

Life Saver Plan – Key Facts Statement

This document is not a contract and does not contain the full details of your cover.

What is the purpose of this plan?

This is a whole life plan that provides high levels of life cover with medical underwriting and in the event of death of the policyholder, the full sum assured is paid.

Who is covered?

The Policyholder from a minimum entry age of 18 years up to a maximum entry age of 70 years.

What Cover levels are available?

- Minimum life and disability cover of K200 000.00
- Maximum life and disability cover level is subject to underwriting

When does cover start?

- Cover commences immediately upon passing the standard medicals set by Sanlam for the different cover levels and the first payment has been received by Sanlam.
- There is no waiting period applicable on the Life Saver Plan.
- In addition to death, the product has a Total and Permanent Disability (PTD) (own or similar occupation) rider that a policyholder can add to the life cover. The Total and Permanent Disability cover terminates at age 65
- Suicide, attempted suicide, or any self-inflicted injury occurring within 2 years of the inception of the policy will not be recognized by Sanlam Life Insurance.
- Life Cover continues as long as you continue to make payments and will cease upon death of the policyholder or lapse of the policy.

How do I pay for this product?

- Payments can be done on agreed due dates by standing order, stop order, Direct Debit Order, cash, or any other means agreed with Sanlam.

What happens to my cover after retirement from employment?

- Premiums are to be paid regularly for the duration of the policy. Premiums are payable until the first of the following events:
 - (a) The Company admits a Death claim on death of the Life Assured.
 - (b) The Company admits a Total Permanent Disability Claim on the Life Assured.
- In case of event (a) the policy will be terminated, and all benefits will fall away. In case of event (b) the policy will be terminated unless the policyholder can continue paying premiums for the benefits provided on death.

How is my cover and benefits protected from inflation?

Both premium and cover will automatically increase at each policy anniversary by the selected percentage. The available options are 5%; 10% & 15% for the premium and 3.75%; 7.5% & 11.25% for the cover benefit.

How much do I Pay?

- The amount that you pay for the Life Saver Plan depends on:
 - i. The cover level selected by the policyholder.
 - ii. The Age of the policyholder.
 - iii. The Total and Permanent Disability cover level selected by the policyholder
 - iv. Premium Levy (tax) of 5% of the total premium.
 - v. Total Premium is equal to life cover premium plus disability cover premium plus the insurance Premium Levy.
- Frequency of Payments – Payments are to be made monthly
- Currency – All payments to the Company shall be made through the payroll, DDAC or deposited into the company's account depending on the client's preference, in the currency of the Republic of Zambia.

What else must I do?

- Provide Sanlam with the name of person nominated to claim the benefit in the event that you die, or you are unable to make the claim yourself.
- Ensure that this person is provided with a copy of this statement or the policy document

How is a claim made?

- Notice of any claim shall be lodged with Sanlam within 180 days following the death of the policyholder and benefits will be paid upon receipt of:
 - All premiums due under the policy
 - A copy of the life assured's identification card.
 - A properly completed claim form
 - Proof of death being a medical certificate of cause of death or the death certificate or the police report being the brought in dead or traffic accident report or a letter from the chief if the person died in the village.
- In cases of Total and Permanent Disability, a detailed medical report indicating the tests done, treatment in place, how the patient is responding, and degree of disability. N.B. Sanlam has the right to take the life assured for medical tests to get a second opinion on the medical condition.

Why a claim might be rejected? (Exclusions)

- A fraudulent or dishonest claim
- The most recent payment is more than 30 days over - due
- The nature of monthly payments has been less than the minimum required for the life assured.
- Death has not been notified to the insurer within 180 working days
- Certificate of death has not been notified to the insurer
- Death from suicide or self-inflicted injury
- Failure to comply with reasonable requests for information by the insurer

How do I contest the refusal of a claim or make the complaint?

1. Visit our nearest office and complete a complaint form.
2. Or write to us on customer@sanlam.co.zm or contact us on 0211 257714/15
3. How will we take care of your complaint?
4. First, we will acknowledge receipt of the complaint
5. We will investigate the complaint and provide feedback within 7 working days
6. Once we have dealt with your complaint we will learn from the experience and improve our offering, where possible.

If your complaint has not been resolved?

1. Escalate to the Customer Care Manager via the email Thelma.Siame@zm.sanlam.com.
2. If still not resolved escalate to the Chief Commercial Officer on Godfrey.Tenesi@zm.sanlam.com.
3. If still not resolved escalate to the Chief Executive Officer on 0211-257713.
4. If you are still aggrieved or if there has been no resolution after 6 weeks, contact the Pension and Insurance Authority (PIA) at Stand No 4618, Lubwa Road, Off Church Road Rhodespark, Lusaka. Box 30X Ridgeway LUSAKA.

Can I cancel this policy?

- During the Cooling off period/Free Look Period: you have 30 days from the day you received the contract to change your decision and decline to enter into the contract.
- Cancellation: you may cancel the contract at any time at which point cover will cease. Starting a new contract sometime after you cancel would probably leave family members uncovered for some months after the new contract starts.

Before you make a decision

- Read the detailed product information - this document is just a summary.
- Different insurers may price their product differently.
- Furthermore, several different packages which cover different family sizes may pay out different amounts. So, you may wish to compare quotes from different insurers – directly or through a financial adviser.
- In any event, be careful to base your decision on all aspects of this package, not just the price

I acknowledge receipt of the Key Facts Document upon my application for the Family Protection Plan.

Name:

Signature:

Sanlam Life Insurance Zambia Limited

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