



Device Cover

Group Policy

Underwritten by Guardrisk Insurance Company Ltd

MILADYS

mr price money

sheet•street

Device Cover

Underwritten by Guardrisk Insurance Company Limited

Operative Clause

In consideration of the payment of the Premium and subject to the terms, conditions and exclusions of this policy, the Insurer, Guardrisk Insurance Company Limited, agrees to indemnify the Insured against the Insured events, occurring during the period of insurance, but not exceeding the Limits of Indemnity as indicated in the Policy Schedule.

This document forms the basis of the contract that you have entered into is your responsibility to ensure that you read and understand the contents of your Policy to enjoy the maximum benefit of the product. Your Policy does not cover every event, so it is important that you understand what cover is provided.

The Policy Wording, any Endorsements and the Policy Schedule shall be read together and any word or expression to which a specific meaning has been given in any part thereof shall bear such meaning wherever it may appear.

All Premiums, Limits of Liability and Excesses reflected herein are inclusive of Value Added Tax.

Insurer

This Policy is underwritten by Guardrisk Insurance Company Limited, a licensed Non Life insurer with registration number 1992/001639/06 and FSP 75 ("GUARDRISK" or "INSURER").

Type of Policy

Device All Risks Cover

Intermediary

Mr Price Group (Pty) Ltd (registration number 1933/004418/06 and FSP number 31450) ("Administrator" Or "Mr Price").

Administrator

Monitor Administrators (PTY) LTD FSP17824

Important Definitions

“Administrator”	Monitor;
“ARC” OR “Authorised Repair Centre”	Any repair outlet authorized by either the Administrator or the Airtime Distributor to effect repairs to the Cellular Phone;
“The Commencement Date”	Shall be the start of the monthly policy;
“Contract Period”	Means the six month period from inception of the policy;
“Mobile Device”	Means the Cellular Phone;
“Insured”	Means the person, company or entity who has applied for insurance cover in terms of this policy and who has paid the Premium;
“Insurer”	Means Guardrisk Insurance Company Limited (Registration No. 1992/001639/06);
“MSISDN”	Means the Mobile Station International Subscriber Directory Number allocated to the Insured by Airtime Distributor;
“Period of Insurance”	Means this insurance will incept on acceptance of this policy and will be in force for a period of six months;
“Premium”	Means the once off upfront Premium payable by the Insured to the Insurer in respect of each item of Mobile Device in respect of the insurance cover provided in terms of this Insurance;
“Replacement Value”	Means the amount to replace the handset at present time, according to its current worth;
“SIM Card”	Means the Subscriber Identity Module bearing the MSISDN;
“Service Provider”	Means the Company that offers mobile communication services to you for your Mobile Device (eg. Mr Price Mobile, Vodacom, MTN etc.).
“Applicable Laws”	Means the Protection of Personal Information Act 4 of 2013 and any other legislation referring to data management and such processes.
“Personal Information”	Means personal information as defined in the Protection of Personal Information Act 4 of 2013
“Variation”	Means any act that results in a change to – the premium; any terms; any condition; any Policy benefit; any Exclusion; or the duration of this Policy and ‘Vary’ and ‘Variations’ have corresponding meanings.

Insured Events

Cover is provided for accidental, unforeseen physical loss of or damage to the insured Device occurring anywhere in South Africa including:

- Theft
- Accidental Liquid Damage

Limit of Indemnity

The Mobile Device replaced by the Insurer for all Loss or Damage shall not exceed the replacement value less any Excess.

Maximum Limit of Indemnity and Excesses Applicable

The Insured shall be liable to pay the following excess in respect of each claim lodged for theft, loss or accidental damage:

Maximum Limit of Indemnity	1st Claim	2nd Claim	3rd Claim	Additional Liquid Damage
• R0 - R500	R100	R200	R250	R250
• R501 - R1200	R300	R500	R750	R500
• R1201 - R2500	R300	R500	R1000	R500
• R2501 - R5000	R450	R550	R1000	R500
• R5001 - R7500	R600	R750	R1200	R500
• R7501 - R9500	R750	R1000	R1200	R500
• R9501 - R12000	R1050	R1200	R1500	R500

The Insured shall be liable to pay the following excess in respect of each claim lodged for the repair of the device.

First Claim	R150
Second or more claims within 6 months (the duration of this policy)	R300

Should the Insured fail to pay the required excess within 90 (ninety) days from date of loss on the approved claim for replacement of the Mobile Device, the claim will be treated as repudiated.

Terms and Conditions

Period of Cover

This policy is effective on acceptance of this policy and will be in force for a period of six months, subject to receipt of the once off upfront premium received.

Premium

It is specifically noted the Insured shall pay an upfront once off 6 (six) month premium from inception of the policy.

Fraud

If any Claim under this Policy is in any respect fraudulent, or if any fraudulent means or devices are used by the Insured or anyone acting on her/his behalf to obtain any benefits under this Policy, all benefits including premiums paid under this Policy shall be forfeited.

In addition, in the event of misrepresentation, misdescription or non-disclosure by or on behalf of the Insured of any particular material to the assessment of the risk, all benefits including premiums paid under this Policy shall be forfeited.

Dual Insurance

In the event that more than one insurance cover has been taken out against the same device, the Insurer shall not be liable to pay more than the rateable proportion of the claim.

Jurisdiction and Governing Law

Only the courts of South Africa shall have jurisdiction to entertain any claims arising out of or in respect of this Policy and the law of South Africa shall apply to this Policy.

The parties hereby consent to the jurisdiction of the High Court of South Africa (South Gauteng Division, Johannesburg), in respect of all claims and causes of action between them, whether now or in the future, arising out of or in respect of this Policy.

Indulgence, Leniency or Extension

No indulgence, leniency or extension of time which the Administrator or the Insurer may grant or show to the Insured, shall in any way prejudice the Administrator or the Insurer, or preclude the Administrator or the Insurer, from exercising any of their rights in the future.

No Rights to Other Parties

Unless otherwise provided in this Policy, nothing in this Policy shall give any rights to any person other than the Insured. Payment to the Principal Insured or the approved claimant shall in every case be a full discharge to the Insurer.

Terms and Conditions cont.

Cooling off Period

The Insured is entitled to cancel this Policy in writing to the Administrator within 14 days after the date of receipt of your Policy documentation or from the reasonably determined date on which you received your Policy documentation. Please note that you may only cancel this policy within 14 days where no benefit has yet been paid or claimed or the event insured against under the policy has not yet occurred. In the event that this Policy is cancelled within this 14 (fourteen) Day Cooling-Off period, the Principal Insured will receive a refund of her/his paid premiums. The refund will be paid pro rata to the period of remaining cover left.

After the 14 (fourteen) days Cooling-Off period the policy may be cancelled at any time by either party giving 31 (thirty one) days' notice in writing. A proportion of the upfront premium will be refunded to the policyholder. The proportion will be calculated by taking the difference between the end-date of the next full calendar month and the end of the policy term. Your request for cancellation shall be completed by no later than 31 days after the Administrator receives your cancellation notice.

6 Month Once Off Premium	
Handset Value Incl Vat	6 Month Prepaid
R501-R1200	R99
R1201-R2500	R199
R2501- R3499	R299
R3499- R5000	R399

Repair or Replacement

The Insurer shall, at its sole discretion, either arrange for the **repair** of the Mobile Device by an ARC, or should the Insurer deem necessary, the **replacement** thereof with Mobile Device of similar specification and value as the Mobile Device being replaced and as may be available at the time of the Insured's claim provided that

The Insurer pays for the reasonable costs of **repair** to restore it to its original working condition immediately before the damage.

The Insurer shall **replace** the Mobile Device with the same make and model as the Insured Mobile Device unless the same make and/or model is no longer available. The Insurer will then replace with a Mobile Device with one having similar functions as the original Mobile Device at the time of loss.

Terms and Conditions cont.

Observance of Policy Conditions

You will not be covered under this policy unless you fulfill all your obligations and you pay the premium due up to the date of the event giving rise to a claim under this policy. This policy shall be void if there is any misrepresentation, or non disclosure of any material information relevant to this policy.

Cancellation

- This policy may be cancelled at any time by either party giving 31 (thirty one) days' notice in writing.
- In the event that 2 (two) or more claims are lodged against this policy within the first 3 (three) months of inception of this policy your Insurer is entitled to provide 31 (thirty one) days' notice due to adverse claims experience
- In the event of a Mobile Device that has been lost or stolen and the claim has been declined for whatever reason, the Insurer will cancel the policy.
- In the event of a Mobile Device that has been damaged due to your negligence and the claim has been declined, the Insurer will suspend cover for accidental physical or liquid damage until such time that proof of repairs for the Mobile Device is submitted to the Insurer.

Prevention of Loss

The Insured shall take all reasonable steps and precautions to safeguard the Equipment, including but not limited to, ensuring that the Mobile Device is:

- Safeguarded whilst charging;
- Not left exposed in a public place, place of recreation, office mall or social occasion where it is vulnerable to easy removal or damage;
- Safeguarded and locked away when not in use;
- Not given or lent to another party without the express written authorisation of the Administrator;
- Used only for the purposes set out in the Insurer's acceptance of the Insured's application for this insurance cover and that all security measures are adhered to;
- Not handled by small children;
- Not visible whilst driving or stationary in a motor vehicle;
- Used and maintained in accordance with the manufacturer's directions;
- Not immersed in any liquid, powder, or soil.

Transfer

The Insured may not transfer the benefits of this contract to anyone else.

Terms and Conditions cont.

Decrease in Value

The value of the Mobile Device can decrease from the INSURED VALUE reflected on your schedule. Guardrisk Insurance Company Limited and Mr Price Insurance cannot be held accountable in such circumstances for the decrease in value that occurs.

Upgrade or Change in Handset or Mobile Device

This policy covers the original IMEI number. An upgrade or change of a Mobile Device will not be covered under this policy. Should the insured require coverage for a new device, it is the responsibility of the insured to notify Mr Price Insurance of such a request.

Claims Process

In the event of a claim under this policy, the Insured must:

- i) Notify Mr Price Insurance or Monitor Administrators Pty Ltd by calling (031) 812-2031 or emailing mrpclaims@monitorsa.co.za as soon as possible following the loss/theft or damage and complete the claim form within a period of 30 (thirty) days from the date of the incident. Should the claim form and all required documentation not be submitted within 30 (thirty) days from date of incident, all benefits in terms of this insurance will be forfeited for the respective claim.
- ii) Report the incident to your service provider within 48 hours of the theft or loss and arrange for the Mobile Device to be blacklisted. You must obtain an ITC Reference Number from your service provider. Failure to do so will lead to your claim being rejected.
- iii) With the ITC reference number, report the loss/theft to the South African Police Services within 48 hours following the theft or loss of the Mobile Device and obtain a Police Case Number and an affidavit giving full details of the theft or loss incident. For theft or loss, you must provide Mr Price Insurance with the police reference number, ITC reference number and an affidavit.
- iv) Give all reasonable assistance in the recovery of the lost or stolen Mobile Device and identification thereof.
- v) If requested, provide Insurers the proof required of forcible entry into your home, office, storage facility, vehicle, or any other building or dwelling, locker, drawer or locked storage compartment being broken into.
- vi) Any Mobile Device which is replaced by the Insurer and recovered, becomes the property of the Insurer.
- vii) In settling your claim your Insurer can take over the handling of the claim in your name and the prosecution of any criminal action in connection with the loss or damage.

Claims Process cont.

viii) Rejection / Time Bar

If the Insurer declines liability for a claim made in terms of this insurance or avoids the Insured's insurance or the Insured disputes the amount of any claim under this policy, representation may be made to the Insurer within 90 (ninety) days of the date of the Insurer's letter of rejection or avoidance. The Insured's representation must be submitted in writing to:

Guardrisk Insurance Company Limited PO Box 786015, Sandton 2146

Telefax: (011) 669 2792 Alternatively, the Insured may contact:

The Ombudsman for Short-Term Insurance PO Box 32334, Braamfontein 2017

Phone : (011) 726 8900

Telefax : (011) 726 5501

If the Insured's dispute is not satisfactorily resolved in this manner, the Insured may institute legal action against the Insurer for the enforcement of the claim by way of the service of summons against the Insurer. Summons must be served on the Insurer within 180 (one hundred and eighty) days of the Insurer's original letter of rejection or avoidance. If this is not done, the Insured's claim will be unenforceable against the Insurer and it will become time barred and the Insurer will no longer be liable for the claim.

Claim Recovery

If, after the payment of a claim, the whereabouts of the stolen Mobile Device is identified the Insured shall render all reasonable assistance in effecting the recovery of the same.

Premium Payment

The Insured has an obligation to pay the premium if the Insured is to be covered under this policy. Premium must be paid upfront to ensure that you have continuous and uninterrupted cover for the Mobile Device over the six months cover period. The full premium is payable in advance on an upfront basis on the Commencement Date.

Fraud

All benefits afforded in terms of this insurance in respect of any claim shall be forfeited and this insurance may be voided or cancelled at the Insurer's discretion from the date of any fraudulent conduct and all Premiums paid in respect of such policy shall be forfeited.

This insurance may be voided or cancelled at the Insurer's discretion from the date of any fraudulent conduct. Premiums paid will be refunded to the Insured, (less administration and underwriting fees)

- If any claim under this insurance is in any way fraudulent or if fraudulent means or Mobile Devices are used by the Insured;

or anyone acting on the Insured's behalf to obtain any benefit under this insurance, or if any cover under this insurance is occasioned by the Insured's intentional conduct or that of any person acting on the Insured's behalf or with the Insured's connivance;

Claims Process cont.

- If any fraudulent information and / or document, whether created by the Insured or any other party is provided to the Insurer by the Insured or anyone acting on the Insured's behalf or with the Insured's connivance in substantiation or support of any claim under this insurance and whether or not the claim in itself is fraudulent;
- If the quantum of any claim is deliberately exaggerated by the Insured or anyone acting on the Insured's behalf or the Insured's connivance, for any reason whatsoever, and whether or not the claim in itself is fraudulent.
- The Insurer is entitled to recover the amount that was paid in respect of the claim

Exclusions

1. The Insurer shall not be liable for:
 - 1.1 The cost of repairing or replacing, reinstating or betterment , wear and tear, gradual deterioration, scratching or other superficial damage to external casings or cosmetic fittings, aerials or keypads control knobs or buttons or loss of or breakage to any batteries or aerials forming part of, or attached to the Mobile Device;
 - 1.2 Any loss or damage during the hire or loan of the Mobile Device to another person;
 - 1.3 Loss or Theft from any commercial vehicle, convertible or soft topped vehicle if left on any motor vehicle roof, bonnet or boot;
 - 1.4 Loss of or damage to the Mobile Device resulting from theft or any attempt threat from any unattended vehicle, unless the vehicle was locked and the Mobile Device concealed in the cubby hole or boot. Any such loss must involve forcible and violent entry into the vehicle;
 - 1.5 Loss or damage to batteries, other than when they are stolen or lost together with the Mobile Device;
 - 1.6 Any claim relating to a loss involving a SIM card and/or a data card, whether it is stolen, damaged or used without authority of the Insured;
 - 1.7 Loss or Damage if the serial, IMEI or ESN has been tampered with in any way;
 - 1.8 The cost of modification where the parts necessary for repair are no longer available or are out of manufacture and as a result modification of the Mobile Device is necessary to effect repairs thereto;
 - 1.9 Consequential loss or consequential damage of any description;
 - 1.10 The cost of repairs and/or maintenance carried out by anyone other than an Authorised Repair Centre;
 - 1.11 Loss, damage or breakdown caused by gross negligent use or willful abuse or misuse by the policyholder or any other person/s known to them;
 - 1.12 The cost of routine inspection service adjustment or cleaning;
 - 1.13 Damage caused during installation or removal of parts to the device;
 - 1.14 Any amount recoverable under any guarantee, warranty or other insurance;

Exclusions Cont.

- 1.15 The cost of replacing any personalized ring tones or graphics or any additional software/features;
- 1.16 Any damage or fault caused by any form of electronic virus;
- 1.17 Reconnection costs or subscription fees of any kind;
- 1.18 Loss of or damage to accessories and car kits;
- 1.19 Loss or damage arising from a manufacturers defect;
- 1.20 Loss, damage or defect arising from any software or application;
- 1.21 Loss or damage arising from any unauthorised repairs or as a result of bad workmanship by an unauthorised repairer;
- 1.22 Loss or damage arising from the Mobile Device being left unattended or exposed when unknown persons or 3rd parties are in your home, office or similar area;
- 1.23 Loss or damage arising from the Mobile Device being removed from your locked home, office or similar area unless accompanied by forcible or violent entry into the area.

- 2 This insurance does not cover any loss, damage or liability, directly or indirectly caused by, related to or in consequence of:
 - 2.1 Civil commotion, labour disturbances, riot, strike, lock-out or public disorder or any act or activity which is calculated or directed to bring about any of the aforesaid;
 - 2.2 War, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not) or civil war:
 - Mutiny, military rising, military or usurped power, martial law or state of siege or any other event or cause which determines the proclamation or maintenance of martial law or state of siege
 - Insurrection, rebellion or revolution;
 - 2.3 Any act (whether on behalf of any organization, body or person or group of persons) calculated or directed to overthrow; or
 - 2.4 Influence any state or government or any provincial local or tribal authority with force or by means of fear, terrorism or violence;
 - 2.5 Any act which is calculated or directed to bring about loss or damage in order to further any political aim, objective or cause or to bring about any social or economic change or in protest against any state or government or any provincial, local or tribal authority or for the purpose of inspiring fear in the public or any section thereof;
 - 2.6 Any attempt to perform any act referred to in clause (iv) or (v) above. If the Insurer alleges that, by reason of clause (i), (ii), (iii) (iv), (v), (vi) of this exclusion, loss or damage is not covered by this insurance, the burden of proving the contrary shall rest on the Insured;

Exclusions Cont.

2.7 Notwithstanding any provision of this insurance including any exclusion, exception or extension or other provision not included herein which would otherwise override a general exception, this insurance does not cover loss of or damage to property or expense of whatsoever nature directly or indirectly caused by, arising out of or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any sequence to the loss, damage or expense. For the purpose of this General Exclusion an act of terrorism includes, without limitation, the use of violence or force or the threat thereof whether as an act harmful to human life or not, by any person or group of persons, whether acting alone or on behalf of or in connection with any organisation or government, committed for political, religious, personal or ideological reasons or purposes including any act committed with the intention to influence any government or for the purpose of inspiring fear in the public or any section thereof. If the Insurer alleges that, by reason of this clause of this exception, loss or damage is not covered by this insurance, the burden of proving the contrary shall rest on the Insured.

Statutory Notice

Important Information – Please Read Carefully – Disclosure And Other Legal Requirements In Terms Of The Short-Term Insurance Act, The Policyholder Protection Rules (Short-Term Insurance), 2017 As Amended And The Financial Advisory And Intermediary Services Act

This Notice Does Not Form Part Of The Insurance Contract Or Any Other Document).

As A Non- Life Insurance Policyholder, Or Prospective Policyholder, You Have The Right To The Following Information:

The Fais Act Requires Compliance By Product Suppliers (Insurers) And Financial Services Providers (Intermediaries Or Brokers) With A General Code Of Conduct That Was Introduced To Assist You In Making Informed Decisions About The Insurance Products That You Purchase. It Also Aims To Ensure That Your Product Supplier And Financial Services Provider Render Financial Services Honestly, Fairly, With Due Skill And Diligence And In Your Interests And The Integrity Of The Financial Service Industry.

Warning

Do Not Sign Any Blank Or Partially Completed Application Form And Complete All Forms In Ink. If, However, Any Form Is To Be Completed On Your Behalf By The Financial Service Provider, You Must Be Satisfied To The Accuracy And Completeness Thereof. Non-Payment Of Your Premium Or Any Misrepresentations, Incorrect Information Provided By You, Or Non-Disclosure Of Any Relevant Facts, May Influence The Benefits You Would Have Received In Terms Of This Policy Or Could Result In Rendering This Policy Void.

Processing of Personal Information in terms of The Protection of Personal Information Act 4 of 2013

Your privacy is of utmost importance to the Administrator/Insurer. We will take the necessary measures to ensure that any and all information, including Personal Information (as defined in the Protection of Personal Information Act 4 of 2013) provided by you or which is collected from you is processed in accordance with the provisions of the Protection of Personal Information Act 4 of 2013 and further, is stored in a safe and secure manner.

You hereby agree to give honest, accurate and up-to-date Personal Information and to maintain and update such information when necessary.

You accept that your Personal Information collected by the Administrator/Insurer may be used for the following reasons:

1. to establish and verify your identity in terms of the Applicable Laws;
2. to enable the Administrator/Insurer to fulfil its obligations in terms of this Policy;
3. to enable the Administrator/Insurer to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws; and
4. reporting to the relevant Regulatory Authority/Body, in terms of the Applicable Laws.

You acknowledge that any Personal Information supplied to the Administrator/Insurer in terms of this Policy is provided according to the Applicable Laws.

Unless consented to by yourself, the Administrator/Insurer will not sell, exchange, transfer, rent or otherwise make available your Personal Information (such as your name, address, email address, telephone or fax number) to any other parties and you indemnify the Administrator/Insurer from any claims resulting from disclosures made with your consent.

You understand that if the Administrator/Insurer has utilised your Personal Information contrary to the Applicable Laws, you have the right to lodge a complaint with Guardrisk Insurance Company Limited within 10 (ten) days. Should Guardrisk Insurance Company Limited not resolve the complaint to your satisfaction, you have the right to escalate the complaint to the Information Regulator.

Permission to Share your Information

It is vital for insurance companies to share underwriting and claim information to ensure fair assessment for underwriting risk purposes and to mitigate the number of fraudulent claims. You hereby relinquish any right to privacy relating to the insurance information provided and allow for this information to be shared with any other insurance company and the South African Insurance Crime Bureau. This permission will survive the termination of this policy. The Client's or policyholder's/potential policyholder's Personal Information collected by Guardrisk Insurance Company Limited and/or its affiliated third parties including Momentum Metropolitan Holdings Limited, may be used for the following reasons:

- to establish and verify the identity of the Client/Policyholder in terms of the Applicable Laws;
- to enable Guardrisk Insurance Company Limited to fulfil its obligations in terms of the Agreement;
- to enable Guardrisk Insurance Company Limited to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws;
- reporting to the Financial Intelligence Centre, Financial Sector Conduct Authority and/or the Prudential Authority in terms of the Applicable Laws;
- at claims stage and in order to validate a claim, obtain information from the South African Police Services (SAPS) in cases where a device has been blacklisted; and
- to obtain credit information where applicable, from any of the credit bureaus.

Treating Customers Fairly

This product has been created to meet the needs of our clients. The Treating Customers Fairly (TCF) framework principles are viewed seriously by the Insurer and all 6 (six) outcomes, as stated below, are practiced at all times. We will, with all our interactions with any customer, endeavour to deliver excellent customer experiences which we will achieve through the ongoing review of all our business practices and analysis of complaints. It is our objective to be fair in our treatment of all consumers and partners and being compliant, in all aspects, of the 6 (six) outcomes of the TCF framework. These outcomes are:

- You are confident that your fair treatment is key to our culture;
- Products and services are designed to meet your needs;
- We will communicate clearly, appropriately and on time;
- We provide advice which is suitable to your needs and circumstances;
- Our products and services meet your standards and are of an acceptable level; and
- There are no barriers to access our service or to lodge any complaints.

Details of the Intermediary

Business Name	Mr Price Group Ltd
Registration number	1933/004418/06
Physical address	65 Masabalala Yengwa Avenue, Durban, 4001
Postal address	P O Box 912, Durban, 4000
Telephone	031 310 8000
Fax	031 304 3725
Email address	Insuranceinfo@mrgp.com
Website	www.mrpricegroup.com
FAIS registration (FSP No):	31450

In terms of the FSP license, Mr Price Group Ltd is authorised to provide intermediary services for products under Non Life Personal Lines, Category A1. Without in any way limiting and subject to the other provisions of the Services Agreement/Mandate, Mr Price Group Ltd accepts responsibility for the lawful actions of their representatives (as defined in the Financial Advisory and Intermediary Service Act) in rendering financial services within the course and scope of their employment. Some representatives may be rendering services under supervision and will inform you accordingly.

Legal and contractual relationship with the Insurer

Mr Price Group Ltd is an authorised financial services provider and registered credit provider in terms of the National Credit Act (NCRCP46). Mr Price Group Ltd performs services as an intermediary and binder holder under the Non Life Insurance Act, the Financial Advisory and Intermediary Services Act and its Regulations, entering into Short-Term policies. It has an agreement with Guardrisk, a cell captive insurer, and has the necessary mandates to act on behalf of Guardrisk and acts in accordance with the mandate which is in place.

Professional Indemnity and/or Fidelity Cover: Mr Price Group Ltd holds Professional Indemnity Insurance and Fidelity Insurance cover.

Complaints Procedures

Should you have a complaint, or if you would like a copy of the Mr Price Group Ltd's Complaints Policy, kindly visit our website, you may call Customer Services on 0861 000 518 or email us at insuranceinfo@mrgp.com

For all complaints, please first address your complaint with us, the Administrator, as we would like to try and resolve it.

- Your complaint will be assigned to a complaints worklist
- You will be contacted within 1 (one) Business Day by a complaints handler after lodging a complaint;
- We will acknowledge receipt of your complaint in writing and will send you a copy of our Complaints Resolution Policy;
- We will provide you with a written response within 15 Business Days;

If we have not been able to assist satisfactorily, then you may escalate your complaint to the insurer. See below for the insurer's full contact details.

If the complaint to the insurer is not resolved to your satisfaction, you may submit the insurance complaint to the Industry Regulators, whose details appear below.

Compliance Officer

External Compliance Officer – Debbie Smith (Independent Compliance Management Solutions), tel: 074 1877 325, fax: 086 606 9660, email: dsmith@compliancesolution.net

Conflict of Interest

Please call Customer Services on 0861 000 518 or visit our website on insuranceinfo@mrgp.com for a copy of Mr Price Group Ltd's Conflict of Interests Policy.

Your Insurer

In terms of the FSP license, Guardrisk is authorised to give advice and render financial services for product

Category I:

- Short-term Insurance: Personal Lines
- Short-term Insurance: Commercial Lines

Professional Indemnity and/or Fidelity Cover

Guardrisk has a Professional Indemnity Cover and a Fidelity Guarantee Cover in place

Compliance Office

The Compliance Officer:

Tel: +27-11-669-1039, Fax: +27-11-669-2792,
e-mail: compliance@guardrisk.co.za

Complaints

You can access our Complaints Resolution Policy at: www.guardrisk.co.za
or e-mail: complaints@guardrisk.co.za

Conflict of Interest

Guardrisk Insurance Company Limited has a conflict of interest management policy in place and is available to clients at www.guardrisk.co.za

Policy Wording

A copy of the policy wording can be obtained from Mr Price Group Ltd's website (details above).

Policy Details

The Policy document and Welcome Letter detail the type of policy, risk covered and the policy benefits.

Premiums

The Policy document and Welcome Letter detail the frequency of premium payments and the amount which is due. The Policy document and Welcome Letter also detail the manner of payment of the premiums, their due date and consequences of non-payment.

Fees

The Policy document and Welcome Letter detail fees which are payable under the policy.

About the Product Supplier (Insurer)

Name	Guardrisk Insurance Company Limited
Company Registration Number	1992/001639/06
FSP Number	75
Postal Address	PO Box 786015, Sandton, 2146
Physical Address	The Marc, Tower 2, 129 Rivonia Road, Sandton, 2196
Telephone Number	+27 11 669 1000
Website	www.guardrisk.co.za
Details Compliance Officer	+27 11 669-1104
Email Address	compliance@guardrisk.co.za
Details of claims department You can access Guardrisk's Complaints Resolution Policy at	www.guardrisk.co.za or email: complaints@guardrisk.co.za
Telephone Number of Complaints Department	+27 11 669 1000
Email Address of the Complaints Department	complaints@guardrisk.co.za

Particulars of Fais Ombud

Name	The FAIS Ombud
Postal Address	PO Box 74571, Lynnwood Ridge, 0040
Physical Address	Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road, Cnr Lynnwood Road & Sussex Ave, Lynnwood, 0081
Telephone Number	+27 12 762 5000
Share Call	+27 86 066 3247
Email Address	info@faisombud.co.za
Website	www.faisombud.co.za

Particulars of Short-Term Insurance Ombud

Name	The Ombud for Short-term Insurance
Postal Address	PO Box 32334, Braamfontein, 2017
Physical Address	Sunnyside Office Park, 5th Floor, Building D, 32 Princess of Wales Terrace, Parktown
Telephone Number	+27 11 726 8900
Fax Number	+27 11 726 5501
Email Address	info@osti.co.za
Website	www.osti.co.za

Particulars of Registrar of Short-Term Insurance

Name	Registrar of Short-term Insurance
Postal Address	PO Box 35655, Menlo Park, 0102
Physical Address	Rigel Park, 446 Rigel Avenue South, Erasmusrand, Pretoria
Telephone Number	+27 12 428 8000

Particulars of the Information Regulator

Name	The Information Regulator
Postal Address	PO Box 31533, Braamfontein, Johannesburg, 2017
Telephone Number	+27 11 023 5200
Email Address	complaints.IR@justice.gov.za

Administrator

Name	Monitor Administrators (PTY) LTD
Physical Address	45 Old Main Road, Kloof, 3610
Postal Address	PO Box 467, Kloof, 3640
Telephone Number	+27 31 812 2031
Fax Number	+27 31 818 0044
FAIS Registration (FSP No)	FSP17824

Waiver of Rights

The General Code of Conduct stipulates that no financial services provider may request or induce in any manner a client to waive any right or benefit conferred on the client by/or in terms of any provisions of the said Code, or recognize, accept, or act on any such waiver by a client. Any such waiver is null and void

Premium and Commission Payable

Your policy document reflects the premiums payable. When amendments are made to the policy an additional or refund premium may become due and such amounts are also reflected on the policy schedules. All premiums are inclusive of Value Added Tax (VAT) at the prescribed rate.

Commission or Other Remuneration Payable to the Administrator

An intermediary, commission and a binder fee of 9% of the total once off premium is payable to the Administrator, which is included in the total premium.

Other Matters of Importance:

- You must be informed of any material changes to your Policy and benefits
- If any complaint to the intermediary or Insurer/Administrator not resolved to your satisfaction, you may submit your complaint to the FAIS Ombud.
- The Product Supplier (insurer) must give you 31 days' notice in writing of its intention to cancel your debit order.
- The Product Supplier (insurer) and not the intermediary must give reasons in writing for the rejection of any claim submitted by you.
- The Product Supplier (insurer) must give you 31 days' written notice of its intention to cancel your policy.
- You are entitled to a copy of your policy free of charge.