

FIXED PREMIUMS FOR LIFE

PRIME MOTOR *COVERGROW*



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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 BREAKDOWN WARRANTY	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



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Prime Meridian Direct's (PMD) PRIME MOTOR **COVERGROW** Plan is one of South Africa's most innovative and cost effective motor insurance policies!

1. THE PRIME MOTOR COVERGROW POLICY

- Your cover grows every single month by the amount you have selected (R500, R1,000, R2,000, or R4,000) until it reaches 100% of your vehicle's trade value.
- The amount your cover has grown to contributes in part or in full towards:



MOTOR VEHICLE ACCIDENTS



THEFT



HIJACKING



NATURAL FIRE*



NATURAL DISASTER*

- Damage caused to a 3rd party's vehicle is covered up to R500,000, per incident.
- No excess is payable when you claim!
- Fixed Premiums for the life of the policy! Your premiums are guaranteed never to increase, even in the event of a claim.

*Limited to claims resulting in the Total Loss of the insured vehicle.

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.

✓ ROADWORTHY CONDITION	✓ SERVICE MAINTENANCE	✓ 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.
- Should your accumulated cover equal the trade value of your vehicle at time of loss and your vehicle is declared to be a write-off, the amount paid for a valid claim will be equal to its trade value at the time of loss.

4. PREMIUM PAYMENTS

- To avoid your policy lapsing, premiums must be paid within 15 days following your premium due date.
- Where six or more consecutive premium payments have been made, a lapsed policy can be reinstated with no loss to the accumulated cover amount, provided reinstatement takes place within three months of lapse and the updated 6 required photographs are received by the Insurer.

5. COMMENCEMENT OF COVER

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

- Cover will commence immediately upon payment of the first premium, provided the 6 required photographs have been received by the Insurer; or
- Cover will commence after six consecutive premium payments where no photographs have been supplied.

* Refer to Reinstatement Provisions on page 6.

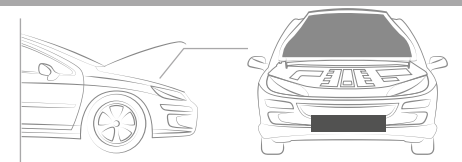
6. REQUIRED VEHICLE PHOTOGRAPHS

- Cover commences in accordance with the Terms and Conditions in 3.6 and 3.7.
- The 6 required photographs must be sent via email to photos@primemeridian.co.za or MMS to 078 669 4947.

PHOTO REQUIREMENTS



PHOTOGRAPH 1 AND 2 BOTH SIDES (LEFT & RIGHT)
Ensure the full length of the vehicle is clearly visible.



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.



PHOTOGRAPH 4 AND 5 FRONT & BACK
Ensure the number plates are clear and legible and that the full bumper is visible in both photographs.



PHOTOGRAPH 6 INSTRUMENT CLUSTER AND ODOMETER
Ensure the kilometre reading on the odometer is clear and legible on photograph.

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 driver’s licence.
 - * Driving with a Code B, EB or C1 driver’s 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 MOTOR COVERGROW PLAN

Your cover grows every single month by the amount you have selected until it reaches 100% of your vehicle’s trade value:



- 1.1. When your vehicle is damaged in a motor vehicle accident whilst it is being driven by you or a nominated driver, we will make a contribution toward the cost of its repair from the available Growing Benefit Amount (GBA). Any other costs incurred that do not relate directly to the repair of the vehicle (for example towing and storage fees) are not covered.
- 1.2. When your vehicle is written-off through theft, hijacking or natural fire or disaster, we will make a contribution toward such loss from the available GBA.
- 1.3. The available GBA increases each month after receipt of your premium. When you claim, the GBA amount available to you at the time of the motor vehicle accident will be determined in accordance with the growth table using the plan you have selected and the number of consecutive premiums paid since inception or reinstatement, whichever happened last.

GROWTH TABLE

	PLAN 1 R500 PM Escalation	PLAN 2 R1,000 PM Escalation	PLAN 3 R2,000 PM Escalation	PLAN 4 R4,000 PM Escalation
1	R 500	R1,000	R2,000	R4,000
2	R 1,000	R2,000	R4,000	R8,000
3	R 1,500	R3,000	R6,000	R12,000
4	R 2,000	R4,000	R8,000	R16,000
5	R 2,500	R5,000	R10,000	R20,000
6	R 3,000	R6,000	R12,000	R24,000
7	R 3,500	R7,000	R14,000	R28,000
8	R 4,000	R8,000	R16,000	R32,000
9	R 4,500	R9,000	R18,000	R36,000
10	R 5,000	R10,000	R20,000	R40,000
11	R 5,500	R11,000	R22,000	R44,000
12	R 6,000	R12,000	R24,000	R48,000
13	R 6,500	R13,000	R26,000	R52,000
14	R 7,500	R14,000	R28,000	R56,000
15	R 7,500	R15,000	R30,000	R60,000
16	R 8,500	R16,000	R32,000	R64,000
17	R 8,500	R17,000	R34,000	R68,000
18	R 9,500	R18,000	R36,000	R72,000
19	R 9,500	R19,000	R38,000	R76,000
20	R 10,500	R20,000	R40,000	R80,000
21	R 10,500	R21,000	R42,000	R84,000
22	R 11,500	R22,000	R44,000	R88,000
23	R 11,500	R23,000	R46,000	R92,000
24	R 12,500	R24,000	R48,000	R96,000
25	R 12,500	R25,000	R50,000	R100,000
26	R 13,500	R26,000	R52,000	R104,000
27	R 13,500	R27,000	R54,000	R108,000
28	R 14,500	R28,000	R56,000	R112,000
29	R 14,500	R29,000	R58,000	R116,000
30	R 15,500	R30,000	R60,000	R120,000
31	R 15,500	R31,000	R62,000	R124,000
32	R 16,500	R32,000	R64,000	R128,000
33	R 16,500	R33,000	R66,000	R132,000
34	R 17,500	R34,000	R68,000	R136,000
35	R 17,500	R35,000	R70,000	R140,000
36	R 18,500	R36,000	R72,000	R144,000
37	R 18,500	R37,000	R74,000	R148,000
38	R 19,500	R38,000	R76,000	R152,000
39	R 19,500	R39,000	R78,000	R156,000
40	R 20,500	R40,000	R80,000	R160,000
41	R 20,500	R41,000	R82,000	R164,000
42	R 21,500	R42,000	R84,000	R168,000
43	R 21,500	R43,000	R86,000	R172,000
44	R 22,500	R44,000	R88,000	R176,000
45	R 22,500	R45,000	R90,000	R180,000
46	R 23,500	R46,000	R92,000	R184,000
47	R 23,500	R47,000	R94,000	R188,000
48	R 24,500	R48,000	R96,000	R192,000
49	R 24,500	R49,000	R98,000	R196,000
50	R 25,500	R50,000	R100,000	R200,000

CONSECUTIVE PREMIUMS PAID

GROWING BENEFIT AMOUNT

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- 1.4. An amount not exceeding the GBA amount shown in the growth table will be available to contribute (either partially or in full) towards the evaluated cost of repairs of damage that arises from a motor vehicle accident occurring during the currency of this policy.
- 1.5. An amount not exceeding the GBA amount shown in the growth table above will be available to contribute (either partially or in full) towards the loss of the vehicle through theft, hijacking, natural fire or disaster occurring during the currency of this policy.
- 1.6. The GBA amount payable is limited to the trade value of your vehicle at the time of a claim.
- 1.7. Where, after inception of the policy, you request to change your plan to a higher monthly escalation plan, the GBA will escalate prospectively from the GBA amount achieved at the time of change, in accordance with the revised plan escalation rate.
- 1.8. Where a plan is changed to a higher monthly escalation plan, you will be required to submit 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 6 required photographs or before six consecutive monthly premium payments had been received following a change, your claim will be assessed in accordance with the previous plan's accumulated GBA (as if no upgrade took place).
- 1.9. 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:
- 1.9.1. 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
- 1.9.2. The number of consecutive premiums paid since inception or most recent reinstatement multiplied by the monthly growth rate of the requested plan. [See examples on page 10].
- 1.10. 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).
- 1.11. Cover commences upon payment of the first monthly premium provided the 6 required photographs (of a satisfactory quality and clarity) of the vehicle have been received by the Insurer or alternatively, where no photographs are received, upon receipt of six consecutive monthly premium payments when due. To submit the 6 required photographs of your vehicle please MMS 078 669 4947 or e-mail photos@primemeridian.co.za.
- 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 commits 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. For the loss of any contents of the vehicle, including such things as laptop computers, cell phones, clothing, sports equipment, wallets, hand bags, money or any other items left in the vehicle.
- 2.9. 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.
- 2.10. 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.
- 2.11. 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.
- 2.12. For loss incurred whilst the vehicle is outside the borders of the Republic of South Africa.
- 2.13. 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.
- 2.14. If someone who you did not record as a nominated driver was driving your vehicle at the time of a loss;
- 2.15. 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.
- 2.16. 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).
- 2.17. 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).
- 2.18. 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 in terms of section 1 above has not been approved.
- 2.19. 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. 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 recovered before your claim is finalised.
- 2.4. If your vehicle is damaged but not completely written-off by a natural fire or disaster.

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- 2.20. Any claim for damage arising from a minor motoring incident.
- 2.21. For any loss arising whilst you or any other person is driving the vehicle without a driver's licence or with an invalid, revoked or suspended driver's 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 you, a family member or a friend wilfully damage the vehicle.
- 2.26. Any claim for the repair or replacement of wheels or tyres or faulty electronic equipment (including but not limited to radios, CD/DVD players or digital music players).
- 2.27. Any contribution toward the cost of unrepaired damage incurred in prior motor vehicle accidents.
- 2.28. For any repair work performed without our prior written authorisation.
- 2.29. For any repair work relating to an approved claim that is not commenced within 90 days thereof.

3. IMPORTANT PROVISIONS

- 3.1. This is not an all risks or comprehensive motor insurance 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 driver's 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. 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.
- 3.4. You or one of the Nominated Drivers must be the officially registered owner of the vehicle.
- 3.5. You and any Nominated Drivers must be over 19 years of age and each must have had a valid Code B, EB or C1 driver's licence for at least 12 consecutive months at the time of inception of the policy.
- 3.6. Cover will commence immediately upon payment of the first premium, provided the 6 required photographs have been received by the Insurer; or
- 3.7. Cover will commence after six consecutive premium payments where no photographs have been supplied.

- 3.8. Send your 6 required photographs to photos@primemeridian.co.za or MMS to 078 669 4947:

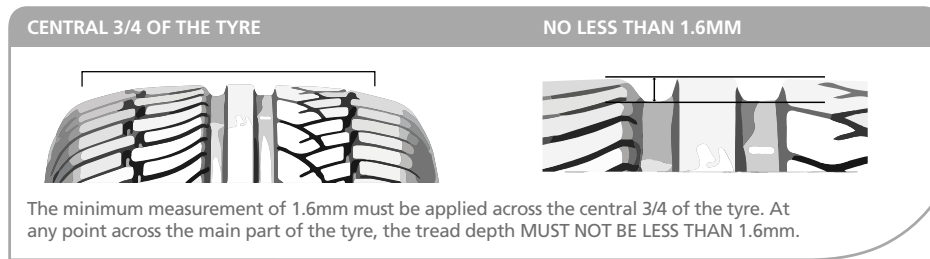


- NB:** If we do not receive the 6 required photographs, cover will only commence after six consecutive premium payments, irrespective of whether the policy is in force or not.

- 3.9. 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.
- 3.10. 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.
- 3.11. 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 or immediately prior to the loss.
- 3.12. 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.
- 3.13. If your premiums are not paid on time or in full, as a service to you we may (at our discretion) reduce your policy and premium rate to a Plan 1 until you request a return to the originally selected premium and benefit level. Advice of any such change will be sent to you by SMS, fax or e-mail.
- 3.14. 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.

- 3.15. The Insurer may make changes to this policy of insurance upon 30 day's notice.
- 3.16. You must take all reasonable steps in order to both prevent the occurrence of a loss and to minimise its extent should it occur.
- 3.17. 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.



- 3.18. Where the vehicle breaks down or is involved in a motor vehicle accident where the damage sustained is either not covered or not fully contributed towards in terms of this policy, you are nonetheless required to timeously restore the vehicle to a roadworthy condition. If the vehicle is used or driven before the necessary repairs have been completed and such subsequent use leads to the vehicle being damaged further, you will also be responsible for the cost of repairing such resultant damage without contribution by us.
- 3.19. 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.
- 3.20. 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.
- 3.21. 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.
- 3.22. 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 and/or does not constitute a public road as defined in the National Road Traffic Act, 1996 [as amended].

- 3.23. 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.
- 3.24. 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.
- 3.25. 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%.
- 3.26. All payments in terms hereof will be made directly to the repairer concerned on each occasion unless the vehicle is written-off, in which case benefits will either be paid to you or your vehicle financier or both, depending on the extent of any outstanding debt. 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 maximum repair contribution is sufficient to cover the deposit or some part thereof, you will be reimbursed accordingly upon completion of the repair work.
- 3.27. 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 made. Proof of payment, satisfactory to the Insurer, for the portion of costs paid by you may also be requested before payment is made. In each case, the selected repairer is obliged to fully repair and replace all of the components identified by the Insurer's appointed assessor.
- 3.28. 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.
- 3.29. Where your vehicle qualifies as a write-off and your available GBA amount is equal to 80% or more of the vehicle's current trade value, we shall be entitled to take possession and ownership of the vehicle salvage or scrap and pay you 100% of the then current trade value of your vehicle.
- 3.30. Where the vehicle is written off and your available GBA amount is less than 80% of the vehicle's current trade value, the Insurer may (depending on the extent of damage sustained by the vehicle) be obliged in terms of applicable Industry codes of conduct and good practice to ensure that the unsafe vehicle is not returned to the road. Where this is the case, the Insurer will endeavour to recover an amount through the sale of the salvaged vehicle. The proceeds on sale will be shared proportionally between you and the insurer according to the extent of the total loss borne by each party.

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- 3.31. **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.
- 3.32. Any claims for damage arising from a hail storm will be limited to a maximum indemnity amount of R10,000.
- 3.33. 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.

3.34. REINSTATEMENT PROVISIONS

- 3.34.1. Where a lapsed policy is reinstated within 3 months of its date of lapse and after more than six consecutive premiums have been paid since its commencement or previous reinstatement, growth in the GBA will re-commence in accordance with the applicable GBA table, starting from the GBA amount that was applicable at the date of lapse.
- 3.34.2. Where a lapsed policy is reinstated more than 3 months after its date of lapse the accumulated GBA will restart from zero Rands.
- 3.34.3. Where a lapsed policy is reinstated in accordance with clause 3.34.1, you will be required to submit the 6 required photographs of the insured vehicle (of a satisfactory quality and clarity) to the Insurer. Any claim arising before the receipt of the 6 required photographs or before six consecutive monthly premium payments had been received following reinstatement, will not be covered.

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@primemeridian.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 the vehicle is considered a write-off and there is a remaining balance owing to any financier of the 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.primemeridian.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.
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.

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TERMS AND CONDITIONS

POLICY WORD	MEANING
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.
In Force	<ul style="list-style-type: none"> The first premium date as shown on the policy schedule has been arrived at; and The first premium has been received on or before the first premium date; and All requested vehicle pre-inspection documents and the 6 required photographs have been received; or Where no photographs are received, six consecutive monthly premium payments have been made since the first Premium date; or Where cover has lapsed due to the non-payment of premium, the policy has been reinstated in accordance with the applicable policy terms.
Loss of Employment	The Insured becoming and remaining unemployed as a result of redundancy or retrenchment and receiving no remuneration from any occupation during this time.
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.
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].
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.
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 complement.
GBA	Growing Benefit Amount.
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 so damaged that it cannot be repaired for an amount of less than 80% of its trade value at that time.

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OPTIONAL BENEFITS

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

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POLICY WORD	MEANING
You / Your / Insured	The policyholder shown as such in the policy schedule.

7. HOW TO CONTACT US

CUSTOMER SERVICE

Prime Meridian Direct (Pty) Ltd

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 the required photographs

MMS: 078 669 4947

Other details

E-mail: photos@primemerdian.co.za

CLAIMS & ADMINISTRATION

PrimaryAsset Administrative Services (Pty) Ltd (Underwriting Manager)

Tel: 011 706 9565

Fax: 011 706 9401

Other details

E-mail: service@primaryasset.co.za

COMPLAINTS AND COMPLIANCE

Underwriting Manager:

PrimaryAsset Administrative Services (Pty) Ltd

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 MOTOR **COVERGROW** 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



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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 timely 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 MOTOR **COVERGROW** 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 six 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 six 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 six month period prior to loss of employment.

4. OPTIONAL WINDSCREEN REPLACEMENT BENEFIT

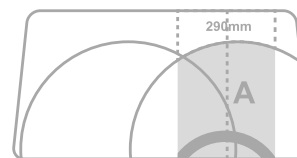
In the event that your vehicle's front or rear windscreen is accidentally damaged after commencement of cover and results in the hazardous impairment of driver visibility or roadworthiness, the Insurer agrees to have your windscreen repaired or replaced up to a maximum cost of R3,500. The maximum number 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. OPTIONAL TOWING EXTENSION BENEFIT

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

BENEFITS

- a. Where selected, this optional extension 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.
- b. In the event of mechanical breakdown or motor vehicle accident rendering your vehicle undriveable, a reimbursive allowance of up to R500 per incident will be available as a contribution toward any transport or taxi costs incurred.
- c. Benefits are subject to annual limits of indemnity per the table below:

	STANDARD PLAN (per annum)	EXECUTIVE PLAN (per annum)
Mechanical Breakdown	R3000	R5000
Motor Vehicle Accident	R3000	R5000
Taxi/Transport	R500	R500
TOTAL ANNUAL LIMIT	R3500	R5500

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 MOTOR **COVERGROW** policy has been rejected.

6. OPTIONAL ADDITIONAL NOMINATED DRIVER BENEFIT

Cover commences after the payment of one monthly premium, provided your PRIME MOTOR **COVERGROW** 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.

COMMENCEMENT AND COVER

• WHEN IS MY PRIME MOTOR **COVERGROW** CONTRACT OF INSURANCE CONCLUDED AND ENTERED INTO?

Your PRIME MOTOR **COVERGROW** 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 MOTOR **COVERGROW**.

• HOW DOES THE PRIME MOTOR **COVERGROW** PLAN WORK?

PRIME MOTOR **COVERGROW** gives you an increasing amount of insurance protection towards unexpected motor vehicle accidents and losses arising from theft, hijacking natural fire or disaster. With each premium that you pay, your available contribution towards repair costs grows according to the growth plan you select. For example, on the R1,000 per month growth plan, your GBA grows by R1,000 each and every month. So after 10 months, you will have R10,000 available to contribute towards the cost of an unexpected motor vehicle accident or loss.

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

No! To enjoy immediate cover however, you will need to submit 6 clear 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.

• WHAT DOES PRIME MOTOR **COVERGROW** NOT COVER?

- The cost of towing and storage in the event of a motor vehicle accident or 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 dependent).
- 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 damages sustained by the vehicle on private property or in a parking lot.

• CAN I RECEIVE IMMEDIATE COVER WITH PRIME MOTOR **COVERGROW**?

Yes! Your GBA begins to grow from the very first premium payment. However, cover commences only once 6 clear photographs of the vehicle have been received as instructed or alternatively once six consecutive premium payments have been received when due.

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

Yes! PRIME MOTOR **COVERGROW** covers damage accidentally caused to a third party's vehicle up to R500,000, per incident. (Damage to a Third 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.)

• AM I COVERED FOR MINOR DAMAGES?

If after a motor vehicle accident your car sustains minor damage that affects its mechanical integrity or safe operation, this will be covered. An example of minor damage that would be covered is cosmetic damage sustained by a door that:

- Distorts its shape enough to prevent it from closing completely and safely; or
- Renders its rubber seal ineffectual against water inflow; or
- Distorts its shape enough to prevent the window mechanism from operating.

However, where minor damage is sustained by your vehicle and it does not affect its mechanical integrity or safe operation, this will not be covered. This includes minor dents, scratches, scuffs, cracked light clusters or windscreen chips. The optional PRIME MOTOR **ASSIST** (standard) benefit can assist with this type of cosmetic damage. Please check your policy schedule to see whether your policy includes this benefit.

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

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

• DO YOU COVER VEHICLES OUTSIDE THE BORDERS OF RSA?

The PRIME MOTOR **COVERGROW** covers vehicles driven within the borders of RSA only.

• I DO NOT HAVE A DRIVER'S 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 drivers 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.

CLAIMS AND PROCEDURES

• DO MY BENEFITS STAY THE SAME AFTER I HAVE CLAIMED?

Yes! Your GBA will continue to grow even after you have claimed, provided that your policy premiums continue to be paid when due.

• IS THERE ANY EXCESS AMOUNT I MUST PAY WHEN CLAIMING?

No! With PRIME MOTOR **COVERGROW** there is no excess payable by you when claiming under this policy. Where the current GBA amount is less than the estimated cost of repairs, the full GBA amount will be paid and the balance of the repair cost will be payable by yourself.

• 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:

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> Full name of driver and passengers | <input checked="" type="checkbox"/> Contact details (obtain at least 2 different numbers) | <input checked="" type="checkbox"/> Other party's motor insurance details |
| <input checked="" type="checkbox"/> Postal and residential addresses | <input checked="" type="checkbox"/> Car make, model and registration number | <input checked="" type="checkbox"/> Date, time and place of accident |
| <input checked="" type="checkbox"/> Report the accident to the South African Police Services and obtain a case number | <input checked="" type="checkbox"/> Obtain contact and personal details of any witnesses to the accident | <input checked="" type="checkbox"/> Be sure to have your ID and policy number handy when you call |
| <input checked="" type="checkbox"/> Report the accident, the police case number and all of the above to the PRIME MOTOR COVERGROW Claims Centre within 48 hours | | <input checked="" type="checkbox"/> Weather, visibility and road surface conditions |
| <input checked="" type="checkbox"/> If possible, take photographs of the accident scene with any available camera e.g. a cell phone | | <input checked="" type="checkbox"/> Identification numbers |

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

Only drivers previously nominated by the Policyholder and recorded in the policy schedule are covered. If a non-nominated driver was 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 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 MOTOR COVERGROW Claims Centre 011 745 7800 once you have a police case number but within 48 hrs.
- Be sure to have your ID and policy number handy when you call.

CLAIMS AND POLICY CHANGE EXAMPLES:

EXAMPLE 1 - ACCIDENT WHERE THE ESTIMATED COST OF REPAIRS IS LESS THAN THE GBA



Mr M purchases a PRIME MOTOR COVERGROW policy that escalates at R1,000 per month. After 20 months, he is involved in a fender bender and does R15,000 of damage to his vehicle. At this point, Mr M has accumulated a GBA of R20,000 (20 premium payments x R1,000). In this example, Mr M would be able to claim the full R15,000 to cover the repair of his car. The R15,000 will be paid directly to the repairer concerned.

EXAMPLE 2 - ACCIDENT WHERE THE ESTIMATED COST OF REPAIRS IS GREATER THAN THE CURRENT GBA



Mr M purchases a PRIME MOTOR COVERGROW policy that escalates at R1,000 per month. After six months, he is involved in a fender bender and does R10,000 damage to his vehicle. At this point, Mr M has accumulated a GBA of R6,000 (six premium payments x R1,000). In this example, Mr M would need to pay the approved panel beater R4,000 and would be able to claim the remaining R6,000 in terms of his PRIME MOTOR COVERGROW policy. The R6,000 will be paid directly to the repairer concerned.

EXAMPLE 3 - COST OF REPAIRS GREATER THAN THE TRADE VALUE OF THE VEHICLE.



Mr M purchases a PRIME MOTOR COVERGROW policy that escalates at R4,000 per month. After 12 months, he is involved in an accident and does R50,000 of damage to his vehicle. At the date of the accident, Mr M's vehicle has a trade value of R45,000.

At this point, Mr M has accumulated a GBA that has reached the full value of his vehicle (12 premium payments x R4,000 has reached trade value of the vehicle). In this example, Mr M would be paid the full trade value of his vehicle (i.e. R45,000) as it is considered a write-off.

EXAMPLE 4 - VEHICLE STOLEN.



Mr M purchases a PRIME MOTOR COVERGROW policy that escalates at R4,000 per month. After three months, his car is stolen. At the date of theft, Mr M's vehicle has a trade value of R 55,000. Mr M's GBA amount has escalated to R12,000 (three premium payments x R4,000). In this example, Mr M would be able to claim the full R12,000 contribution towards his loss.

EXAMPLE 5 - PLAN UPGRADED AND IMPACT ON GBA



Mr M purchases a PRIME MOTOR COVERGROW policy that escalates at R2,000 per month. After six months, he upgrades to the R4,000 per month escalation plan (Plan 4) and continues to pay for a further two months before having an accident. The GBA available to Mr M would be determined as follows:

First six months at R2,000 per month =	R12,000
2 more months at R4,000 per month =	R8,000
Total available GBA =	R20,000

EXAMPLE 6 - PLAN DOWNGRADED AND IMPACT ON GBA



Mr M purchases a PRIME MOTOR COVERGROW policy that escalates at R4,000 per month. After six months, Mr M has paid R2,394 in premiums and he decides to downgrade to the R2,000 per month escalation plan (Plan 3). 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 (R399 x 6)	= R2,394	= 8
	Premium of the lowest plan chosen to date	= R299	
	Growth rate of lowest plan x 8	= R2,000 x 8	= R16,000
CALC 2** =	Number of premiums x growth rate of new plan	= 6 x R2,000	= R12,000
	Revised GBA 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.

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

GENERAL QUESTIONS










• 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 driver's 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.

• 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 MOTOR **COVERGROW** 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?

• 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. If a current trade value is not so available, the value of your vehicle will be calculated in terms of the detailed policy terms and conditions contained herein.

• CAN I CANCEL MY PRIME MOTOR **COVERGROW** POLICY?

Yes. You may elect to cancel your PRIME MOTOR **COVERGROW** policy with immediate effect. Any premiums collected after cancellation will be refunded. The Insurer may also cancel the policy upon 30 days written notice.

• MY BANK REFUSES TO ACCEPT PRIME MOTOR **COVERGROW** 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 MOTOR **COVERGROW** provides cover against damage and loss and is fully compliant with the requirements of the National Credit Act.

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

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

PRIME MOTOR COVERGROW Your product	PRIME MOTORTHRIFT 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.
Very low monthly premiums – most affordable option.	Low monthly premiums – affordable alternative to comprehensive motor insurance.	High monthly premiums (comparatively). Where premium rates are similar, a large claims excess may possibly apply.
No excess to pay when claiming.	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)	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.
Limited to 2 repair claims p.a. (1 in the first year).	No annual limit.	No annual limit.
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.	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.	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.
Does NOT cover towing and storage – but optional benefits do.	Covers towing and storage in the event of write-off up to R5,000.	Covers towing and storage for all accidents up to given limits.

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PRIME MOTOR COVERGROW Your product	PRIME MOTORTHRIFT Also available from PMD	TRADITIONAL COMPREHENSIVE
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.	Covers theft and hijacking.
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 total loss from natural fire or disaster but excludes hail damage. Hail is covered under optional ACB benefit up to 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 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 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 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.

PRIME MOTOR COVERGROW Your product	PRIME MOTORTHRIFT Also available from PMD	TRADITIONAL COMPREHENSIVE
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 – adds towing indemnity for breakdowns and accidents.	Towing extension – increases towing indemnity levels and adds cover for breakdowns and lesser 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 and Complaints Procedures on page 17 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 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 one Monthly Premium has been received or alternatively once 6 consecutive premiums have been received when due. Any premiums not received by the Insurer within 15 days following your premium due date will result in the policy 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



underwritten by



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

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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 mandataries is set out in monetary terms herein.

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:

Write directly to the Insurer's Underwriting Manager including full details of your complaint:

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

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 six 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, UMA’s 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, UMA’s 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 <u>insured</u>
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

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.

The Intermediary or its affiliated Insurers, reinsurers, UMA’s 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.

With your consent the Intermediary may also supplement the information that you provide with information received from other affiliated Insurers, reinsurers, UMA’s 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, UMA’s 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, UMA’s 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.

underwritten by



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

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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 six 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.