

FIXED PREMIUMS FOR LIFE

PRIME MOTORTHRIFT

FIXED PREMIUMS FOR LIFE



NEXT

IMPORTANT CONTACT NUMBERS

EMERGENCY NUMBERS (24 HOURS)

POLICE	10111
AMBULANCE	082 911
TOWING & ROADSIDE ASSISTANCE	0861 782 876

CLAIMS (OFFICE HOURS)

ACCIDENT, THEFT & HIJACKING	011 745 7800
AUTOBODY DENTS, SCRATCHES, SCUFFS & CHIPS	0861 336 836
MECHANICAL WARRANTY CLAIMS	0860 927 726

HEAD OFFICE (OFFICE HOURS)

POLICY PURCHASES	0860 22 22 61
CLIENT SERVICE	011 745 7800
MULTI-LANGUAGE PRODUCT EXPLANATION	0860 123 800

ADDITIONAL CONTACT INFORMATION



CONTENTS

SUMMARY OF BENEFITS AND PROVISIONS	1
1. THE PRIME MOTORTHRIFT POLICY	1
2. DUTIES OF THE POLICYHOLDER	1
3. CLAIMS PROCEDURE AND INFORMATION PROVIDED	1
4. PREMIUM PAYMENTS	1
5. COMMENCEMENT OF COVER	1
6. REQUIRED VEHICLE PHOTOGRAPHS	1
7. ADVICE	2
DETAILED TERMS AND CONDITIONS	2
1. BENEFITS AND COVER	2
2. IMPORTANT EXCEPTIONS	2
3. IMPORTANT PROVISIONS	3
4. CLAIMS NOTICES AND PROCEDURES	4
5. TREATING OUR CUSTOMERS FAIRLY	5
6. POLICY WORDS AND THEIR MEANINGS	5
7. HOW TO CONTACT US	6
OPTIONAL BENEFITS	6
1. CAR HIRE EXTENDER BENEFIT	6
2. TYRE MAINTENANCE REWARD BENEFIT	6
3. RETRENCHMENT INDEMNITY BENEFIT	7
4. WINDSCREEN REPLACEMENT BENEFIT	7
5. ACCIDENT CONTRIBUTION BENEFIT	7
6. TOWING EXTENSION BENEFIT	10
7. ADDITIONAL NOMINATED DRIVER BENEFIT	10
FREQUENTLY ASKED QUESTIONS	11
DISCLOSURE SCHEDULES	15

Prime Meridian Direct's (PMD) PRIME MOTORTHRIFT (THIRD PARTY, WRITE-OFF, FIRE & THEFT) Plan is one of South Africa's most innovative and cost effective motor insurance policies!

1. THE PRIME MOTORTHRIFT POLICY

- Pays up to 100% of your vehicle's trade value when it is written-off through a motor vehicle accident, natural fire or disaster or where it is lost through theft or hijacking.



WRITE-OFF**



NATURAL FIRE*



NATURAL DISASTER*



THEFT



HIJACKING

- Covers damage caused to a 3rd party's vehicle up to R500,000, per incident.
- No excess is payable when you claim!
- To avoid your policy lapsing, premiums must be paid within 15 days following your premium due date.
- Gives you financial flexibility! Enjoy immediate cover with the payment of one premium plus an activation premium or alternatively enjoy cover after the payment of three consecutive premiums (provided that the stipulated 6 required photographs have been received).
- Fixed Premiums for the life of the policy! At PMD we guarantee that your premium will never increase, even in the event of a claim.

*Limited to claims resulting in the Total Loss of the insured vehicle. ** When the estimated cost of repairs exceeds 80% of its Trade Value at that time.

2. DUTIES OF THE POLICYHOLDER

The Policyholder promises that the Insured Vehicle will be kept in a roadworthy condition, properly serviced and maintained according to the manufacturer's specifications and that tyres will be replaced when the tread is worn below 1.6 millimetres.

<input checked="" type="checkbox"/> ROADWORTHY CONDITION	<input checked="" type="checkbox"/> SERVICE MAINTENANCE	<input checked="" type="checkbox"/> TYRE TREAD
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3. CLAIMS PROCEDURE AND INFORMATION PROVIDED

- All claims must be reported within 48 hours of a loss. Failure to timeously report your claim may prejudice the Insurer's ability to evaluate it and may lead to the rejection of your claim. To report a loss or lodge a claim please call 011 745 7800 (office hours), e-mail claims@primemeridian.co.za or fax 011 367 7280.
- In the event of a motor vehicle accident, it would be appreciated if you could photograph your vehicle, any other vehicles involved and the scene of the motor vehicle accident or loss.
- Your vehicle will be considered a write-off where the estimated cost of repair is greater than 80% of its then current Trade Value.

4. PREMIUM PAYMENTS

- To avoid your policy lapsing, premiums must be paid within 15 days following your premium due date.
- A lapsed policy can be reinstated with immediate cover upon payment of an activation premium and one monthly premium, provided no claims have occurred in the interim period. Where no activation premium is paid upon reinstatement, cover will recommence after the payment of three consecutive monthly premiums when due.
- You will be required to submit an updated set of 6 required photographs at time of reinstatement to the satisfaction of the Insurer. Failure to do so will result in the policy not being reinstated.

5. COMMENCEMENT OF COVER


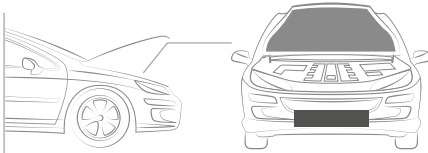


Cover will commence or reinstate in one of the following ways:

- 5.1. Cover will commence immediately upon payment of the activation premium and the first premium, provided the 6 required photographs have been received by the Insurer; or
- 5.2. Cover will commence after payment of three consecutive premiums and receipt of the 6 required photographs by the Insurer; or
- 5.3. Cover will commence after six consecutive premium payments where no activation premium has been paid and no photographs supplied.

6. REQUIRED VEHICLE PHOTOGRAPHS

- The 6 required photographs must be sent via email to photos@primemeridian.co.za or via MMS to 078 669 4947.

PHOTO REQUIREMENTS

 <p>PHOTOGRAPH 1 AND 2 BOTH SIDES (LEFT & RIGHT) Ensure the full length of the <u>vehicle</u> is clearly visible.</p>	 <p>PHOTOGRAPH 3 ENGINE Photograph of the open engine compartment ensuring that the number plate is clear and legible and that the full bumper is visible.</p>
 <p>PHOTOGRAPH 4 AND 5 FRONT & BACK Ensure the number plates are clear and legible and that the full bumper is visible in both photographs.</p>	 <p>PHOTOGRAPH 6 INSTRUMENT CLUSTER AND ODOMETER Ensure the kilometre reading on the odometer is clear and legible on photograph.</p>

7. ADVICE

This policy has been issued to you at your own request and without advice. Please read it carefully and ensure that it is appropriate to your needs. Call us on 011 745 7800 with any questions.

NB: Where there is a difference in meaning or interpretation between this summary and the Policy Terms and Conditions, the latter shall apply.

WHAT YOU NEED TO KNOW!

- Please read the policy document carefully, particularly the “Important Exceptions” and “Important Provisions” clauses and be sure to contact PMD with any questions.
- By paying your monthly premium, you indicate your acceptance of the written policy terms and conditions.
- Some of the more important exclusions are:
 - * Driving with an invalid, revoked or suspended drivers licence.
 - * Driving with a Code B, EB or C1 drivers licence that has been valid for less than 12 months at the time of inception of the policy.
 - * Exceeding the speed limit or any action that is in any way unlawful / criminal or grossly negligent.
 - * Driving on a race track or using your vehicle as a taxi to carry fare-paying passengers.
 - * Driving under the influence of drugs or alcohol at the time of an accident.

1. BENEFITS AND COVER PROVIDED BY THE PRIME MOTORTHRIFT PLAN

- 1.1. We will pay you when your vehicle is totally lost through theft or hijacking or is written-off in a single motor vehicle accident or natural fire or disaster. In such circumstances, you will be paid 100% of the current trade value of the vehicle specified in the Policy Schedule, but subject to a maximum limit of indemnity of R400,000 (four hundred thousand rand).
- 1.2. Where the vehicle is written-off and your claim is approved, we will cover the cost of any towing or storage fees incurred up to a maximum amount of R5,000 (five thousand rand), provided you have made use of one of our approved towing service providers and not an independent towing contractor. Should you fail to use our Towing Assistance Call Centre you will be liable for the costs.
- 1.3. Where another person's vehicle is damaged during a motor vehicle accident as a result of your or a nominated driver's error or negligence (Third Party Vehicle Damage), we will pay that person's vehicle repair damages up to a total claim value of R500,000 (five hundred thousand rands).

2. IMPORTANT EXCEPTIONS

We do not pay:

- 2.1. If the policy is not in force at the time of the loss.
- 2.2. If the loss was caused or contributed to by any grossly negligent, illegal, criminal or fraudulent act by you, a family member or a nominated driver.
- 2.3. If your vehicle is not stolen, hijacked or written-off, or is recovered following theft or hijacking before your claim is finalised.
- 2.4. If the loss was caused by or contributed to by hail fall. (Refer to optional Accident Contribution Benefit)
- 2.5. If, following an offer to purchase, your vehicle is stolen as a result of someone taking possession of it but never actually paying for it due to some form of fraudulent misrepresentation.
- 2.6. If you, or anyone acting for you knowingly, or otherwise commit a fraudulent act or attempts to obtain a benefit under this policy by improper or dishonest means. In such circumstances, all benefits of this policy will be forfeited and the policy cancelled with immediate effect and without compensation or refund of any premiums or costs incurred by you and we may further choose to institute criminal proceedings against you.
- 2.7. Any loss arising whilst the vehicle is being used on a racetrack, as a taxi or for carrying fare-paying passengers or whilst you are carrying on business as a motor vehicle trader.
- 2.8. The cost of towing or storage in the event of a motor vehicle accident or breakdown not leading to write-off or in the event of your claim being rejected or invalidated. (Refer to Optional Towing Benefit on page 10)
- 2.9. For the loss of any contents of the vehicle, including such things as laptop computers, cell phones, clothing, sports equipment, wallets, handbags, money or any other items left in the vehicle.
- 2.10. For any consequential loss or resultant damage following a motor vehicle accident or for any loss or damage to property owned or held by other family members.
- 2.11. For any loss arising, directly or indirectly, from a fire originating from within the vehicle (including its engine and luggage compartments), whether caused by lack of maintenance, mechanical or electrical failure or any other reason.
- 2.12. For any loss, where it can be demonstrated that the loss was a result (whether directly or indirectly) of a known fault on the vehicle that was either not repaired at all or not successfully repaired prior to the date of loss.
- 2.13. For any damage caused to a third party's person or property, or for damage to a third party's vehicle where your own claim has not been approved either in terms of section 1 above or in terms of the optional Accident Contribution Benefit (where applicable).
- 2.14. For loss incurred whilst the vehicle is outside the borders of the Republic of South Africa.

- 2.15. For any loss (whether directly or indirectly) arising from any riot, strike, civil commotion (including any acts of vandalism), labour disturbance, military action, war, invasion, martial law, mutiny, usurpation of power, insurrection, rebellion, revolution, act of terrorism, protest against government or tribal authority, or seizure of the vehicle by any organ of state.
- 2.16. If someone who you did not record as a nominated driver was driving your vehicle at the time of a loss;
- 2.17. For any loss arising from the time that you permit another person, who is not a nominated driver, to use the vehicle until such time that the vehicle is safely returned to you.
- 2.18. If the loss was caused or contributed to by a violation of any of the provisions or requirements of the National Road Traffic Act, 93 of 1996 (as amended) or any of its regulations including *inter alia* the Road Traffic Regulations of 1999 (as amended).
- 2.19. If you or a nominated driver uses the vehicle whilst it is not considered roadworthy in accordance with the South African National Standard for the Testing of Motor Vehicles for Roadworthiness (as amended).
- 2.20. For any costs or losses incurred in upgrading the performance of the vehicle's engine, its sound system or any other non-factory fitted components.
- 2.21. For any loss arising whilst you or any other person is driving the vehicle without a drivers licence or with an invalid, revoked or suspended drivers licence.
- 2.22. For any loss arising whilst you or any other person is driving the vehicle with un-roadworthy tyres or with defective brakes, steering or lights.
- 2.23. For any loss arising whilst you or any other person is driving the vehicle under the influence of alcohol or other intoxicating substance.
- 2.24. For any loss arising whilst you or any other person is driving the vehicle in excess of the speed limit.
- 2.25. For any loss arising because of wilful damage caused to the vehicle by you, a family member or a friend.

3. IMPORTANT PROVISIONS

- 3.1. This is not an all risks policy. It covers only the risks specifically identified herein and is provided to you without advice and at your own request.
- 3.2. You must inform us of all facts that are material to the assessment of the risks assumed under this policy including prior or subsequent criminal convictions and any drivers licence endorsements, previous motor vehicle accidents and motor insurance claims. By entering into this contract, you warrant that your vehicle is in good condition, is roadworthy and does not require any significant mechanical, electrical or bodily repair.
- 3.3. You or one of the Nominated Drivers must be the officially registered owner of the vehicle.

- 3.4. You and any Nominated Drivers must be over 19 years of age and each must have had a valid code B, EB or C1 drivers licence for at least 12 consecutive months at the time of inception of the policy.
- 3.5. Cover will commence or reinstate in one of the following ways:
 - 3.5.1. Cover will commence immediately upon payment of the activation premium and the first premium, provided the 6 required photographs have been received by the Insurer; or
 - 3.5.2. Cover will commence after payment of three consecutive premiums and receipt of the 6 required photographs by the Insurer; or
 - 3.5.3. Cover will commence after six consecutive premium payments where no activation premium has been paid and no photographs supplied.

The 6 required photographs can be sent to photos@primemeridian.co.za or via MMS to 078 669 4947:



- 3.6. The payment of premiums indicates your acceptance of the terms, conditions and notices of this policy. By entering into this contract of insurance you authorise the Insurer (or its nominee) to debit your account on an agreed debit order date or salary date of each month. Where collection is unsuccessful, you further authorise the Insurer (or its nominee) to track the nominated bank account and/or re-present the instruction for payment at any time when sufficient funds are available. Should your debit or salary date fall on a Saturday, Sunday or recognised South African public holiday, you authorise the Insurer (or its nominee) to debit your account at its discretion on the following or previous ordinary business day. Should your salary date temporarily change (for example during the month of December), you authorise the Insurer (or its nominee) to debit your account at its discretion on any day considered appropriate during such month. Please see policy schedule for debit order mandate details.
- 3.7. You may elect to cancel this policy with immediate effect. In all other instances, your request for cancellation will take effect on the day immediately preceding your next debit order date. The Insurer may cancel this policy, on 30 days' written notice sent to the last known postal address of the Insured.
- 3.8. This policy will automatically terminate upon the death of the Insured where no nominated drivers are recorded. Where the Insured has passed away but the vehicle continues to be used, any claim arising will only be processed if the policy is in force and a nominated driver (recorded on the policy schedule) was driving the vehicle at the time of the loss.
- 3.9. Should the Insurer discover that there has been a material change in the underwriting risk that you or your vehicle expose the Insurer to and you have failed to notify the Insurer of any such change, the Insurer may elect to cancel the policy with 30 days' notice to you and without compensation or refund of any premiums or costs incurred by you.

underwritten by



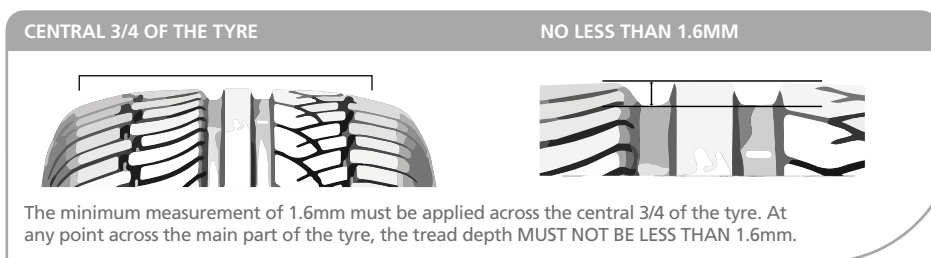
Policy benefits underwritten by Santam Structured Insurance Limited, an Authorised Financial Services Provider, FSP1027.

FIXED PREMIUMS FOR LIFE



FSP41040

- 3.10. If your full monthly premium is not received within 15 days following your premium due date, your cover will lapse and all policy benefits and cover will cease. During the aforementioned 15-day period, it is your responsibility to make payment to us by way of electronic funds transfer or cash deposit into our bank account.
- 3.11. If your monthly premium is returned unpaid with an exception code from our bank indicating that the debit order was reversed by you upon an instruction to your bank that we had no authority to debit your account, we may interpret this action as an indication that you no longer want the policy and wish to cancel it with immediate effect. Where this is the case, the 15-day catch-up period referred to above will not apply. Should you wish to reinstate the policy in these circumstances, you may do so at any time but any applicable waiting periods, deferred benefit periods or accumulated benefits will restart from month 1 upon reinstatement.
- 3.12. The Insurer may make changes to this policy of insurance upon 30 days written notice.
- 3.13. You must properly service your vehicle according to the manufacturer's specifications, ensure that your vehicle is always in a roadworthy condition, that the locking mechanisms work and that the depth of tyre treads is never less than 1.6 millimetres.



- 3.14. You must take all reasonable steps in order to both prevent the occurrence of a loss and to minimise its extent should it occur.
- 3.15. **Subrogation (legal action on your behalf).** When we settle a claim, your rights to claim against other parties are automatically transferred to us. We are entitled, at our own expense, to take legal action on your behalf (whether before or after your claim has been settled) against any Third Party in respect of any recovery, contribution, defence or settlement of a claim. Any settlement, recovery, contribution or other payment received in respect of any such legal action initiated by or on behalf of the Insurer will be received directly by the Insurer. To the extent that the Insurer has recovered any amounts in excess of its own losses and costs, such amounts will be refunded to the Insured. You are obliged to supply all information and assistance which we may reasonably require to enforce any of our rights in this regard.
- 3.16. Once we have paid your claim, we are entitled to take possession and ownership of the salvaged vehicle.

- 3.17. Where the vehicle breaks down or is involved in a motor vehicle accident where the damage sustained is not covered in terms of this policy, you are required to timeously restore the vehicle back to a roadworthy condition. If the vehicle is used or driven before the necessary repairs have been carried out and such subsequent use leads to further damage or the vehicle becoming a write-off, you will be responsible for the cost of repairing such resultant damage sustained by the vehicle.
- 3.18. Where considered appropriate to the vehicle, the Insurer may factor in the cost of good condition, alternative parts and components in determining the total estimated cost of repairs.
- 3.19. If at the time of a motor vehicle accident your vehicle is also insured by another insurer, we agree to pay our rateable proportion of the loss, provided that benefits apply and are due in terms of this policy.
- 3.20. When claiming, you may be required to prove, to the satisfaction of the Insurer, that you own the vehicle, how much you paid for it, the condition that it was in when you purchased it (particularly where the vehicle was previously damaged) and proof of any repair work performed on the vehicle after purchase.
- 3.21. Benefits are reduced to 50% of the applicable benefits while the vehicle is being driven on a road that is not cemented or tarred. No benefits apply while the vehicle is being driven on a private or informal road that is not officially registered with and maintained by the relevant government or municipal authorities.
- 3.22. You must not make nor accept from another party any admission of guilt, statement, offer, promise, payment, compromise or indemnity without the Insurer's written consent. Should you make any such admission, statement, offer, promise, payment, compromise or indemnity, it will be considered that you have prejudiced the Insurer's position and any benefits due in terms hereof will be forfeit and the policy cancelled with immediate effect and without compensation or refund of any premiums.
- 3.23. Should you receive summons or any similar legal notification from a third party that potentially affects the Insurer's obligations in terms hereof, you must please inform the Insurer within 5 working days thereof. Should you fail to inform the Insurer within 5 working days, you will be deemed to have severely prejudiced the Insurer's position and any benefits due in terms hereof will be forfeit and the policy cancelled with immediate effect and without compensation or refund of any premiums.
- 3.24. If your vehicle is a code 03 or rebuilt per the National Traffic Information System (NATIS), any benefits due in terms of this policy will be reduced by 25%.

4. CLAIMS NOTICES AND PROCEDURES

- 4.1. You must report all motor vehicle accidents, thefts, hijackings or other losses to the Insurer as soon as possible, but not later than 48 hours after the event. Failure to timeously report your claim may prejudice the Insurer's ability to evaluate it and may lead to the rejection of your

claim. To report a loss or lodge a claim please call 011 745 7800 (office hours), e-mail claims@primemeredian.co.za or fax 011 367 7280.

- 4.2. In the event of a loss, it is your responsibility to take clear photographs of the vehicle (where it is not stolen or hijacked), any other vehicles, people or objects involved and the scene of the motor vehicle accident or loss itself from an appropriate distance to allow us to clearly evaluate the circumstances leading to your loss.
- 4.3. If the vehicle is stolen, hijacked or involved in a motor vehicle accident, you must report it to the South African Police Service within 48 hours and obtain an Accident Report and (where applicable) case number.
- 4.4. Where the vehicle is involved in a motor vehicle accident or natural fire or disaster it must be delivered to a qualified panel beater for assessment no later than the following working day.
- 4.5. Failure by you or a nominated driver to comply with the reasonable requests of the Insurer's claims centre may result in rejection of your claim.
- 4.6. Valid claims are paid after the submission by you of all forms and documentation requested by the Insurer and the completion of any necessary investigative and related work.
- 4.7. Where there is a remaining balance owing to any financier of a vehicle, the Insurer may at its discretion make payment to the financier or title holder.
- 4.8. Commencement of repair work may not be authorised by anyone without the prior written consent of the Insurer.
- 4.9. You have a period of 90 days after receiving any claim rejection notice to make representations in this regard to the Insurer and a further six months thereafter to institute any legal action. Thereafter you will not be entitled to make any claim under this policy.

5. TREATING OUR CUSTOMERS FAIRLY

Should these policy terms, conditions and notices not be completely clear to you, you may call 0860 123 800 to hear a pre-recorded summary explanation of the policy in a language of your choice. You may also visit our website at www.primemeredian.co.za or you can contact us directly during office hours on 011 745 7800.

6. WHAT THE POLICY WORDS MEAN

POLICY WORD	MEANING
Consecutive Premiums	Premiums received when due every month without interruption.
Current Trade Value	The trade value of the vehicle at the date of loss.

POLICY WORD	MEANING
Family	Includes you or the nominated driver's spouse, siblings, parents, grandparents, cousins, uncles or aunts and a fiancé of yours or of any family member. Spouse includes civil union, common law and traditional marriage partners.
Fraudulent Act	Includes you or a person associated with you providing the Insurer at any time with inaccurate, incomplete, dishonest, false, fabricated or exaggerated information.
Natural Fire or Disaster	This refers to a naturally occurring fire (e.g. veldfire or forest fire), earthquake, lightning strike, flood, rain or wind storm, but excludes a hail storm.
GBA	Growing Benefit Amount.
In Force	<ul style="list-style-type: none"> • The First Premium Date as shown on the Policy Schedule has elapsed; and • Payment of the activation and the first premium, and receipt and acceptance of the 6 required photographs has occurred; or alternatively • Payment of the first three consecutive premiums and receipt and acceptance of the 6 required photographs has occurred; or • Payment of six consecutive premium payments has occurred. • Where the policy has lapsed due to the non-payment of premium: <ul style="list-style-type: none"> • Three consecutive monthly premiums have been paid since reinstatement, and the Insurer has received and accepted an updated set of the 6 required photographs; or alternatively • A further monthly premium and activation premium have been paid since reinstatement and the Insurer has received and accepted an updated set of the 6 required photographs; and • That the policy has not been cancelled.
Loss of Employment	The Insured becoming & remaining unemployed as a result of redundancy or retrenchment & receiving no remuneration from any occupation during this time.
Motor Vehicle Accident	The unintended collision of the Insured Vehicle, whilst it is being driven, with another motor vehicle, a stationary object or person, resulting in damage to the Insured Vehicle and which occurs on a public road as defined in the National Road Traffic Act, 1996 [as amended].
Minor Motoring Incident	Means any incident in which cosmetic damage (including but not limited to dents, scratches, scuffs, cracks, damaged light clusters or chips) is sustained by the vehicle that does not affect its mechanical integrity or safe operation. It also includes any damages sustained by the vehicle on private property or in a parking lot.
Nominated Driver	One of any two additional drivers nominated by you who may drive your vehicle with your permission and whose names have been recorded in the Policy Schedule.
Per Annum	Means during a twelve month period measured from policy inception date, anniversary date or reinstatement date, whichever is most recent.

POLICY WORD	MEANING
Redundancy	Termination of the Insured's position by his or her employer as a result of the introduction of new technology or reorganisation of the employer's organisation.
Retrenchment	Termination of the Insured's position by his or her employer based on adverse trading conditions or anticipation thereof, or upon any other business decisions of the employer resulting in a general reduction of its staff compliment.
Trade Value	The Trade Value at the time of the loss shown in the most recently available Transunion Auto Dealers Guide (or similar publication). Where no such prices are available, the last available such price or new list price depreciated at 13,5% per annum on the reducing balance.
Vehicle	The Insured Vehicle as recorded on the policy schedule.
We / Us / The Insurer	Santam Structured Insurance Limited who is a registered Insurer for the purposes of the Short-term Insurance Act 1998 and a licensed financial services provider for the purposes of the Financial Advisory and Intermediary Services Act 2002 as amended from time to time.
Written-off / Write-off / Total Loss	When your vehicle is damaged and it cannot be repaired for an amount of less than 80% of its Trade Value at that time.
You / Your / Insured	The policyholder shown as such in the policy schedule.

7. HOW TO CONTACT US

CUSTOMER SERVICE

Prime Meridian Direct

Tel: 0860 22 22 61 / 011 745 7800
 Fax: 011 367 7000

E-mail: info@primemerdian.co.za
 Web: www.primemerdian.co.za

Submission of required photographs

MMS: 078 669 4947

Other details

E-mail: photos@primemerdian.co.za

CLAIMS & ADMINISTRATION

PrimaryAsset Administrative Services (Underwriting Manager)

Tel: 011 706 9565
 Fax: 011 706 9401

Other details

E-mail: service@primaryasset.co.za

COMPLAINTS AND COMPLIANCE

Underwriting Manager:

Primary Asset Administrative Services

Tel: 011 745 7820

Fax: 011 367 7251

E-mail: legal@primaryasset.co.za

Insurer:

Santam Structured Insurance Limited

Tel: +27 11 685 7600 / 0860 762 745

E-mail: ssi.complaints@santam.co.za

Where selected, each optional benefit as set out below will form an integral part of your PRIME MOTORTHRIFT policy and be subject to the same terms, conditions and definitions thereof. The following additional terms and conditions apply:

1. OPTIONAL CAR HIRE EXTENDER BENEFIT

Where this benefit has been selected, the Insurer agrees to reimburse the Insured for any car hire expenditure actually incurred following the theft, hijacking, collision or breakdown of the Insured Vehicle up to a maximum value of R500 per day including VAT and up to a maximum overall limit of indemnity of R4,000 per year. Cover will commence when your policy is in force.

To qualify for benefits one of the following vehicle rental companies must be used:

- Budget Car Rental
- Hertz Car Rental
- Europcar
- Tempest Car Hire
- Avis Rent-a-Car
- Thrifty Car Hire

In the event that your car hire expenditure is incurred by a third party on your behalf, it is required that your details appear on the invoice as either the main driver or as an additional driver in order for your claim for reimbursement to be processed.

Proof of theft, hijacking, collision or breakdown and expenditure satisfactory to the Insurer must be provided in a timeous manner. Any fuel deposit, security deposit or insurance waiver fee or additional charges incurred for fuel consumption or running costs will be for your own account.

No claim for reimbursement will be admitted where this policy has lapsed or has been cancelled or where a claim for benefits in terms of your PRIME MOTORTHRIFT policy or in terms of an Accident Contribution Benefit claim has been rejected.

2. OPTIONAL TYRE MAINTENANCE REWARD BENEFIT

Where this benefit has been selected, the Insurer agrees to discount a following monthly premium, on the underlying policy, by 50% (fifty percent) where the Insured provides proof satisfactory to the Insurer of having purchased and replaced two or more of the Insured vehicle's tyres with either new tyres or retreads of the correct size and type for the vehicle concerned. The discount will apply to one month's premium and premium rates will return to the usual amount thereafter.

3. OPTIONAL RETRENCHMENT INDEMNITY BENEFIT

TO QUALIFY

In order to qualify for the benefits in terms hereof, the Insured must have paid at least three consecutive monthly premiums when due and must have been formally employed for a period of at least 6 months prior to the loss of employment. The Insured's employer must have undertaken a formal and fully documented redundancy or retrenchment programme and the Insured should not have known of the threat of redundancy or retrenchment prior to taking out this policy.

BENEFITS

In the event of the Insured losing employment through retrenchment or redundancy prior to the attainment of age 60, the benefits due in terms hereof shall be the settlement of any outstanding premiums due during the period of unemployment, for a maximum period of 6 months, on all then active policies of insurance purchased through PMD, limited to a maximum of R1,500 per month.

EXCLUSIONS

No benefits will be payable in terms hereof for loss of employment for any reason whatsoever other than redundancy or retrenchment.

No benefits will be paid where the Insured has been self-employed or employed by a family member or family owned or directed company at any point during the 6 months immediately prior to the lodging of the claim. No benefits will be due in terms hereof where the Insured agrees to voluntary retrenchment. Any policies that have lapsed or been cancelled prior to the loss of employment will not qualify for any benefits in terms hereof.

NOTIFICATION

The Insured must inform the Insurer of a loss of employment at the earliest possible time in order that the Insurer can arrange for the payment of due premiums prior to the lapsing of cover. The Insured must provide proof satisfactory to the Insurer of prior employment including *inter alia* copies of payslips and bank statements for the 6 month period prior to loss of employment.

4. OPTIONAL WINDSCREEN REPLACEMENT BENEFIT

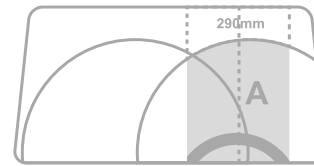
In the event that your vehicle's front or rear windscreen is accidentally damaged after commencement of cover and results in the hazardous impairment of driver visibility or road worthiness, the Insurer agrees to have your windscreen repaired or replaced up to a maximum cost of R3,500. The maximum number of claims that you may lodge each year is two. Cover will commence when your policy is in force.

CLAIMS PROCEDURE

- All requests for windscreen repair or replacement must be lodged with the Insurer on 011 745 7800 during office hours.
- During the call you will be directed to the nearest approved repairer.
- It is your responsibility to have the vehicle delivered to the recommended repairer for assessment.
- The repairer will assess the extent of the damage to your windscreen in terms of the criteria set out below and submit the assessment to the Insurer for final approval.
- Where the damage qualifies for benefits, the repairer will undertake the repair.

QUALIFYING CRITERIA FOR BENEFITS

In order to qualify for benefits, it must be demonstrated that:



- The front or rear windscreen is so cracked, clouded or otherwise defective that the driver's day or night view is affected or obstructed; or
- The front windscreen cracks obscure the driver's view in the A zone (illustrated); or
- Windscreen cracks that in the opinion of the approved repairer weaken the screen and threaten its structural integrity.

5. ACCIDENT CONTRIBUTION BENEFIT

BENEFITS

- In the event of a motor vehicle accident in which your vehicle is damaged but is not written-off or in the event of a hail storm, we will make a contribution toward the estimated cost of the repair of your vehicle. Any other costs incurred that do not directly relate to the repair of the vehicle (for example towing and storage fees) will be for your own account, unless covered by another benefit.
- When you claim, the maximum GBA available to you will be determined according to the Accident Contribution Table below. The GBA increases each month after receipt of your premiums. The plan you have selected and the number of consecutive premiums paid when due determine the maximum amount available at the time of the motor vehicle accident, to contribute towards your damage.
- The GBA shown in the Accident Contribution Table will be available to contribute (either partially or in full) towards the estimated cost of repairs of any qualifying damage that arose from an individual accident or hail storm - see exclusions below.
- Your PRIME MOTORTHRIFT policy must be in force at the time of a loss in order for benefits to apply in terms of this optional benefit.
- A maximum of one claim may be admitted during the first 12 months following inception or reinstatement of the policy. Thereafter a maximum of two claims per annum will be permitted.

OPTIONAL BENEFITS

PLEASE REFER TO YOUR POLICY SCHEDULE TO CONFIRM WHICH OPTIONAL BENEFITS ARE INCLUDED ON YOUR POLICY.

ACCIDENT CONTRIBUTION TABLE

	BASIC	MAX	MAX PLUS	EXEC
1	R 500	R 1,000	R 2,000	R 4,000
2	R 1,000	R 2,000	R 4,000	R 8,000
3	R 1,500	R 3,000	R 6,000	R 12,000
4	R 2,000	R 4,000	R 8,000	R 16,000
5	R 2,500	R 5,000	R 10,000	R 20,000
6	R 3,000	R 6,000	R 12,000	R 24,000
7	R 3,500	R 7,000	R 14,000	R 28,000
8	R 4,000	R 8,000	R 16,000	R 32,000
9	R 4,500	R 9,000	R 18,000	R 36,000
10	R 5,000	R 10,000	R 20,000	R 40,000
11	R 5,500	R 11,000	R 22,000	R 44,000
12	R 6,000	R 12,000	R 24,000	R 48,000
13	R 6,500	R 13,000	R 26,000	R 52,000
14	R 7,000	R 14,000	R 28,000	R 56,000
15	R 7,500	R 15,000	R 30,000	R 60,000
16	R 8,000	R 16,000	R 32,000	R 64,000
17	R 8,500	R 17,000	R 34,000	R 68,000
18	R 9,000	R 18,000	R 36,000	R 72,000
19	R 9,500	R 19,000	R 38,000	R 76,000
20	R 10,000	R 20,000	R 40,000	R 80,000
21	R 10,500	R 21,000	R 42,000	R 84,000
22	R 11,000	R 22,000	R 44,000	R 88,000
23	R 11,500	R 23,000	R 46,000	R 92,000
24	R 12,000	R 24,000	R 48,000	R 96,000
25	R 12,500	R 25,000	R 50,000	R 100,000
26	R 13,000	R 26,000	R 52,000	R 104,000
27	R 13,500	R 27,000	R 54,000	R 108,000
28	R 14,000	R 28,000	R 56,000	R 112,000
29	R 14,500	R 29,000	R 58,000	R 116,000
30	R 15,000	R 30,000	R 60,000	R 120,000
31	R 15,500	R 31,000	R 62,000	R 124,000
32	R 16,000	R 32,000	R 64,000	R 128,000
33	R 16,500	R 33,000	R 66,000	R 132,000
34	R 17,000	R 34,000	R 68,000	R 136,000
35	R 17,500	R 35,000	R 70,000	R 140,000
36	R 18,000	R 36,000	R 72,000	R 144,000
37	R 18,500	R 37,000	R 74,000	R 148,000
38	R 19,000	R 38,000	R 76,000	R 152,000
39	R 19,500	R 39,000	R 78,000	R 156,000
40	R 20,000	R 40,000	R 80,000	R 160,000
41	R 20,500	R 41,000	R 82,000	R 164,000
42	R 21,000	R 42,000	R 84,000	R 168,000
43	R 21,500	R 43,000	R 86,000	R 172,000
44	R 22,000	R 44,000	R 88,000	R 176,000
45	R 22,500	R 45,000	R 90,000	R 180,000
46	R 23,000	R 46,000	R 92,000	R 184,000
47	R 23,500	R 47,000	R 94,000	R 188,000
48	R 24,000	R 48,000	R 96,000	R 192,000
49	R 24,500	R 49,000	R 98,000	R 196,000
50	R 25,000	R 50,000	R 100,000	R 200,000

CONSECUTIVE PREMIUMS PAID

GROWING BENEFIT AMOUNT

- a. All payments in terms hereof will be made directly to the repairer concerned on each occasion. You will be responsible to pay any deposit amount required by the repairer to commence the repair work, irrespective of whether the value of your GBA is sufficient to cover the deposit or not. Where the GBA is sufficient to cover the deposit or some part thereof, you will be reimbursed accordingly upon completion of the repair work and subject to the requirements of the clauses below.
- b. Payment will be made once the repair work is completed and, in our opinion, is of an appropriate standard. Photographic and documentary evidence may be requested from the repairer concerned before payment is effected. Proof of payment, satisfactory to the Insurer, for the portion of costs paid by you may also be requested before payment is effected. In each case, the selected repairer is obliged to fully repair and replace all of the components identified by the Insurer's appointed assessor.
- c. You may not instruct a repairer to commence any repair work without our prior written approval.
- d. Any claim for damage arising from a hail storm will be limited to a maximum of R10,000 per hail storm.
- e. The GBA available at the time of a claim will be reduced by 50% where the motor vehicle accident or loss takes place on a road that is not cemented or tarred. No benefits will apply while the vehicle is being driven on a private or informal road that is not officially registered with and maintained by the relevant government or municipal authorities and/or does not constitute a public road as defined in the National Road Traffic Act, 1996 [as amended].
- f. Where this policy has lapsed or has been cancelled, the GBA will restart from zero Rands. Losses that occur from the date of lapse or cancellation to the date of reinstatement will not be covered. Where 6 or more consecutive premiums have been paid immediately prior to lapse, if the policy is reinstated within 3 months of lapse, the GBA will restart from the amount that was applicable at the date of lapse.

EXCLUSIONS

The Accident Contribution Benefit does not pay for:

- a. Any damage arising from a minor motoring incident.
- b. Repair or replacement of wheels or tyres or faulty electronic equipment (including but not limited to radios, CD/DVD players or digital music players).
- c. Any claim where indemnity can be claimed under any other policy of insurance in force at the time including for example, a minor dents and scratches policy.
- d. Claims where this policy has lapsed or has been cancelled and not reinstated or where a claim for benefits in terms of your PRIME MOTOR THRIFT policy has been rejected.
- e. Claims for a contribution toward the cost of repairs of any unrepaired damage from one or more prior motor vehicle accidents.
- f. Repair work performed without our prior written authorisation.
- g. Repair work relating to an approved claim that is not commenced within 90 days thereof.

underwritten by



Policy benefits underwritten by Santam Structured Insurance Limited, an Authorised Financial Services Provider, FSP1027.

FIXED PREMIUMS FOR LIFE



FSP41040

h. Claims where the damage to windows and windscreens comprises more than 50% of the total estimated cost of repairs, such damage will be excluded from the calculation of the estimated cost of repairs. Where the damage to glass comprises less than 50% of the estimated cost of repairs, the value attributed to that portion of the repairs will be limited to a maximum of R7,500. In all cases, any damage to windows and windscreens that in the opinion of the Insurer, is not a direct result of the motor vehicle accident that forms the basis of the claim, will be excluded from the calculation of the estimated cost of repairs.

UPGRADE AND DOWNGRADES

a. Where a lapsed policy is reinstated, or if a Plan is changed to a higher monthly escalation Plan, you will be required to submit an updated set of the 6 required photographs of the insured vehicle (of a satisfactory quality and clarity) to the Insurer. Should a claim arise before the receipt of the updated 6 required photographs or before six consecutive monthly premium payments have been received following reinstatement or Plan change, your claim will be assessed in accordance with the previous Plan's accumulated GBA (as if no upgrade took place). If your cover has lapsed, you will not enjoy any cover.

b. Where, after inception of the policy, you request to change your Plan to a lower monthly escalation Plan, the GBA will be recalculated to the lower of the following two calculations:

- The total premium paid since inception or most recent reinstatement divided by the premium of the lowest plan chosen to date, multiplied by the monthly growth rate applicable to that [lowest] plan; and
- The number of consecutive premiums paid since inception or most recent reinstatement multiplied by the monthly growth rate of the requested plan.

UPGRADE AND DOWNGRADES ILLUSTRATIVE EXAMPLES

EXAMPLE 1 - PLAN UPGRADED AND IMPACT ON GBA.



Mr. M purchases a PRIME MOTORTHRIFT policy with the ACB option that escalates at R2,000 per month. After 6 months, he upgrades to the R4,000 per month escalation plan and continues to pay for a further 2 months before having an accident. The GBA available to Mr. M would be determined as follows:

First 6 months at R2,000 per month =	R12,000
2 more months at R4,000 per month =	R8,000
Total available <u>GBA</u> =	R20,000

EXAMPLE 2 - PLAN DOWNGRADED AND IMPACT ON GBA.



Mr. M purchases a PRIME MOTORTHRIFT policy that escalates at R4,000 per month. After 6 months, Mr. M has paid R1,494 in premiums and he decides to downgrade to the R2,000 per month escalation plan. The GBA amount that Mr. M would qualify for would be determined as the lower of the following two calculations*:

CALC 1* =	Total premium paid to date (R249 x 6)	= R1,494	= 10
	Premium of the lowest plan chosen to date	= R149	
	Growth rate of lowest plan x 10	= R2,000 x 10	= R20,000 (Higher)
CALC 2** =	Number of premiums x growth rate new plan	= 6 x R2,000	= R12,000 (Lower)
	Revised <u>GBA</u> Amount =	R12,000	

* The total premium paid since inception or most recent reinstatement divided by the premium of the lowest plan chosen to date, multiplied by the monthly growth rate applicable to that [lowest] plan; and
 ** The number of consecutive premiums paid since inception or most recent reinstatement multiplied by the monthly benefit growth rate of the requested plan.

CLAIMS PROCEDURE

In addition to the usual claims procedure, you may also be requested to provide other documentation, including quotations and evidence of expenditure actually incurred by you in the repair of your vehicle.

ILLUSTRATIVE EXAMPLES

Mr. M has a PRIME MOTORTHRIFT policy with the optional Accident Contribution Benefit. He has a motor vehicle accident in which his vehicle was not rendered a write-off but the extent of damage sustained by his vehicle amounted to R10,500. Following approval from the Insurer, Mr. M arranges for his vehicle to be repaired by an accredited repairer nominated by the Insurer.

Scenario 1, Mr. M had paid three consecutive premiums on the maximum Plan at the time of his motor vehicle accident. According to the Accident Contribution Table he enjoys a GBA of R3,000. Mr. M may therefore claim a contribution of up to R3,000 towards his cost of repairs.

Scenario 2, Mr. M had paid 12 consecutive premiums on maximum Plan at the time of his loss. According to the Accident Contribution Table he enjoys a GBA of up to R12,000. Mr. M may therefore claim his full repair costs of R10,500.

	SCENARIO 1	SCENARIO 2
No. of Consecutive Premiums Paid:	3	12
Max Possible Contribution Amount:	R3,000	R12,000
Damage sustained:	R10,500	R10,500
Contribution paid:	R3,000	R10,500

6. OPTIONAL TOWING EXTENSION BENEFIT

Cover commences after the payment of one monthly premium, provided your PRIME MOTORTHRIFT policy is in force at the time of a motor vehicle accident or mechanical breakdown.

BENEFITS

- Where selected, this optional extension will override the towing provisions of the PRIME MOTORTHRIFT policy document and we will make a reimbursive contribution toward the cost of the towing and storage of your vehicle in the event of a motor vehicle accident or mechanical breakdown and subject to the provisions as set out below, provided you have made use of one of our approved towing service providers and not an independent towing contractor. Should you fail to use our Towing Assistance Call Centre you will be liable for the costs. Towing will be to the nearest place of safety or approved repairer, whichever is closer, up to a maximum benefit of:
 - R3,000 per year where the Standard Extension Plan has been selected.
 - R5,000 per year where the Executive Extension Plan has been selected.
- In the event of mechanical breakdown or motor vehicle accident rendering your vehicle undriveable, a reimbursive allowance of up to R 500 per incident will be available as a contribution toward any transport or taxi costs incurred.
- Benefits are subject to annual limits of indemnity per the table below:

	STANDARD PLAN (per annum)	EXECUTIVE PLAN (per annum)
Mechanical Breakdown	R3000	R5000
Minor Accident	R3000	R5000
Accidental Write-Off*	R5000	R5000
Taxi/Transport	R500	R500
TOTAL ANNUAL LIMIT	R5000	R7500

SPECIAL PROVISIONS

Proof of collision or breakdown and expenditure incurred satisfactory to the Insurer must be provided in a timeous manner.

EXCLUSIONS

No claim will be admitted where this policy has lapsed or has been cancelled and not reinstated or where a claim for benefits in terms of your PRIME MOTORTHRIFT policy has been rejected.

7. OPTIONAL ADDITIONAL NOMINATED DRIVER BENEFIT

Cover commences after the payment of one monthly premium, provided your PRIME MOTORTHRIFT policy is in force at the time of loss.

In addition to the 2 nominated drivers allowed for under the standard policy terms and conditions, where this optional benefit is selected you may add an agreed number of additional nominated drivers who will be permitted to drive the insured vehicle and who will enjoy cover in terms of this policy. This policy operates on a limited driver basis and only nominated drivers listed on the policy schedule enjoy cover in terms of this policy.

COMMENCEMENT AND COVER

• WHEN IS MY PRIME MOTORTHRIFT CONTRACT OF INSURANCE CONCLUDED AND ENTERED INTO?

Your PRIME MOTORTHRIFT contract is concluded and entered into on the First Premium Date as stated in the Policy Schedule, provided that the first premium is received by the Insurer on or before that date. By paying the premium you indicate your acceptance of the terms and conditions of PRIME MOTORTHRIFT.

• WHAT DOES PRIME MOTORTHRIFT COVER?

PRIME MOTORTHRIFT is motor insurance designed to provide a selected level of financial assistance to the Policyholder under the following circumstances:

- Total loss of the insured vehicle as a result of theft, hijacking, natural fire or disaster (excluding hail damage).
- Total loss of the insured vehicle as a result of an motor vehicle accident where the damage is severe and the vehicle is written-off by the Insurer.
- The Insured becomes liable for accidental damages caused to a 3rd party's vehicle.
- Towing and storage up to R5,000 in the event of a valid accidental write-off claim.

Please see below for more information regarding each of the above events.

Please note that at the time of any claim you must be 19 years of age or older and must have had a valid code B, EB or C1 drivers licence which must have been valid for at least 12 months at the time of inception of the policy. This applies also to any nominated drivers who may be using the Insured Vehicle at the time.

• DO I HAVE TO HAVE MY VEHICLE INSPECTED BEFORE I AM UNDER COVER?

No! To enjoy immediate cover however, you will need to submit the 6 clear required photographs of your vehicle (front, back, left, right, engine compartment and instrument cluster) to the Insurer that were taken on the same date after policy purchase.

• AM I COVERED FOR DAMAGE CAUSED TO A 3RD PARTY'S VEHICLE?

Yes! PRIME MOTORTHRIFT will cover damage accidentally caused to a 3rd party's vehicle/s up to R500,000. Damage to a 3rd party's person or other property is excluded. These risks are insured in terms of the National Road Accident Fund. For more details visit www.raf.co.za.

• WILL YOU COVER ME IF I'M NOT A SOUTH AFRICAN?

Yes. As long as you hold a valid Code B, EB or C1 drivers licence or permit you will be covered.

• DO YOU COVER VEHICLES OUTSIDE THE BORDERS OF RSA?

The PRIME MOTORTHRIFT covers vehicles driven within the borders of RSA only.

• I DO NOT HAVE A DRIVERS LICENCE. CAN I STILL APPLY FOR COVER?

You may apply but only those nominated drivers who have held a valid Code B, EB or C1 licence for more than 12 months will be covered when driving the vehicle.

• I AM NOT THE REGISTERED OWNER OF THE VEHICLE. WILL I ENJOY COVER?

You or a nominated driver must be the owner of the vehicle. If not, you must register the vehicle in your name within 21 days after applying for the policy.

• CAN I OBTAIN IMMEDIATE COVER WITH PRIME MOTORTHRIFT?

Yes! Cover commences immediately upon payment of the activation premium and one monthly premium, provided that we have received the 6 required photographs of the Insured Vehicle from you. If you would prefer not to pay the activation premium, cover will commence after three consecutive Monthly Premiums have been paid when due provided that we have received the 6 required photographs of the Insured Vehicle from you. Where no photographs of the insured vehicle are supplied, cover will commence after 6 consecutive premium payments.

• WHAT DOES PRIME MOTORTHRIFT NOT COVER?

- The cost of repairing the damage caused by a motor vehicle accident where the vehicle is not written off. However, where your policy includes the optional Accident Contribution Benefit, a contribution will be made toward the repair cost of such lesser motor vehicle accidents. Please see the FAQ below in this regard.
- The cost of towing and storage in the event of a motor vehicle accident not resulting in the write-off of your vehicle or a mechanical breakdown. However, where your policy includes the optional towing extension benefit, you will be covered in such circumstances up to R5,000 per year (plan dependant).
- The cost of hiring a rental vehicle while your own vehicle is being repaired. However, where your policy includes the optional car hire extender benefit, you will be covered in such circumstances up to R4,000 per year.
- All vehicle contents including valuables such as laptops, mobile phones, electronic devices and wallets.
- Claims arising whilst consciously acting in violation of any South African law.
- Any losses arising as a result of hail damage. However, where your policy includes the optional Accident Contribution Benefit, a contribution will be made toward the repair cost of hail damage up to R10,000 per claim. Please see the FAQ below in this regard.

• WHAT DOES THE OPTIONAL ACCIDENT CONTRIBUTION BENEFIT DO?

- The Accident Contribution Benefit gives you a growing amount of cover that is available to assist you with repair costs when you have a smaller motor vehicle accident and your car is NOT damaged enough to be a complete write-off - in other words it can still be safely repaired.
- Every time you pay your monthly premium the cover available to you under Accident Contribution Benefit grows and grows by a set amount in accordance with the growth plan selected. See scenario 1 and scenario 2 under [illustrative examples] of how Accident Contribution Benefit grows in practice.
- With the Accident Contribution Benefit minor motoring incidents causing cosmetic damages to your car are excluded. This includes minor dents, scratches, scuffs, cracked light clusters or windscreen chips that do not affect the mechanical integrity or safe operation of your vehicle. Any damages sustained by the vehicle on private property or in a parking lot is also excluded.
- Claims for the repair or replacement of wheels or tyres or faulty electronic equipment are excluded unless they form part of a greater motor vehicle accident in which they were damaged. Where this is the case they will be covered.
- Claims for hail damage are limited to a maximum of R10,000 per incident or the accumulated GBA amount.

CLAIMS AND PROCEDURES

• WILL PRIME MOTORTHRIFT PAY IN THE EVENT OF AN ACCIDENT?

Yes! PRIME MOTORTHRIFT will pay you in the event that the damage caused in a motor vehicle accident is severe and results in the vehicle being written-off by the Insurer. Where the Insured Vehicle is involved in a motor vehicle accident (motor / natural fire or disaster) and the assessed cost of repairs is greater than 80% of the vehicle's current trade value, the vehicle will be considered a "write-off" and PRIME MOTORTHRIFT will pay the benefit you have selected. Where the assessed cost of repairs is less than 80% of the vehicle's current trade value, no benefit will be paid unless your policy includes the optional Accident Contribution Benefit. See the examples below. Where the Insured Vehicle is written-off in a motor vehicle accident on a gravel road, the benefits payable will be reduced by 50%.

• HOW MUCH WILL PRIME MOTORTHRIFT PAY IN THE EVENT OF WRITE-OFF THROUGH ACCIDENT?

Benefits are paid by reference to the vehicle's trade value at the time of the motor vehicle accident. Where a vehicle is considered a write-off, PRIME MOTORTHRIFT will pay of the vehicle's then current trade value. See the examples below. Please note that all claims are limited to a maximum claim value of R400,000 i.e. if the calculated claim benefit (see numerical examples below for clarity) is more than R400,000, the benefit paid will be limited to R400,000.

• IS THERE ANY EXCESS AMOUNT TO PAY WHEN CLAIMING?

No! With PRIME MOTORTHRIFT there is never any excess payable by you when claiming on the Vehicle. You receive the full amount of a theft, hijacking, write-off, natural fire or disaster claim when it is admitted.

• WILL PRIME MOTORTHRIFT PAY IF I'M NOT DRIVING THE VEHICLE AT THE TIME OF AN ACCIDENT?

The PRIME MOTORTHRIFT policy operates on a limited driver basis and only drivers previously nominated by the Policyholder and recorded in the policy schedule are covered. If a non-nominated driver is driving the vehicle at the time of a loss, no policy benefits will be paid. In addition, if a non-nominated driver drives the vehicle to any place where the vehicle is then damaged, stolen or hijacked, no policy benefits will be paid.

• WHAT SHOULD I DO IN THE EVENT OF AN ACCIDENT?

Obtain all relevant information from the other parties involved in the motor vehicle accident including:

- Full name of driver and passengers
- Driver and passenger contact details (obtain at least 2 different numbers)
- Other party's motor insurance details
- Postal and residential Addresses
- Car make, model and registration number
- Date, time and place of accident
- Identification numbers
- Witness names and contact details

Take the following actions:

- Take photographs of the vehicles and scene of accident or loss with any available camera e.g. your cell phone.
- Report the accident, the police case number and all of the above to the PRIME MOTORTHRIFT Claims Centre within 48 hours.
- Report the accident to the South African Police Services and obtain a case number.
- Be sure to have your ID and policy number handy when you call.

• WILL PRIME MOTORTHRIFT PAY IN THE EVENT OF THEFT OR HIJACKING?

Yes! PRIME MOTORTHRIFT will pay the applicable benefit if the vehicle has not been recovered and provided the Insurer has concluded any investigation into the claim. See example 2 below.

• HOW MUCH WILL PRIME MOTORTHRIFT PAY IN THE EVENT OF THEFT OR HIJACKING?

Benefits are paid by reference to the vehicle's trade value at the time of the loss (subject to a maximum claim value of R400,000). Where a vehicle is stolen or hijacked, PRIME MOTORTHRIFT will pay 100% of the vehicle's then current trade value. See the examples below.

• WHAT SHOULD I DO WHEN MY VEHICLE IS STOLEN OR HIJACKED?

- Report the theft / hijacking to the South African Police Services without delay but within 48 hours and obtain a case number.
- Lodge a claim with the PRIME MOTORTHRIFT Claims Centre 011 745 7800 once you have a police case number but within 48 hours.
- Be sure to have your ID and policy number handy when you call.

CLAIMS EXAMPLES

For the purposes of examples I and II below, the following assumptions have been made:

	Inception	At Time of Claim
Retail Price	R 100,000	R 75,000
Trade Value	R 90,000	R 67,500

EXAMPLE 1 - VEHICLE IS INVOLVED IN AN ACCIDENT



If, for example, your vehicle is involved in an accident and the assessed cost of repairs is:

(I) R 60,000 (II) R 39,000

In (I), the assessed cost of repairs is equal to 88.88% (R 60,000 / R 67,500) of the current trade value of the vehicle. This is above the 80% threshold, therefore PRIME MOTORTHRIFT will pay 100% of the vehicle's then current trade value. The policy must be in force.

Benefit Paid = R 67,500

In (II) above, the assessed cost of repairs is equal to 57.78% (R 39,000 / R 67,500) of the current trade value of the vehicle. This is below the 80% threshold and therefore no benefit is payable.

EXAMPLE 2 - VEHICLE IS STOLEN



If, for example, your vehicle is stolen or hijacked, then the benefits paid will be determined as follows:

If you have an in force policy, then the benefit paid is the vehicle's then current trade value:

Benefit Paid = R 67,500

NB: Where there is a difference in meaning or interpretation between this summary and the Policy Terms and Conditions, the latter shall apply.

“RESPONSIBLE MOTORING significantly reduces the risk of accident and theft.”

PREMIUMS & PAYMENTS

• **WILL MY PREMIUMS REMAIN THE SAME OVER THE LIFE OF THE POLICY?**

Yes! With PMD you get fixed premiums for the life of the policy. Your premiums are guaranteed to remain the same throughout the period of cover.

• **WHAT HAPPENS IF MY COVER LAPSES AND I THEN RECOMMENCE COVER AT A LATER DATE?**

If your electronic debit order is returned unpaid and your premium remains unpaid for 15 days following your premium due date, your cover will lapse. If your cover lapses it can be reinstated immediately upon payment of an activation premium and one monthly premium, provided no claim has occurred in the interim and 6 updated photographs of the vehicle have been supplied. Where the 6 required photographs are not provided, cover will reinstate after payment of six consecutive monthly premiums when due.

GENERAL

• **WHAT INFORMATION MUST I GIVE TO THE INSURER?**

You must inform the Insurer of all facts that are material to the assessment of the risk. The premium charged and the acceptance of this insurance is *inter alia* dependent on these facts. If you fail to do this the Insurer may in its sole discretion, declare the policy void. Material facts include any endorsement of your drivers licence, any restriction on your drivers licence, conviction for reckless or negligent driving and any possible future prosecution or inquest. This also applies during the currency of this policy so any changes must be reported immediately.

• **HOW WILL THE TRADE VALUE BE DETERMINED FOR MY VEHICLE?**

The Insurer will use the latest available Transunion Auto Dealers Guide (or similar publication) to determine the vehicle's current average trade value.










• **CAN I CANCEL MY PRIME MOTORTHRIFT POLICY?**

Yes. You may elect to cancel your PRIME MOTORTHRIFT policy with immediate effect. In all other instances, your request for cancellation will take effect on the day immediately preceding your next debit order due date. Any scheduled premiums collected after cancellation will be refunded. Please note that the Insurer may make changes to or cancel your policy upon 30 days written notice.

• **WHAT CAN I DO TO REDUCE MY OWN RISK OF HAVING AN ACCIDENT OR THEFT?**

Many South Africans are guilty of the occasional road traffic violation. Whether it's speeding, driving under the influence of drugs or alcohol or jumping a red light. Every time we do this, we automatically put our own lives and the lives of others at risk.

As a PRIME MOTORTHRIFT Policyholder, if you abide by the following motoring precautions you will immediately significantly reduce your own risk of a motor vehicle accident or theft:

-  NO driving under the influence of drugs or alcohol
-  NO overtaking on a solid white line, blind rise, corner or bend
-  NO SMS'ing or talking on your cell phone whilst driving without a hands free kit
-  NO driving when you are tired
-  NO speeding – keep to the speed limits
-  Never leave your car in a dark or deserted place
-  Be alert to what other drivers are doing & anticipate their actions
-  Slow down at all intersections & particularly for orange (amber) traffic lights
-  Always lock your vehicle carefully when not in use, even when parked at your home. (Fit a tracking unit if possible)

NB: Maintain your car – particularly the tyres, brakes and steering mechanism. Have your vehicle serviced regularly and when the tread on your tyres becomes less than 1.6 mm you should replace them immediately.

By following the above precautions you can significantly reduce the chances of having a serious motor vehicle accident. Why pay extra to cover the risks you can so easily manage yourself?

• WHAT ABOUT THE OTHER MOTORISTS ON THE ROAD? THEY CAN BE THE CAUSE OF MY ACCIDENT!

Where another motorist is the cause of a motor vehicle accident involving your vehicle, if you are not speeding and obeying the road traffic laws at the time and your car is properly maintained, in many instances you may be able to avoid the collision altogether or significantly reduce the extent of the damage to your vehicle because you will have more time and ability to take evasive action.

Moreover, by always staying alert and aware, you will better anticipate the actions of other drivers and respond accordingly, thereby reducing the likelihood or extent of an motor vehicle accident.

• WHAT ARE THE MAIN CAUSES OF SERIOUS MOTOR ACCIDENTS?

- 83% of all major motor vehicle accidents are as a result of lawlessness (e.g. not obeying the road traffic laws, including speeding and driving under the influence) and driver negligence (e.g. not paying attention and talking on a cellphone whilst driving).
- A further 9% of all motor vehicle accidents are as a result of a failure to maintain the vehicle in a roadworthy condition, particularly the brakes, steering mechanism and tyres.
- This means that 92% of all serious motor vehicle accidents could be avoided if South African motorists simply obeyed the road traffic laws and maintained their vehicles.

• MY BANK REFUSES TO ACCEPT PRIME MOTORTHRIFT AS MY INSURANCE POLICY

- The National Credit Act says that your financing bank may require that you maintain insurance for “cover against damage or loss”.
- Your bank may not demand that you pay for comprehensive insurance if you legitimately can't afford it.
- PRIME MOTORTHRIFT provides cover against damage and loss and is fully compliant with the requirements of the National Credit Act.

• WHAT IS THE DIFFERENCE BETWEEN PRIME MOTORTHRIFT, PRIME MOTOR COVERGROW AND TRADITIONAL COMPREHENSIVE INSURANCE

Please note that the product that you have selected is PRIME MOTORTHRIFT. The table below provides a comparison of 2 different PMD motor products relative to traditional comprehensive insurance.

PRIME MOTORTHRIFT Your Product	PRIME MOTOR COVERGROW Also available from PMD	TRADITIONAL COMPREHENSIVE
Designed for people who cannot afford OR who are struggling to afford or maintain comprehensive insurance.	Designed for people who cannot afford OR who are struggling to afford or maintain comprehensive insurance.	Designed for individuals who can afford higher motor insurance premiums and who require immediate cover for the full value of their vehicle.
Low monthly premiums – affordable alternative to comprehensive motor insurance.	Very low monthly premiums – most affordable option.	High monthly premiums (comparatively). Where premium rates are similar, a large claims excess may possibly apply.
No excess to pay when claiming. Vehicle must be written-off for full benefits to apply. Where the vehicle is not written-off, Accident Contribution Benefit will apply (where selected)	No excess to pay when claiming.	Various excess payments may apply that cumulatively can become quite large. E.g. Some insurers charge an additional excess where the loss occurs at night or on weekends.
Premium values never increase!	Premium values never increase!	Premium values increase annually or after a claim is paid.
Non-discriminatory underwriting method. No gender, residential, garaging, tracker or other differentiation.	Non-discriminatory underwriting method. No gender, residential, garaging, tracker or other differentiation.	Risk profiling – generally people living in less desirable areas with lesser security protections are charged the highest premium rates.
No annual limit.	Limited to 2 repair claims p.a. (1 in the first year).	No annual limit.
Covers the total loss of your vehicle in the event of accidental write-off. Where the optional ACB benefit is selected, comprehensive-like benefits eventually apply in addition to the immediate total loss benefits provided by this policy.	Covers ALL motor vehicle accidents. The level of cover is determined according to how your benefits have grown since inception of your policy. Benefits grow each month by the amount selected. With the passing of time, the Growing Benefit Amount equals the value of the vehicle and is sufficient to cover the whole of most common accidents. When this occurs, comprehensive-like benefits effectively apply.	Fully covers ALL motor vehicle accidents but is usually subject to an excess.
Includes 3rd party vehicle liability protection up to R500,000, per incident	Includes 3rd party vehicle liability protection up to R500,000, per incident.	Includes 3rd party protection.
Covers towing and storage in the event of write-off up to R5,000.	Does NOT cover towing and storage – but optional benefits do.	Covers towing and storage for all accidents up to given limits.
Covers theft and hijacking.	Covers theft and hijacking. The level of cover is determined according to how your benefits have grown since inception of your policy. Benefits grow each month by the amount selected.	Covers theft and hijacking.

PRIME MOTORTHRIFT Your Product	PRIME MOTOR COVERGROW Also available from PMD	TRADITIONAL COMPREHENSIVE
Covers total loss from natural fire or disaster but excludes hail damage. Hail is covered under optional ACB benefit up to R10,000.	Covers total loss from natural fire or disasters. The level of cover is determined according to how your benefits have grown since inception of your policy. Benefits grow each month by the amount selected. Hail damage claims are limited to a maximum indemnity level of R10,000.	Covers losses arising from natural disaster including hail.
Does NOT cover internal contents of your vehicle.	Does NOT cover internal contents of your vehicle.	Some policies make a limited allowance for loss of vehicle contents.
Does NOT cover the cost of replacing a cracked windscreen – but optional benefits do.	Does NOT cover the cost of replacing a cracked windscreen – but optional benefits do.	May cover the cost of replacing a cracked windscreen but usually an excess applies.
Cover commences after the 1st premium where an activation premium is paid otherwise after 3 consecutive premiums, however the 6 required photographs must have been received by the Insurer before cover commences. Where no required photographs have been received by the Insurer, cover will commence after six consecutive premium payments.	Cover commences once the first premium is paid and the 6 required photographs of the vehicle have been received or alternatively once six consecutive monthly premium payments have been received when due.	Cover commences after receipt of 1st premium plus any required initiation fee.
Only nominated drivers are covered.	Only nominated drivers are covered.	Usually any licensed driver can drive the vehicle provided it's with the policyholder's permission.
Does NOT cover car hire following an accident – but optional benefits do.	Does NOT cover car hire following an accident – but optional benefits do.	Often includes limited car hire provisions following an accident or loss.
OPTIONAL BENEFITS	OPTIONAL BENEFITS	OPTIONAL BENEFITS
PRIME MOTOR ASSIST – 24Hr Nationwide Roadside Assistance	PRIME MOTOR ASSIST – 24Hr Nationwide Roadside Assistance	Each insurer offers its own unique range of optional benefits. Some of the more common options are discussed above
Windscreen Replacement	Windscreen Replacement	
Towing extension – increases towing indemnity levels and adds cover for breakdowns and lesser accidents.	Towing extension – adds towing indemnity for breakdowns and accidents.	
Car Hire Extender	Car Hire Extender	
Accident Contribution Benefit – covers lesser accidents and hail damage with an increasing amount of cover each month.		

NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS DISCLOSURE AND OTHER LEGAL REQUIREMENTS

IMPORTANT – PLEASE READ CAREFULLY (THIS NOTICE DOES NOT FORM PART OF THE INSURANCE CONTRACT OR ANY OTHER DOCUMENT)

As a short-term insurance policyholder, or prospective policyholder, you have the right to the following information:

1. ABOUT THE INTERMEDIARY

(a) Name, physical address and telephone number:

Name: Prime Meridian Direct (Pty) Ltd
 Physical Address: Prime Meridian House, Building 6, Bryanston Gate, 170 Curzon Road, Bryanston, 2021
 Postal Address: PostNet Suite 430, Private Bag X51, Bryanston, 2021
 Telephone: 011 745 7800
 FSP Number: 41040

(b) Legal status and any interest in the Insurer:

Private company with limited liability with no direct financial interest in the Insurer.

(c) Whether in possession of professional indemnity insurance:

The Intermediary is in possession of professional indemnity insurance.

(d) Detail of how to institute a claim:

Should you have a claim against your policy, please call the claims centre on 011 745 7800 (Weekday office hours: 08h00 until 17h00). Should you wish to dispute the rejection or quantum of a claim, you are entitled to make representations to the Insurer within 90 days of notification of such decision. Please also refer to [Claims & Complaints Procedures](#) on page 19 of the policy document.

(e) Written mandate to act on behalf of Insurer:

This certifies that the Insurer has granted an administrative mandate to PrimaryAsset Administrative Services (Pty) Ltd ("the UMA") to represent the Insurer and to accept business and issue policies on its behalf. The Intermediary is authorised to submit insurance applications to the UMA for consideration.

(f) Details of the public officer:

Name: Robert Fihrer
 Contact Number: 011 745 7800
 E-mail address: info@primaryasset.co.za

2. ABOUT THE INSURER**(a) Name: Santam Structured Insurance Limited**

FSP Number: 1027
 Physical Address: 7th Floor, Alice Lane Building 3, Corner Alice Lane and 5th Street, Sandton, South Africa
 Postal Address: PO Box 652659, Benmore, 2010
 Telephone: +27 11 685 7600 / 0860 762 745
 E-mail: ssi.marketconduct@santam.co.za

(b) Telephone number of the compliance and complaints departments of the Insurer:

Compliance Officer: +27 11 685 7600 / 0860 762 745
ssi.compliance@santam.co.za
 Market Conduct/
 Complaints Officer: +27 11 685 7600 / 0860 762 745
ssi.rejections@santam.co.za (Dispute of Rejection)
ssi.complaints@santam.co.za (Complaint)

(c) Type of policy involved:

Your policy is a domestic insurance policy.

(d) Extent of premium obligations you assume as a Policyholder:

As shown on your application form and policy schedule.

How your premium is allocated: Base Product

Insurer	50%
UMA (Binder Fee)	37.5%
Intermediary (Regulated Statutory Commission)	12.5%

Third Party Vehicle Protection

Insurer	100%
UMA (Binder Fee)	0%
Intermediary (Regulated Statutory Commission)	0%

Natural Fire and Disaster

Insurer	100%
UMA (Binder Fee)	0%
Intermediary (Regulated Statutory Commission)	0%

The OPTIONAL CAR HIRE EXTENDER BENEFIT premium is distributed as follows:

Insurer	35%
UMA (Binder Fee)	52.5%
Intermediary (Regulated Statutory Commission)	12.5%

The OPTIONAL TYRE MAINTENANCE REWARD BENEFIT premium is distributed as follows:

Insurer	50%
UMA (Binder Fee)	37.5%
Intermediary (Regulated Statutory Commission)	12.5%

The OPTIONAL RETRENCHMENT INDEMNITY BENEFIT premium is distributed as follows:

Insurer	20%
UMA (Binder Fee)	67.5%
Intermediary (Regulated Statutory Commission)	12.5%

The OPTIONAL WINDSCREEN REPLACEMENT PROTECTOR premium is distributed as follows:

Insurer	37.5%
UMA (Binder Fee)	50%
Intermediary (Regulated Statutory Commission)	12.5%

The OPTIONAL ACCIDENT CONTRIBUTION BENEFIT distributed as follows:

Insurer	61.5%
UMA (Binder Fee)	30%
Intermediary (Regulated Statutory Commission)	8.5%

The OPTIONAL TOWING EXTENSION BENEFIT premium is distributed as follows:

Insurer	50%
UMA (Binder Fee)	37.5%
Intermediary (Regulated Statutory Commission)	12.5%

The OPTIONAL ADDITIONAL NOMINATED DRIVER BENEFIT premium is distributed as follows:

Insurer	50%
UMA (Binder Fee)	37.5%
Intermediary (Regulated Statutory Commission)	12.5%

(e) Manner of payment of premium and due date of premium:

Monthly premiums, payable by debit order, due each month on your salary / agreed pay date. Should your pay date fall on a Saturday, Sunday or recognised South African public holiday, you authorise the Insurer (or its nominee) to debit your account at its discretion on the following or previous ordinary business day.

(f) Consequences of non-payment:

Cover commences on the First Premium Date provided that the 6 required photographs have been received and payment of the activation premium and one Monthly Premium has been received. Where the Policyholder elects not to pay an activation premium, cover will commence after three consecutive Monthly Premiums have been received when due provided that the 6 required photographs have been received. Any premiums not received by the Insurer within 15 days following your premium due date will result in the policy cover lapsing.

3. OTHER MATTERS OF IMPORTANCE

- (a) You must be informed of any material change to the information provided above.
- (b) If the information above was given to you verbally, it must be confirmed to you in writing within 30 days.
- (c) A polygraph or lie detector test is not obligatory in the event of a claim and the failure thereof may not be the sole reason for repudiating the claim.
- (d) You are entitled to a copy of the policy free of charge.
- (e) The Insurer and not the Intermediary, must give you written reasons for repudiating your claim.
- (f) The Insurer may not cancel your policy without giving you 30 days' notice in writing.
- (g) Your Insurer may not cancel your insurance merely by informing your Intermediary. There is an obligation on the Insurer to make sure the notice has been sent to you.

4. WARNING

Although the application for this policy was completed telephonically, remember to never sign any blank or partially completed application form and to 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.

Incorrect or non-disclosure by you of relevant facts may influence an Insurer on any claims arising from your contract of insurance.

POLICY CLAIMS AND ADMINISTRATION**PrimaryAsset Administrative Services (Pty) Ltd**

PostNet Suite 429, Private Bag X51, Bryanston 2021

Telephone: 011 706 9565

Facsimile: 011 706 9401

Particulars of the Ombudsman for Short-term Insurance who is available to advise you in the event of claim problems that are not satisfactorily resolved by the Intermediary and/or the Insurer:

Ombudsman for Short-term Insurance

P.O. Box 32334, Braamfontein 2017

Telephone: 011 726 8900 or 0860 726 890

Facsimile: 011 726 5501

Particulars of the Financial Services Board:

P.O. Box 35655, Menlo Park 0102

Telephone: 012 428 8000

Facsimile: 012 346 6941

FURTHER INFORMATION IN COMPLIANCE WITH THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT NO.37 OF 2002

This policy is administered by PrimaryAsset Administrative Services (Pty) Ltd.

INTERMEDIARY NAME AND REGISTRATION NUMBER

Name: Prime Meridian Direct (Pty) Ltd

Postal Address: PostNet Suite 430, Private Bag X51, Bryanston 2021

Physical Address: Prime Meridian House, Building 6, Bryanston Gate, 170 Curzon Road, Bryanston, Sandton

Registration Number: 2004/032998/07

FSP Number: 41040

Telephone: 011 745 7800

E-mail: info@primemeridian.co.za

Key Individuals and Representatives:

Mr. SB Benfield Mr. NP Fernandes Mr. DR Matthews

Compliance Officer:

Financial Services Compliance CC t/a Compliance Consulting

FSB Reg. No. C0325 - Represented by Greta Maritz

Telephone: 011 745 7800

Facsimile: 011 367 7000

E-mail: compliance@primemeridian.co.za

UNDERWRITING MANAGER ("UMA") FOR ALL ENQUIRIES, CLAIMS OR COMPLAINTS

Name: PrimaryAsset Administrative Services (Pty) Ltd

Registration Number: 1992/001306/07

FSP Number: 3920

Postal Address: PostNet Suite 429, Private Bag X51, Bryanston 2021

Physical Address: Prime Meridian House
Building 6, Bryanston Gate, 170 Curzon Road, Bryanston, Sandton

Telephone: 011 706 9565

Facsimile: 011 706 9401

E-mail: compliance@primaryasset.co.za

Key Individuals and Representatives:

Dr. BC Benfield Mr. SB Benfield Mrs. P Nieuwoudt Mr. PW Marais

Representatives under Supervision:

Mr. D Venter

Services the Intermediary is permitted to provide:

- Long-term Insurance Category B (Life, Disability, Waiver of Premium and Investment Policies) – Advice and Intermediary Services
- Short-term Insurance (Personal Lines Policies) – Advice and Intermediary Services

Insurers represented (Product Suppliers):

Santam Structured Insurance Limited

underwritten by



Constantia Insurance Company Limited



The name, address and contact details of the product suppliers are provided in the documentation covering each of the products purchased. All conditions or restrictions imposed by the product supplier are set out in the applicable policy documentation.

CUSTOMER RESPONSIBILITY

It is important that all of the information provided by you or on your behalf is complete and accurate. Should this not be so, the possible consequences of incomplete, misrepresented or non-disclosed information associated with your application include the cancellation of the products applied for and the forfeiture of any monies paid to date, the repudiation of all claims irrespective of their cause or nature, and the possible institution of criminal action against you.

Whilst reasonable steps would have been taken to ensure that the products applied for by yourself are suitable for providing cover appropriate to the purchase you have made, no analysis of your financial needs or risk profile has or will be made by the Intermediary or those associated with it. It is therefore vital that you take particular care to ensure that the product or products you have purchased are appropriate and adequate for your needs.

CONFLICT OF INTEREST MANAGEMENT POLICY

The Intermediary maintains a conflict of interest management policy which has formally been adopted by its Board. The policy may be viewed at www.primemeridian.co.za.

REMUNERATION OF THE INTERMEDIARY

Any remuneration received by the intermediaries, representatives or mandatories is set out in monetary terms herein.

underwritten by



Policy benefits underwritten by Santam Structured Insurance Limited, an Authorised Financial Services Provider, FSP1027.

FIXED PREMIUMS FOR LIFE



FSP41040

INTEREST OF THE INTERMEDIARY

The Intermediary holds neither directly nor indirectly more than 10% of the shares of any of its product suppliers nor has it any equivalent substantial financial interest in any such supplier.

During the preceding 12 months, the Intermediary and the UMA have received more than 30% of their earnings from Santam Structured Insurance Limited.

The Intermediary carries public liability and professional indemnity insurance and the qualifications of its Key Individuals include B Com (Honours) CA(SA); FIISA and all Key Individuals have written and passed the RE 1 and RE 5 exams.

FINANCIAL PRODUCTS PROVIDED

The name, class or type of product and the nature and extent of the benefits provided are set out in the accompanying policy documentation provided by the product suppliers and includes information about the nature and extent of their obligations to you and your obligations to them.

CLAIMS AND COMPLAINTS PROCEDURES

When a claim arises, please refer to the accompanying policy documentation for details of the procedures to be followed. However, should you have any uncertainty in this regard, please contact the UMA as per the contact details as set out above.

Should you wish to dispute the rejection or quantum of a claim, or the conduct of the Intermediary:

Our policy requires that you adopt the following procedure:

1. Write to the Insurer's Underwriting Manager:

Primary Asset Administrative Services:

Tel: 011 745 7820

Fax: 011 367 7251

E-mail: legal@primaryasset.co.za

And write to the Insurer:

Santam Structured Insurance Limited

Tel: +27 11 685 7600 / 0860 762 745

E-mail: ssi.marketconduct@santam.co.za

A copy of the insurer's complaints resolution policy is available on request from:

E-mail: ssi.marketconduct@santam.co.za

A copy of the Intermediary's Complaints Resolution Policy can be found at:

Web: www.primemeridian.co.za

2. If the complaint is not resolved to your satisfaction within 42 days of the date of your complaint, at any time within 6 months following the 90 day period referred to above, you may pursue the following avenues:

a) Consult with an Attorney to pursue the matter by way of legal action.

b) For rejected claims, contact the Ombudsman for Short-term Insurance at:

Physical Address: Sunnyside Office Park, 5th Floor, Building D, 32 Princess of Wales Terrace, Parktown

Postal Address: P.O. Box 32334, Braamfontein, 2017

Tel: 011 726 8900 / 0860 726 890

Fax: 011 726 5501

E-mail: info@osti.co.za

In order to complain to the Ombudsman for Short-term Insurance ("OSTI"), download a complaint form from their website at www.osti.co.za and complete the form. You can either post it back to the OSTI at the address on the form or fax it to them on 011 726 5501 or e-mail it to info@osti.co.za. Do not forget to enclose copies of all relevant documents.

c) For complaints relating to the Intermediary's conduct, contact the Ombudsman for Financial Service Providers at:

Physical Address: Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road Cnr Lynnwood Road & Sussex Avenue, Lynnwood Ridge, 0081

Postal Address: P.O. Box 74571, Lynnwood Ridge, 0040

Tel: 012 470 9080

Fax: 012 348 3447

E-mail: info@faisombud.co.za

Website: www.faisombud.co.za

In order to complain to the Ombud for Financial Service Providers you must lodge a complaints registration form that may be downloaded from the FAIS Ombud's website (www.faisombud.co.za/howtocomplain) or obtained from the FAIS Ombud (contact details as above). You must read the form carefully, gather the necessary information, complete the form, sign the form and return the form to the FAIS Ombud's office at one of the above addresses including supporting documents (for instance, correspondence, policy documents, application forms and contact details).

FURTHER INFORMATION IN COMPLIANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT

In terms of the Protection of Personal Information Act of 2013 you are notified that the information provided and obtained in order to issue this policy is mandatory and is collected, held and processed mainly to improve the service provided to you and to provide you with access to the services and products of the Intermediary and its affiliated Insurers, reinsurers, UMAs and administrators with whom the Intermediary has contractual agreements.

When submitting any personal information, the information that is received from you will be used only for the purpose for which the information is requested and to enable the Intermediary, its affiliated Insurers, reinsurers, UMAs and administrators to comply with its obligations or to comply with any legal requirement. You expressly consent to the collecting and processing of your personal information which may include, but is not limited, to the following:

Carrying out the transaction you requested	Underwriting the risk insured
Assessing and processing claims	For purposes of claims history
Statistical analysis, research and communication with you	For the detection and prevention of fraud, crime, money laundering or other malpractice
For audit and record keeping purposes	In connection with legal proceedings
Providing you with communications in respect of the Intermediary and regulatory matters that may affect you	Providing you with future marketing information
<p>In addition to the above, the South African Insurance Association (“SAIA”) has created a database in order to store insurance information. Your personal information may therefore be shared through this database which will assist the insurance industry in limiting insurance fraud, to underwrite risks fairly and to assess every risk identified.</p> <p>The Intermediary or its affiliated Insurers, reinsurers, UMAs and administrators may therefore reveal or share your personal information in relation to the promotion of the aforesaid information sharing objectives thereby ensuring further that your policy is fairly underwritten. Such information sharing may also include storage in the SAIA database and the verification of such shared information against legally recognised databases.</p>	

With your consent the Intermediary may also supplement the information that you provide with information received from other affiliated Insurers, reinsurers, UMAs and administrators in order to offer you a more consistent and personalised experience in your interactions with the Intermediary. The Intermediary’s affiliated Insurers, reinsurers, UMAs and administrators are subject to the same privacy regulations as the Intermediary. Your personal information will not be disclosed to any other company or organisation unless required by law or where it is in the public interest that such disclosure is necessary or where you have expressly provided authorisation in this regard.

Failure to provide the information in a complete and accurate manner may lead to your policy not being issued, not coming into force, being cancelled or rejected.

You have the right to access the personal information held on your behalf as set out above. You also have the right to ask the Intermediary, affiliated Insurers, reinsurers, UMAs and administrators to

update, correct or delete your personal information. All reasonable steps to confirm your identity will be taken before providing details of your personal information or making changes to your personal information. You can contact the Underwriting Manager at the numbers or addresses listed below and request the information you would like:

Telephone number: 011 745 7820
 Fax number: 011 367 7251
 Email address: legal@primaryasset.co.za

TREATING CUSTOMERS FAIRLY POLICY

PMD has a strong focus on customer satisfaction and strives to be respected and recognised for the fair treatment of its customers. PMD is fully committed to delivering service of the highest standard as its customers are its most valuable asset. PMD’s Treating the Customer Fairly (TCF) policy is structured according to the guidance provided by the Financial Services Board (FSB) to ensure it consistently delivers fair outcomes to its customers. In order to implement PMD’s policies on TCF each of its affiliated Insurers, reinsurers, UMAs, administrators and employees are expected to understand and apply this policy and are bound thereto in terms of the standards of service delivery set out below.

APPROACH TO SERVICE DELIVERY

The Financial Services Board has outlined six key themes, which are central to the TCF initiative. PMD will strive to comply with and contribute to these 6 TCF fairness outcomes viewed from the perspective of its customers as follows:

- Customers are confident that they are dealing with a provider where the fair treatment of customers is central to its culture.
- Products and services marketed and sold in the retail market are designed to meet the needs of identified customer groups and are targeted accordingly.
- Customers are given clear information and are kept appropriately informed before, during and after the time of contracting.
- Where customers receive advice, the advice is suitable and takes account of their circumstances.
- Customers are provided with products that perform as providers have led them to expect, and the associated service is both of an acceptable standard and what they have been led to expect.
- Customers do not face unreasonable post-sale barriers to change products, submit a claim or make a complaint.

STANDARDS OF SERVICE DELIVERY

PMD strives to demonstrate through its behaviour and monitoring that it consistently treats customers fairly throughout the stages of the product life cycle to which it can contribute.

In order to achieve these service standards PMD and its employee members undertake to:

- Adhere to PMD's corporate culture of ensuring that customers fully understand the features, benefits, exclusions, risks and costs associated with the financial products they purchase;
- Ensure that customers are provided with clear, concise information and are kept appropriately informed before, during and after the purchase of their products, allowing them to make informed decisions;
- Ensure that regular, clear and appropriate correspondence is maintained with customers at all times and that the relevant communication protocols are strictly followed;
- Adhere to PMD's phone etiquette standards and to provide excellent service to the customer where the fair treatment of the customer is central to that service;
- Follow the principle that customer service at all stages must meet customer expectations and that any promises or commitments made must be met;
- NOT give any financial advice to customers but to direct them to the organisation's Key Individuals or Representatives where such advice is required or sought;
- Ensure that any request from a customer is attended to without any unnecessary barriers or delays;
- Fairly manage the customer's expectation at all times;

- Leave the customer feeling pleased about their experience with PMD and confident that they are dealing with an honest, professional and ethical organisation where the fair treatment of clients is central to the company's culture;
- Ensure all third parties contracted with are committed to treating our customers fairly.

COMPLAINTS HANDLING SERVICE STANDARDS

- We respond in a timely manner to our customers and prospective customers' questions and queries, addressing any issues or concerns promptly.
- All customer complaints are dealt with and escalated appropriately in order to meet our obligations to our clients.
- Complaints are therefore handled fairly, promptly and impartially.
- All valid claims are paid promptly.
- The principles of "fairness and equity" are applied in all decisions, always giving the customer the benefit of the doubt where information is not perfectly clear.
- In dealing with complaints PMD will 'treat like situations alike' and give careful consideration to whether an error might have affected a wider class of customers and what should be done to remedy this.
- PMD will investigate the root causes of complaints and obtain feedback from customers who have experienced our complaints process in order to improve the level of service that is provided.