

Underwriting Managing Agency & Product Supplier

National Risk Managers (Pty) Ltd
FSP No: 47132
Reg No: 2016/109644/07
1 Dingler Street, Rynfield, Benoni 1501
Postnet Suite 124, Private Bag X101, Farrarmere 1518
Tel: 0861 11 1610
Fax: 086 571 9163
Email: info@national-rm.co.za

Underwriting Managing Agency Compliance Arrangements

Compliance & Risk Resources, Co Number 1675
24 Chester Road, Bryanston 2191
PO Box 70698, Bryanston 2021
Website: www.compliancerisk.co.za

About the Product

Affinity Life, a product of National Risk Managers
Tel: 086 111 1136
Please call me number: 061 922 3941
Fax: 086 609 9268
Email: info@affinitylife.co.za



National
Risk
Managers

If the complaint is not dealt with satisfactorily, please contact the appropriate Ombudsman listed below:

FAIS Ombud

PO Box 74571, Lynwood Ridge 0040
Tel: 012 470 9080 / 012 762 5000
Fax: 012 348 3447 / 012 470 9097
Email: info@faisombud.co.za
Website: www.faisombud.co.za

Long-Term Ombud

Private Bag X45, Claremont 7735
Tel: 021 657 5000 / 0860 103 236
Fax: 021 674 0951
Email: info@ombud.co.za

Information about the Insurer and Brokerage

About the Insurer

Lion of Africa Life Assurance Company Ltd
FSP No: 15283
Reg No: 1942/015587/06
Office 16/02 16th Floor, The Golden Acre, Adderley Street, Cape Town CBD 8001
Tel: 021 461 8233
Email: info@lionlife.co.za

Insurer's Compliance Arrangements

Compliance Officer
Monde Phangwa
compliance@lionlife.co.za
021 461 8233

To lodge a complaint with our Insurer please contact

Monde Phangwa
monde.phangwa@lionlife.co.za

About the Brokerage

Independent Risk Distribution SA (Pty) Ltd
FSP No: 46861
Reg No: 2012/093979/07
Postnet Suite 241, Private Bag X1, Northmead 1518
2 Miles Sharp Street, Rynfield, Benoni 1501
Tel: 0861 22 22 93
www.irdsa.co.za