



OLDMUTUAL

INSURANCE FOR YOU AND YOUR BUSINESS

Your **Getting started** guide



INSURE

DO GREAT THINGS EVERY DAY

All products are underwritten by Old Mutual Insure Limited,
an Authorised Financial Services Provider (FSP 12)



WELCOME

multisure offers cover for you and your business when something unexpected happens, for example:

- if there is a fire, flood or theft at your business
- if your car is in an accident
- if money is stolen from your business
- if your business is legally responsible for damage caused to someone else.

This Getting started guide gives you a broad overview of what you can expect to find in your policy – and where to find it.



It's your responsibility to read and understand your policy. This Getting started guide does not replace your policy wording. It just gives you a starting point



1. CHECK YOUR SCHEDULE

Your policy schedule is a document that tells you about the benefits that you have bought.

Use your policy schedule to check:

- ✓ your name and address
- ✓ which of the benefits you've bought
- ✓ how much you're insured for (insured values and limits)
- ✓ your excesses.



Read your
Policy Schedule



Tip Consider insuring your property for its full replacement value.

If you don't, you might only receive a payout based on the proportion you do insure. This is referred to as 'average'. Average does not apply to every benefit.

For example: The replacement value of Sarah's computer is R60 000.

- Sarah insures the computer for R30 000.
- This is half (50%) of the cost of replacing the computer.
- The computer is damaged and it will cost R10 000 to repair it.
- We will pay out half (50%) of the costs of repairing which is:

50% of R10 000 = R5 000 minus any excess that Sarah is responsible for.



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2. LOOK AT THE COMMON EXAMPLES

In this part, we give you:

- some examples of events that lead to claims
- examples of conditions that apply to the claims
- the names of the benefit sections you would need to read for all the detail, including other conditions, exceptions and limits.



Motor accident

For example: Someone drove into my car.

To be insured, your car must be roadworthy. For example, all lights, including brake lights and tail lights must be working.

You must report the incident to us as soon as you can. You must also report all motor accidents to the police.

- 📎 We don't accept claims where you were:
 - driving under the influence of alcohol or drugs
 - using the car for a different purpose than the one you are insured for
 - speeding or going through a red robot.

➤ See **Motor** section



Motor accident caused by your employee at work

For example: Our company's forklift driver drove the forklift into a client's car that was parked on our premises.

We insure only what you are legally responsible to pay.

You must report the incident to us as soon as you can.

- 📎 Check whether you have Public Liability or Broadform public liability benefits. Public liability covers you if you are legally responsible for loss or damage to other people if the loss or damage was caused by an accident. Broadform public liability covers you even if the loss or damage was not caused by an accident.

➤ See **Public liability** section
See **Broadform public liability** section

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An employee is injured at work

For example: Our company driver fell down a stairway while delivering goods and broke their leg. Does the policy cover their medical expenses?

You must report the incident to us as soon as you can.

The employee must have been injured while doing work for you.

Tip Before you can claim from this policy, your employee must claim against the Compensation Fund (under the Compensation for Occupational Injuries and Diseases Act).

Employers' liability is a type of insurance that covers you against claims for injury or death of employees that happens in the course of their employment with you. You're covered only if you are legally responsible for the injury or death.

See **Employer's liability** section. Also consider the **Group personal accident section** and **Stated benefits section** for the accidental death or injury of employees where you are not legally responsible for the death or injury.



Flooding damages your property

For example: The motor of my printing press seized because of flooding.

There must be physical damage to the motor.

See **Fire** section (this is not covered under Machinery Breakdown)



Flooding damages money or books

For example: Our books of account were damaged when the office was flooded.

Keep your debtor's book up to date. You must send a signed statement setting out the amount that is outstanding in your accounts for each month. We must receive the statement within 60 days of the end of each month.

See **Accounts receivable** section - declarations clause



Theft of a computer

For example: My computer was stolen from my car.

The computer must have been in a closed and locked vehicle.

There must be proof of forced entry.

See **Electronic equipment** section

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Common examples continued



Theft of stock

For example: Stock was stolen from my business premises.

The theft must be from a building – not from out in the open.

There must be proof of both forcible and violent entry or exit.

If we require it, you must have had a fully working burglar alarm that was on at the time of the theft.

➤ See **Theft** section – definition and burglar alarm warranty



Lightning

For example: Lightning caused a power surge that damaged our plug points.

📎 There is a limit when the power surge is not directly caused by lightning.

➤ See **Buildings combined** section



Vandalism

For example: Somebody has vandalised my factory.

At least 80% of the building must be occupied. If the building has not been occupied for 45 consecutive days or more, then you are responsible to pay 20% of the cost of the damage. There may be limits to the payout.

📎 Consecutive days are days in a row, including Saturdays, Sundays and public holidays. It does not mean business days only.

➤ See **Fire** section – malicious damage



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3. GENERAL CONDITIONS

These **general conditions, exceptions and provisions** apply to the whole policy.



Remember that your insurance policy is a contract between you and us.

You agree to keep your premiums up to date and to comply with the conditions of this policy.

We agree to compensate you for all valid claims you make under this policy.

WHAT YOU PAY Premiums

- ▶ This tells you about the amounts you pay each month and what happens if you don't pay in time.

GENERAL CONDITIONS

- ▶ There are other important general conditions, for example:
 - how we share your personal information
 - when this policy ends.

IF A CLAIM IS SUCCESSFUL Compensation

- We choose how to compensate you:
 - ▶ We may pay out, replace, or repair.
 - ▶ We may also compensate third parties if you are legally responsible.

WHAT IS NOT COVERED General exceptions

- ▶ Riots, protests (may be covered by Sasria policy)
- ▶ Fraud
- ▶ The failure of any computer to recognise a date or to save data because of programming errors or a virus
- ▶ Nuclear activities, asbestos, confiscation, impounding, forfeiture, and sanctions.

CLAIMS AND QUESTIONS

- ▶ Always follow the claims process carefully.
- ▶ If you have any questions or want to claim, please email service@omnisure.co.za or phone **0860 22 55 63**.



Information that you give to us is also part of your contract with us, including information that you give when you apply and when you claim.

Make sure the information that you give to us is true and complete.



4. SPECIFIC CONDITIONS

The specific conditions apply to the benefits you have bought. In each benefit section, you will find conditions that are **specific to the benefit**.

KEY CONCEPTS Definitions

- ▶ This part will tell you about key concepts that apply to a benefit.
For example, for the Motor benefit, you can learn about the value that you insure the car for. The key concept (or definition) for this value is 'reasonable retail value'.

EXTRA COVER Automatic extensions

- ▶ You do not pay extra for automatic extensions.
For example, for the Business interruption benefit, you do not pay extra for the automatic extension to cover loss from property damaged at a contract site.

WHAT YOU ARE COVERED FOR

- ▶ This part will tell you what the benefit covers you for.
For example, you may be covered for fire, floods, accidents and theft. The events you are covered for are often called 'defined events' or 'defined perils'.

EXTRA COVER Optional extensions

- ▶ You pay extra for optional extensions.
For example, you can choose to pay extra for an extension under the Motor benefit to include car hire after an accident or theft.

WHEN YOU ARE COVERED Conditions

- ▶ This part will tell you what conditions must be met for the cover to apply.
For example, for the Motor benefit, your car must be roadworthy for you to be insured.

SPECIFIC EXCEPTIONS When you are not covered

- ▶ This part will tell you when we will not give cover for that benefit.
For example, for the Personal Accident benefit, you will not be covered for accidents while you are mountaineering or doing other dangerous sports.



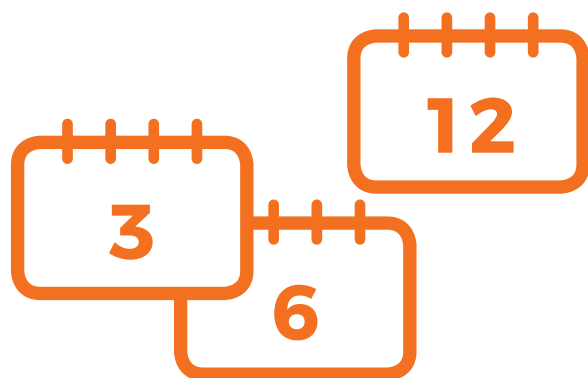
5. MANAGING YOUR PREMIUM PAYMENTS

If we don't receive the premium in time:

In your first month of insurance: Your policy will not start.

After the first month of insurance: You will get 30 extra days to pay (called a grace period). After 30 days, we will process your debit order twice – for the month you missed payment and the current month):

- If we can collect your premiums, your policy will continue.
- If we still can't collect your premiums, your policy will end. You'll have cover only for the months that we did receive premiums for. You won't get a refund when your policy ends.



Pay your premium every month
by the 3rd , 6th or 12th day of the
month (whichever day you chose).



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6. HOW TO CLAIM

- **Always** report motor accidents and crimes to the police.
- **Contact us** to make the claim. Give any information that we ask for.
- **Tell us** if you want to start legal action.



Note: Legal action. You agree that we can:

- bring legal action in your name
- defend legal action in your name
- settle any claims or legal proceedings.

This is known in law as subrogation.



You must:

- try to avoid further loss
- help us to recover the property after we have compensated you.

Call us
0860 22 55 63

Email us
service@ominsure.co.za

Emergency contact details:

Call 0860 247 365 or +27 11 556 7072

Compliments or complaints:

Email us on compliments@ominsure.co.za
or complaints@ominsure.co.za

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