

QUOTATION DISCLOSURE NOTICE

and helpful additional information for policyholders

The following additional information is provided to assist prospective policyholders in understanding the policy being considered so that an informed decision can be made before acceptance of this quotation. The information provided in this document is not to be seen as a substitute for the more detailed advice that a qualified and registered Insurance Intermediary (broker) or advisor can provide. Santam recommends the use of a good qualified and registered Insurance Intermediary for advice to ensure that appropriate cover is in place and that the requirements relating to the calculation of insured amounts is explained.

Important: The information contained in this document is of a general explanatory nature and **does not form part of the actual legal insurance contract between Santam and the policyholder**. Interpretation of the actual cover in place at the time of a claim will be restricted to:

- Information provided to Santam at point of sale (Quotation stage);
- The information captured and reflecting on the policy schedule;
- The policy wording; and
- Any information of a material nature disclosed to Santam by the policyholder or through your Intermediary.

Policyholder Protection Rules

Where in this document reference is made to the Policyholder Protection Rules, it refers to the Policyholder Protection Rules (Short-term Insurance), a set of legislated rules (hereinafter referred to as **“the Rules”**) to protect qualifying policyholders.

In terms of **the Rules** only the following policyholders qualify:

- Natural persons
- A juristic person where either the annual turnover figure or the value of all assets owned are less than R2 million. In determining the asset value for the purposes of **the Rules**, it is not restricted to those assets insured under the insurance policy with Santam, but all assets owned, including uninsured assets and assets that may be insured through another insurer.

The balance of this document contains information as required by **the Rules** and other helpful related information.

Type of policy – a general explanation

This policy is designed specifically for the needs of business owners.

This policy has been designed to be as flexible as possible by being split into sections, allowing policyholders the ability to select only those sections that are relevant to their business needs.

Within the various sections, further flexibility is provided by allowing the selection of only certain insured perils or extensions based on needs.

It is important to understand that this is considered to be a general insurance policy and does not cater for insurance needs that are considered to be of a specialist nature. There are other more specialist insurance covers available in the insurance market (including through Santam) that are insurable separately. Examples include but are not limited to:

- Contractors All Risk covers
- Professional Indemnity covers
- Directors and Officers Liability covers

- Cyber risks covers
- Open Marine and Cargo risks

It is for this reason that the services of a competent Insurance Intermediary should be considered to assist policyholders in identifying their insurance needs and matching these to the most suitable cover available in the market.

Nature and extent of policy benefits – a general explanation

Policy benefits referred to under this heading mean the insurance cover or protection provided under this policy.

Period of insurance: Policy benefits are generally only payable if the insured loss happens during the period of insurance – these dates and periods are reflected in the policy schedule. It is therefore important to ensure that cover is renewed or taken out for the next period of insurance once any current period of insurance expires. If a change is made from one insurer to another insurer, care must be taken not to have any uninsured period between the two policies.

Types of policy benefits: Depending on the sections purchased, the main policy benefits available under this policy can be summarised as follows:

- Cover for loss of or damage to the policyholder’s assets by the insured perils or insured events whilst on the premises of the policyholder.
- Cover for loss of or damage to the policyholder’s assets by the insured perils or insured events whilst away from the premises of the policyholder.
- Death or disability of employees, directors or owners of the business due to specified accidental events.
- Legal liabilities arising out of death or injury of a third party or loss or damage to third party property arising out of the assets owned by the policyholder or the activities of the insured business.
- Loss of net profit and fixed expenses still payable by the insured business following certain insured events that result in an interruption to the insured business.

The above is only a high level summary of the main types of cover available and more detailed discussions with an Insurance Intermediary will be required for advice in structuring the most suitable cover.

Insured amounts: All policy benefit amounts are limited to the insured amount(s) and these can be found in the quotation documentation and policy wording. It is important to set the insured amount(s) at the correct values to ensure that adequate cover is in place. This will prevent underinsurance and in some cases the possible application of Average (explained further on in this document).

Policy benefits – how these are paid: In the event of an insured loss occurring and all policy terms and conditions being satisfied, the policyholder will receive the policy benefits from Santam either through the replacement, reinstatement or repairing of the lost or damaged property, or by cash payment to the policyholder. The option used will be at the sole discretion of Santam.

Where however the insured property is lost or totally destroyed by an insured event and such property is the subject of a financing agreement under the National Credit Act, if Santam is aware of the existence of the financing agreement, payment will first be made to the financial institution towards settling the outstanding loan amount. After settlement of the loan amount to the financial institution, any balance still available from the insured amount will be due to the policyholder.

First amounts payable

Some policy benefits are subject to a first amount payable (sometimes known as an “Excess” or “Excesses”). These can be found in the quotation documentation and policy wording. A first amount payable is the first portion of the loss that remains uninsured and remains the responsibility of the policyholder to pay. It is usually a small amount compared to the insured amount.

The circumstances in which a first amount payable becomes payable by the policyholder is set out in both the quotation documentation and the policy wording. The circumstances differ and not all policy benefits or insured events have a first amount payable.

It is a contractual requirement in terms of the insurance policy that when a loss occurs that results in a claim under the policy, the first amount payable must be paid by the policyholder. There can be serious negative consequences if a policyholder does not pay the first amount payable. For example, if an insured motor vehicle is repaired at a panel beater following an insured accident, Santam may pay the panel beater the amount owed less the first amount payable. The policyholder will be required to pay the panel beater the first amount payable directly. If the policyholders does not pay the panel beater, the panel beater may refuse to return the vehicle to the policyholder until the outstanding amount is paid.

It is important to study and be aware of the first amounts payable in the quotation in order to understand the extent of any financial provision that should be made available in the unfortunate event of a loss. If there is a concern about the affordability of any reflected first amounts payable, further consultation with your Insurance Intermediary is advisable.

Examples of some first amounts payable

Example 1

Insured amount: R100,000

First amount payable: 5% of claim with a minimum amount of R1,000.

Loss happens for: R100,000 (a total loss)

The policyholder pays: The first R5,000

Santam pays: R95,000

Example 2

Insured amount: R100,000

First amount payable: 5% of claim with a minimum amount of R1,000.

Loss happens for: R500

The policyholder pays: The first R500

Santam pays: Nil

Premiums

Premiums mean the amount the policyholder will pay Santam for the insurance cover purchased.

Premium payable: The premium amount due if the quotation is accepted is reflected in the quotation documentation. If the policy is taken out, the premiums will again be reflected in the policy schedule.

Payment frequency: Premiums can be paid monthly by debit order or annually as a single payment. The policy schedules confirm the payment option selected. These can be changed at a later date if the needs or preferences change.

Premium increase reasons and frequencies: Premium increases can occur for a number of different reasons as set out below:

- **A general premium revision applied by Santam:** To keep pace with inflationary costs, Santam periodically reviews the price charged for insurance offered. Any increase of this nature is usually only applied once a year at the annual renewal of the policy (or if the policy is paid monthly, at the annual anniversary date). Only in very exceptional cases would this type of premium increase happen before these dates and will be accompanied by a notice period of at least 31 days. This type of premium increase is not as a result of or linked to any change in the policy benefits / cover (in other words more premium is required for the same policy benefits usually due to inflationary costs).
- **If a particular policyholder's policy needs corrective action:** Santam may increase the premiums (or apply another type of corrective action) if a policyholder's policy needs corrective action. Any increase of this nature is usually applied once a year at the annual renewal of the policy (or if the policy is paid monthly, at the annual anniversary date). Occasionally however an increase in premiums (or other corrective action) may be required before these dates and such increases will be accompanied by a notice period of at least 31 days. Just because a policyholder's claim(s) exceed the premiums on a policy does not necessarily mean that Santam will take such corrective action – many factors are considered and only where really required, will such action be taken. This type of premium increase is not as a result of or linked to any change in the policy benefits / cover (in other words more premium is required for the same policy benefits).

- **If the policyholder amends the cover:** If for example the policyholder purchases a new vehicle that needs to be added to the policy or if the insured amount of the buildings insured under the policy is increased, this will result in an increase in premium. The increase will be applied from the effective date that the amendment of cover took place. This type of increase is therefore directly linked to an increase in the policy benefits.
- **Annual increase in insured amounts:** To keep pace with inflation and to protect Policyholders from underinsurance (and possibly the application of Average as explained below), Santam advises Intermediaries of recommended increases to the insured amounts on some covers and insured property once a year at the annual renewal date (or if the policy is paid monthly, at the annual anniversary date). If the insured amount(s) are increased, the premium would then increase at that time in line with the increased insurance protection. It is important to understand that it remains the policyholder's responsibility to ensure that the insured amounts are always adequate and that the recommendations made by Santam in no way relieves the policyholder's responsibility of ensuring the insured amounts are adequate and in no way guarantees that the insured amounts will be adequate. A policyholder is not obliged to accept these increased insured amounts and may ask for such amounts to be reduced again to where they were or to another level where they would be appropriate. Being underinsured can have negative consequences at claim time and it is very important to only reduce insured amounts after a careful and full evaluation of the insured property values or cover needs. This type of premium increase is therefore directly linked to an increase in policy benefits.
- **A change in the policyholder's circumstances or the information previously disclosed:** It is important and a duty of the policyholder to ensure material information is disclosed to Santam that would affect Santam's decision to continue to offer insurance cover, or the premiums and other terms at which the cover is offered. Depending on the nature of this changed information and circumstances, a premium increase (or decrease) may be applied to the cover.

It is important to understand that a cheaper premium obtained from another insurer does not necessarily mean that equivalent cover is being obtained. Moving insurance from one insurer to another insurer for a cheaper premium must be accompanied by a full comparison of cover and policy wordings – always consult with your Insurance Intermediary as this can be a complex exercise.

Failure to pay a premium: Insurance cover / protection as provided under the policy is conditional on the prior payment of the premium when it falls due. If the premiums are not paid by the due date there is no insurance cover / protection. There are two exceptions to this rule:

- Where the premium is paid monthly by bank debit order and the premium is not paid upon request (there is a General Condition in the policy wording that provides more details on this topic).
- Where the policyholder qualifies to fall under the protection of **the Rules** and the premium payment grace period of the Rules applies.

Remuneration payable to your Insurance Intermediary (broker) and other charges and fees

Besides the premiums as explained above, Santam does not charge policyholders any additional fees or charges.

If a policyholder makes use an independent Insurance Intermediary, Santam remunerates the intermediary by means of commission which is based on a percentage of the premium paid. The maximum amount Santam may pay an intermediary is regulated and currently these maximums are 12,5% of any motor insurance premium, 20% of the non-motor insurance premiums and other variable levels for business demarcated as insurance in terms of the Regulations under the Short-term Insurance Act. Confirmation of the above is set out in the quotation documentation.

In addition to commission, Santam also remunerates the intermediary for certain administrative functions performed on behalf of Santam. The remuneration will vary based on the tasks performed on Santam's behalf. Confirmation of the administrative fee is set out in the quotation documentation.

Should a policyholder decide to deal directly with Santam, it does not mean that the premiums will decrease by the above commission and administration fee amounts as Santam would incur additional costs in performing some of the duties currently performed by the intermediary.

For certain additional services rendered to a policyholder, an intermediary may charge a fee. Where Santam does the premium collection, the intermediary may ask Santam to facilitate the collection of the fee together with the premium. Once collected this fee is then paid over to your intermediary by Santam. An intermediary is required to discuss and obtain a policyholder's consent for the charging of this fee prior to charging it. This fee can be found on the quotation documentation.

Cooling-off rights and other policy cancellation information

If the quotation is accepted, Santam's insurance contract offers fair cancellation provisions to protect policyholders as more fully explained below.

Cooling off rights: Where the policyholder qualifies to fall under **the Rules** a policyholder may cancel a new policy (or a new amendment to an existing policy) entered into from inception of such new policy (or from inception of the new amendment to the existing policy) and receive a refund of the premium provided that:

1. the policy has a term (period of insurance) longer than 31 days and
2. no benefit has yet been paid or claimed or an event insured against under the policy has not yet occurred and
3. this option must be exercised by way of a cancellation notice to the insurer through the intermediary within 14 days after the date of receipt of the policy contract

provided further that Santam may retain that portion of the premium (without the application of any customary short period or minimum premiums) for the period from inception of the cover to the cancellation date being the period insurance risk cover was enjoyed.

If a policyholder wishes to cancel this insurance: If a policyholder wishes to cancel this policy, this can be done **at any time** by giving immediate notice in writing. When cancelling the policy, please provide Santam through your intermediary with a reason for the cancellation – this information is captured and used to monitor why policies are cancelled and to identify where improvements can be made to make current and future policyholder's experiences better.

Santam will cancel the policy and any premiums already paid (or that will be paid by debit order that cannot be stopped in time) relating to the period after the cancellation date will be refunded to the policyholder. As set out in the policy, Santam may occasionally retain any customary short period or minimum premiums but this is seldom applied.

Cancellation by Santam: If Santam wishes to cancel a policyholder's policy (or any part thereof), Santam is entitled to do so but must first provide the policyholder with 31 days' notice of our intention to do so. Although this cancellation right exists, Santam rarely exercises this right unless the circumstances warrant this action. If Santam does exercise this option the following two important tips should be followed:

- It is important to immediately start finding alternative insurance to avoid being uninsured due to the expiry of the 31 days.
- The policyholder should disclose to any other insurer being approached for insurance that it was Santam that cancelled the policy and provide them with the reason(s) why Santam cancelled the policy. Failure to do so could be seen as non-disclosure of a material fact which can have serious negative outcomes to any other insurance purchased.

Voiding a policy from inception: If there has been non-disclosure of any material fact(s) or a misrepresentation of any material fact(s), Santam is entitled to treat the insurance as if it never came into existence. Depending on the nature of the non-disclosure or misrepresentation this may apply to:

- the particular item only;
- the particular section or sub-section thereof; or
- the whole policy.

All related premiums will be refunded and if there have been any claim(s), these will not be honoured by Santam (there is a General Condition in the policy wording that provides more details on this topic).

In circumstances such as these, if the claims or losses are large, this becomes a serious risk for the policyholder as there will be no cover. It is therefore very important to be truthful and provide all information to your intermediary that Santam would reasonably expect to be provided with (for more details refer to the section below on Disclosure of material facts).

Policy exclusions and limitations

All insurance policies contain exclusions (what is not covered by the insurance policy or what will not be paid as a claim) and sometimes certain limitations (limiting the amount that will be paid out as a policy benefit or limiting the cover provided), many of which are similar across many different insurance policies. It is important to understand what is not covered before entering into any contract and an insurance policy is no different.

Before accepting a quotation and taking out insurance, it is important that the exclusions and limitations are read and understood. The explanations below will assist in locating the various exclusions and limitations in the quotation documentation:

Exclusions and limitations in the policy wording: These can be located in the following areas of the policy wording:

1. Under the heading of **General Exclusions** or **General Exceptions**
2. Under the headings **Specific Exclusions** or **Specific Exceptions**
3. Immediately after some insured events / perils / extensions in the policy wording
4. Some content under the headings **Conditions** or **Provisions** can also have a limiting effect on the cover.

Exclusions in the quote schedule / document: The actual quote schedule or document may occasionally contain additional exclusions.

First amounts payable: These have been explained above and can be seen as a limitation or an exclusion of the first portion of any claim. These can be found in the quotation schedule / document and policy wording and may be explained further in the relevant part of the policy wording. Although possibly seen as a limitation they assist in keeping premiums affordable.

Insured amounts: These can be seen as a limitation in that they limit the amount payable by Santam in the event of a claim. These can be found in the quotation schedule / document and the policy wording.

Average condition: This condition can be seen as a limitation as it can limit the amount payable in the event of a claim if the insured amounts are not adequate. In effect the policyholder proportionately shares the loss with the insurer in proportion to the underinsurance. This "limitation" will normally be found in the policy wording under the heading "Average" but can also be found in select areas of the policy wording as part of the surrounding text.

The calculation formulae for Average is:

$$\frac{\text{Insured amount}}{\text{True value of the property}} \times \frac{\text{Loss amount}}{1} = \text{Amount payable}$$

As an example a policyholder insures a building for R1 million but the true value that should have been used for insurance purposes is R2 million. If an insured loss happens and the costs of the damage is R200,000, the claim will be adjusted as follows:

$$\frac{R1,000,000}{R2,000,000} \times \frac{R200,000}{1} = R100,000$$

It is important to read and understand the policy wording and all exclusions and limitations and if clarification is needed please consult with your Intermediary.

Obligation to disclose material facts

A requirement of any insurance contract is that the policyholder must disclose any fact that would be considered material to the insurer. What information would be considered as material to an insurer? Something would be material if:

1. It would change the decision of the insurer on whether to insure the risk or not (whether to offer the insurance cover);
2. It would affect the terms the insurer would apply to the insurance (e.g. how much premium to charge; whether to apply a first amount payable and how much the first amount payable would be; the maximum monetary amount of cover the insurer would be prepared to offer; what type of cover it would be prepared to give and what conditions and exclusions to apply etc.);
3. Such information would result in the insurer first wanting to visit the premises or risk to inspect it before offering insurance.

The following are **examples** of some of the types of information that should be disclosed when applying for insurance:

1. **Cancelled insurance:** Whether any other insurer (or Santam previously) has ever cancelled the policyholder's insurance cover (this is where the insurer does not want to offer insurance to the policyholder anymore – this does not apply where the policyholder requested the insurer to cancel the policy).
2. **Previous refusal to offer insurance:** If any other insurer (or Santam previously) has refused to provide an insurance quotation or offer the policyholder insurance cover and the reason for such decision.
3. **Previous claims history:** A policyholder must disclose all previous claims that have been submitted to insurer(s) in the past. The information by claim should include the date of the loss, the amount of the claim, what the claim was (e.g. Fire damage to building, Motor vehicle accident) and details of the insured property that was affected (e.g. the address where the fire damage to the building occurred, the make, model and registration number of the vehicle that had the accident). Santam only requires this information for the past 3 years but if there is any other older claim that was unusual in nature because of the risk insured or the nature of the loss that would be of interest to the insurer, it would be advisable to also include details of these as well.
4. **Previous loss history:** If insurance did not previously exist, or the loss was not previously covered by the insurance policy, or it was decided not to submit a claim but such previous loss would be coverable under this insurance, then Santam would want to know about such losses. The type of information required would be the same as that under previous claims history above and would also be for the past 3 years.
5. **Any unusual details about the property or risk to be insured:** Any unusual details about the property or risk to be insured that Santam could not reasonably be expected to know. Some examples could include:
 - 5.1 **Motor vehicle insurance – modified vehicles:** If a motor vehicle to be insured has been modified so that it is much more powerful, or it is now more attractive to thieves or it would cost more to repair if it was in an accident than a standard vehicle of that make and model then this needs to be disclosed. This requirement would apply to any other property as well besides motor vehicles if such deviations would increase the risk being insured (either increase the chances of a loss or the amount of the loss).
 - 5.2 **Motor vehicle insurance – previously written off vehicles:** If the motor vehicle to be insured has previously been in a serious accident and was written-off (known as a code 3 registered vehicle) but has since been rebuilt this needs to be disclosed. This affects the value of the vehicle. Santam may want to have the vehicle inspected before considering whether to offer insurance cover.
 - 5.3 **Motor vehicle insurance – drivers of the vehicle:** If a driver of an insured vehicle has been convicted of reckless driving or has previously had his or her license suspended, this should be disclosed to allow Santam to investigate further to decide whether to insure the vehicle whilst being driven by that driver and if so at what terms.
 - 5.4 **The business or occupation:** If Santam is asked to insure for example a Restaurant and as part of the business the policyholder runs a side activity to generate additional income that would go wide of what would normally be associated with a Restaurant – Santam would want to know about this to see if it increases the risk insured. Alternatively if the policyholder stores something in the Restaurant that is not normally associated with a Restaurant, then Santam would want to know about this. A friend or business acquaintance may for example ask the policyholder to store large quantities of timber planks or flammable liquids in a spare room of the business premises because their premises may be full. This could increase the fire risk and Santam would want to know about this.
 - 5.5 **Liquidation, business rescue, credit blacklisting or judgements:** This can affect the risk being insured. There may not be sufficient money to spend on maintaining the insured property properly or ensuring risk management / loss prevention measures receive appropriate priority / attention. There are also various other concerns to insurers about policyholders that are not in a sound financial position and it is important to disclose this to Santam.
 - 5.6 **Changes to the risk or processes over the period for which past claims have been disclosed:** Even though the policyholder has disclosed the previous claims history, this may be misleading if the policyholder has since or during such period changed the risk being insured.

As an example the policyholder may have disclosed that there were no previous thefts from the insured buildings over the past 3 years. The policyholder may however have decided in the last month to cancel the alarm armed response facility that was in existence. The armed response facility may have been the reason that prevented theft losses in the past 3 years and this is therefore something that Santam would want to know about.

Another example is a woodworking business that has disclosed that there were no fire losses in the past 3 years. In the recent past the business has started spray painting their own finished products where previously the finished goods were sent to an independent spray painting business. This could increase the risk of fire, making the previously disclosed claims experience less reliable to judge the risk.

Another example is where the risk address (the address from where the business is based and operates from) has changed recently or during the period the disclosed claims details relate to.

- 5.7 **Non-compliance with regulatory standards:** Examples could be a breach of the National Building Regulations on minimum fire-fighting or detection equipment. Santam would want to know if the insured property is materially non-compliant with any legislative standard where that breach of compliancy increases the risk of an insured loss occurring or the amount of a loss should it occur. Santam may also want to visit the premises to be insured before offering insurance cover.
- 5.8 **The construction of the building to be insured or the construction of the building that will contain the insured contents:** If the buildings are constructed of anything other than brick, stone, concrete or metal on metal framework and roofed with slate, tiles, metal, concrete or asbestos then Santam would want to know about this. Examples of what Santam would want to be advised of would include (but not limited to) thatch roofs, log cabins or other wooden structures etc. This would apply if the policyholder wishes to insure such property under the Fire, Buildings Combined, Office Contents, Electronic Equipment, Householders or Houseowners sections.
- 5.9 **Poor condition of insured property:** If the insured property is in a poor state of repair or has pre-existing damage this needs to be disclosed to Santam before taking out the insurance.
- 5.10 **Increased exposure of loss to the perils insured against:** Consider the perils being insured against and then consider if the property or risk being insured presents an unusually increased risk that Santam would want to know about. For example if flood damage is being insured and the insured property is next to a river or in a low lying area prone to flooding this must be disclosed to Santam.

The above are merely some examples of what should be disclosed to Santam. Always consider what is being insured, against what is it being insured and then consider if there is anything out of the ordinary that you as the policyholder are aware of and that Santam would not be aware of unless specifically disclosed to Santam. If in doubt rather disclose.

Consequences of non-disclosure: A policyholder purchases insurance for the peace of mind that insurance cover will respond in the event of an insured loss. Santam has an excellent history and reputation of paying valid claims thus providing this peace of mind for our policyholders and continues to do so where there is compliance by the policyholder with all quotation and policy obligations and conditions. It is important to note that there is a General Condition in the insurance policy wording about misrepresentation, misdescription and non-disclosure that makes the disclosure of all material information a policy requirement.

Right to request recordings of telephonic disclosures

If disclosures have been made or instructions provided by means of a call centre either at Santam or your Insurance Intermediary (or any other telephonic discussion that may have been recorded), then in the event of a dispute, you do have the right to request any telephonic recordings that Santam may be relying upon in any claims or other dispute with you.

Blank or uncompleted forms

Any forms that Santam may require to be completed in connection with the insurance must be fully completed by the policyholder. A policyholder must not sign a blank or uncompleted form and let the Intermediary or Santam complete the form in whole or in part – **the Rules** prohibit such activity by your Intermediary or Santam. If a question on any form is not relevant or is unknown, it must not be left blank but rather completed with an appropriate answer such as “N/A”, “Not relevant”, “Unknown” etc. as would be most appropriate for the particular question.

Conflict of interest

At quotation stage, Santam is not aware of any actual conflict of interest that may affect the rendering of the financial service to the policyholder. Where such conflict is identified it will be handled in terms of Santam's FAIS Conflict of Interest Management Policy. Santam employees are remunerated in terms of the employment contract with Santam. Intermediaries are remunerated by Santam by way of commission and where applicable, intermediaries who perform binder or outsource functions on behalf of Santam, can earn additional remuneration to cover costs in terms of agreements with Santam.

Complaints procedure

A policyholder has the right to complain should any part of the interaction with Santam (or any party contracted to Santam) be unsatisfactory, be it a service issue, an insurance policy issue or a claims issue.

Whilst Santam does strive to deliver a service in the first instance that delivers customer satisfaction, the reality is that with any business there can come a time when a customer may not be entirely satisfied.

Santam takes complaints received very seriously and a dedicated complaints handling mechanism has been set up through our "Client Care department" to ensure the fair, unbiased hearing and treatment of complaints received. Besides solving the immediate complaint we use the opportunity to investigate where service, processes and staff training can be further improved.

How to complain:

Step 1: Contact our Client Care team to report your complaint (or compliment – it is good to hear about good service and outcomes too and these opportunities are used to thank our staff and motivate them further). All complaints are thoroughly investigated by the team with the aim of resolving the matter speedily and fairly.

Step 2: If you are still unhappy after the outcome of our Client Care team's investigations and intervention then we have set up an Internal Arbitrator as an added client care and protection mechanism. Our well qualified and experienced Internal Arbitrator acts independently and impartially to solve customer complaints where in the customer's opinion, the original complaint has not been satisfactorily resolved.

Step 3: If you are still not satisfied you may contact the Short-term Insurance Ombudsman.

The FAIS Ombudsman can also be contacted for complaints relating to appropriateness of advice received or intermediary services rendered.

Details of the contact information for all of the above can be found on the page headed "Additional information for policyholders" or "Disclosure notice to Short-Term insurance policyholders" which is a page included as part of the quotation document.