



DIFFERENT LIFE

Feel good about Life Insurance

POLICY DOCUMENT FOR
THE POLICYHOLDER:

JOSEPH DOE

POLICY NUMBER:

DL23-0252229

Different Life (Pty) Ltd is an authorised financial services provider

FSP No. 45453 | Directors: A. G. Tomlinson (Executive), P. N. Tomlinson (Executive), V. Daljee, A. Lester, C.D. Botha, J.C. Fellingham | Reg. No. 2014/023254/07

The underwriter of this policy is Old Mutual Alternative Risk Transfer Limited (OMART), a licensed life insurer.

OMART FROM  **OLDMUTUAL**

Your Policy

Policy Number:	DL23-0252229
Total Monthly Premium:	R 188.05
Original Purchase Date:	14-11-2023
Start Date:	01-12-2023

Policyholder Details

Joseph Doe, the policyholder of this policy, was born on **01-01-1988**, is a Female, and is a permanent resident of **South Africa** whose identity number is **8801011570184** (if you plan to or emigrate please let us know as this could affect your policy with us).

Debit Order Details

Premium Payer Name:	John Doe
Bank:	Absa Bank
Branch Code:	632005
Account	1239999321
Account Type:	Current
Debit Day:	25th of each month

Debit Order and Banking Details

Your premium will be collected by debit order on the 25th of each month. If the debit date falls on a non banking day we will collect on the last banking day prior to the debit date. Your payments are always collected in advance for cover starting on the 1st of the month following your debit.

You confirmed that you have authority over Absa Bank account number 123456789 and gave permission for it to be debited in terms of the policy and you agreed to allow for tracking of dates to match with cashflow (at no additional cost to yourself). This means that Different Life can, in the event of there being insufficient funds available in your account, continue to re-present the payment instruction to your bank until payment has been fully satisfied.

Premiums

Premiums are collected from your bank account monthly in advance on your selected debit order date. In **December**, each year, your total premium will increase by the amount in the table based on your premium escalation. If, after your cover has started, we do not receive your premium on the due date for any reason, we will notify you and if payment is not received within the next 15 days, your policy may be cancelled.

Date	Premium
01-12-2024	R 202
01-12-2025	R 217
01-12-2026	R 234
01-12-2027	R 251
01-12-2028	R 270
01-12-2033	R 388
01-12-2038	R 556
01-12-2043	R 799

Cover Start Date

Your policy will start when the first premium is collected. The benefit(s) on your policy will start on **01-12-2023** provided that we successfully collect your first monthly premium before then. Cover for each additional person will start on the first of the month after they are added to the policy, provided that we successfully collect the relevant premium before then.

What you need to know about Different Life and Your Policy

Premium Guarantee Period and Premium Reviews

Your premiums are guaranteed not to increase during the first year from the policy start date.

Premiums are based on our expectations of future conditions and we expect them to be sufficient for the duration of your policy. However, future conditions are uncertain and may be different to our expectations. For this reason, we will review your premium at the end of the first year and thereafter each year on your policy anniversary. If, at a review, there is a premium change, we will notify you of the premium change at least 31 days before the premium change is implemented. We may change the premium at any time, even before the next review date, if the cost of providing cover changes significantly because of changes in tax or other laws.

Risk-only Products

Your policy pays out only in the event of the death of any of the people covered (shown in the Policy Details and Descriptions table below), there is no investment component.

Cancellation

If you are dissatisfied with any aspect of the product or service under which the product does not live up to your expectations, you can cancel your policy at any time. Where at the date that we receive the cancellation notification, premiums have already been collected or processed for a current or future cover period, such premiums will not be refunded and cancellation will be effected at the end of that cover period. This policy has no cash value if cancelled. (Note: For a cancellation during the Cooling Off Period any payments to the insurer will be refunded (less the cost of cover enjoyed).) You may cancel this policy by calling or emailing us.

Provision for Reinstatement

If the policy lapses, it may not be reinstated.

Claims

Any claims submitted on this policy must be initiated by the Policyholder; in the event of the Policyholder's death, the claim should be initiated by the nominated beneficiary.

Valid claims will be paid out within 2 business days after all required claim documents are received. If a claim is disputed, the claim will be approved or declined within 14 business days.

Please note that, in the event of you (or your beneficiary) needing to claim, the following contact details will be useful:

- Tel: 010 020 1921
- Email: claims@differentlife.co.za
- Web: differentlife.co.za/claims

Details of documents typically required for the claim process can be found at: www.differentlife.co.za/claims, but we will provide details of all the required information for the specific claim once the process has started. This will ensure that Different Life can process the claim quickly and efficiently.

The claim may not be paid if Different Life is not notified within three months of the insured person's death.

If you would like to institute legal proceedings regarding any claims decision, you need to do so within 3 years after the decision is confirmed. If legal action is not taken within this time, you will lose the right to dispute the rejection of this claim under this policy.

If your claim remains rejected even after you have made representations to us to have the decision reversed, your lawyer must institute legal action on your behalf within that three year time limit.

Policy Details and Descriptions

Benefit	Cover Start Date	Cover Amount	Premium
Different Life Funeral Cover	01-12-2023	R 100,000	R 139.80
Jane Doe - Spouse - (1990-12-12)	01-12-2023	R 100,000	R 48.25
Total Premium			R 188.05

The premium(s) above will escalate at 7.5% annually. Your benefits will not increase.

Cover and Premium amounts in the table above are effective from 01-12-2023.

Nominated Beneficiaries

Name	ID Number	Relationship
Jane	901212	Spouse

Different Life Funeral Cover

Policy Benefits

If you die, your cover amount of R 100,000 will be paid to your nominated beneficiary within two business days of receiving all required documentation for a valid claim.

If any of the other people insured under this policy die, the relevant cover amount will be paid to you within two business days of receiving all required documentation for a valid claim.

Please ensure that your beneficiary is kept updated. If you have not nominated a beneficiary the money will be paid to your spouse (if listed on this policy) or otherwise into your estate.

Policy Relationship Definitions

- Spouse - A person who is married to the policyholder in terms of law, common law, customary or as a partner (lived together for more than 12-months).

When does this cover cease?

All cover shall cease on cancellation of this policy. If you fail to pay the premiums in terms of this Different Life Funeral Cover on the due date and you fail to remedy such failure within 15 days, your policy may be cancelled. The policy will cease in the event of your death. Please note, if you cancel your cover, the policy, together with cover on all additional people insured under the policy, will cease.

Adding and removing policy members

You may add insured people (e.g. Spouse, Children, Parents, Parents In-Law) onto the policy, provided the relationship to such person is within the business rules applicable at that time. Once added, the below waiting periods will apply starting on the 1st of the month following the month of the addition, provided the premium is paid for such lives assured. No waiting period will apply to newborn children if such a child is added within 2 (two) months from the date of birth.

You may remove policy members from this policy at which time the cover will terminate on the last day of the month for which a premium for the specific policy member was paid.

Stillbirths

Stillbirths are covered by this policy after a 26 week gestation period if a valid death certificate can be produced. If your baby (or that of your spouse covered under this policy) is stillborn, the insurer will payout 10% of the mother's cover amount up to a maximum of R2000. Please note the waiting period for you and your spouse should be expired.

When can I not claim ?

No cover shall be granted and the insurer will not recognise any claim in the event of the death of any policy member as a result of-

- death in a waiting period due to any cause other than an Accident.
- directly or indirectly from suicide or attempted suicide within the first year of the cover start date.
- the covered person not meeting the relationship definition as provided in the sales process and policy documentation, or when the person who purchased the policy is not the policyholder.

Waiting Periods

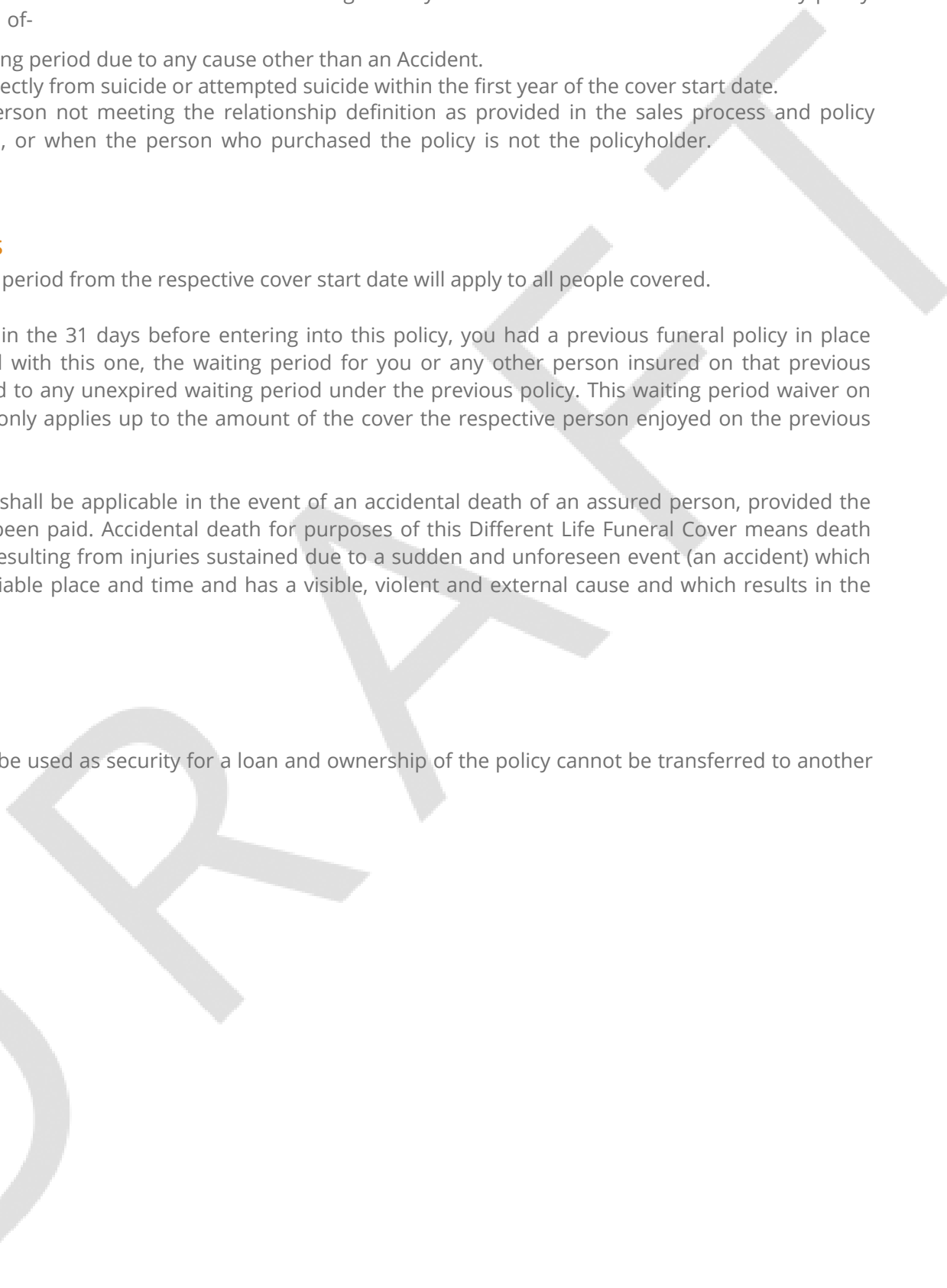
A six month waiting period from the respective cover start date will apply to all people covered.

If you confirm that in the 31 days before entering into this policy, you had a previous funeral policy in place which was replaced with this one, the waiting period for you or any other person insured on that previous policy will be limited to any unexpired waiting period under the previous policy. This waiting period waiver on replacement cover only applies up to the amount of the cover the respective person enjoyed on the previous policy.

No waiting periods shall be applicable in the event of an accidental death of an assured person, provided the first premium has been paid. Accidental death for purposes of this Different Life Funeral Cover means death caused directly or resulting from injuries sustained due to a sudden and unforeseen event (an accident) which occurs at an identifiable place and time and has a visible, violent and external cause and which results in the death of a person.

Cession

The policy may not be used as security for a loan and ownership of the policy cannot be transferred to another person.





Feel good about Life Insurance

ANNEXURE

LEGAL DISCLOSURES



Different Life (Pty) Ltd – Different Life

Different Life is authorised to provide intermediary services relating to the supply of life insurance, product categories A, B1 and B2.

Physical Address

Building A, Bryanston Corner, 18 Ealing Crescent, Bryanston, Johannesburg, 2191

Postal Address

Postnet Suite 165, Pvt Bag X21, Bryanston, 2021

Telephone: 010 020 1921

Website: www.differentlife.co.za

Email: info@differentlife.co.za

Compliance Officer

Name: Mrs G M Beukes

Company: Sirius Lex Consulting

Email: germa@siriuslex.co.za

Telephone: 012 809 1180

Old Mutual Alternative Risk Transfer Limited – OMART

OMART, the underwriter of this contract, company registration no. 1997/008994/06, is a licensed life insurer under the Long-term Insurance Act (LTIA).

Physical Address

Mutualpark, Jan Smuts Drive, Pinelands, Cape Town.

Postal Address

P O Box 455, Cape Town, 8000.

Telephone: 010 055 7701

Fax: 021 503 4282

Email: OMARTComplaints@oldmutual.com

OMART Compliance details

Telephone: 021 509 2191

South African Law

This contract is governed by South African law and any changes to the legislation affecting our contract with you may require a change. If a change is required we will give you 31 days written notice and clearly communicate any impact the change may have to our contract. An updated terms and conditions will be sent to you.

Insurer Disclosures

Protection of Personal Information

OMART may use, share or obtain your personal information (including criminal and/or health information) to meet our obligations to you under this contract and in the normal course of business including:

- Underwriting
- Assessment and processing of claims. Claims checks (Industry Life & Claims Register(s))
- Where applicable, credit reference searches or verification, credit scoring and assessment and credit management
- Verification of personal information (including your identity, address and banking details)
- Updating your personal information
- Tracing beneficiaries
- Tracing you where you are uncontactable
- Prevention and detection of fraud, crime, money laundering (including anti-money laundering screening) or other malpractice
- Market or customer satisfaction research or statistical analysis
- Audit & record keeping purposes
- Compliance with legal & regulatory requirements
- Sharing information with service providers including appointed administrators (Different Life) we engage to process such information on our behalf or who render services to us

You agree that we may view, search and update your information. You may access your personal information that we hold and may also request us to correct any errors or to delete this information. In certain cases you have the right to object to the processing of your personal information.

The full privacy notice applicable to OMART is available on the website (<https://www.oldmutual.co.za/privacy-notice/>).

You also have the right to complain to the Information Regulator, whose contact details are:

<http://www.justice.gov.za>

Tel: 012 406 4818

Fax: 086 500 3351

Email: info@justice.gov.za

Intermediary Disclosures

Marketing

Different Life would like to offer you ongoing financial services and may use your personal information to provide you with information about products or services that may be suitable to meet your financial needs.

OPT-OUT

If you prefer to no longer receive such information and/or financial services from Different Life you can Opt-out at any time. Please contact us to do so.

Different Life Privacy Policy

To view the full Different Life Privacy Policy please visit our website at <https://differentlife.co.za/privacy>.

Parties Involved

OMART, acts as underwriter, provides life insurance policies and is the product supplier in this case. Different Life has, on the other hand, entered into various agreements with OMART in terms of which Different Life provides specific services as described below:

- Different Life acts as OMART's representative in respect of the product ranges authorised by OMART from time to time.
 - Different Life earns a commission and this is a once-off payment that is determined with reference to each new benefit's monthly premium.
 - Commission payments are made in accordance with what the law prescribes.
- Different Life provides binder and administration services for which pre-determined monthly fees are paid by OMART to Different Life.
 - These binder and administration fees are reviewed at least annually with exact nature of services provided taken into account in assessing appropriateness.
 - No function or activity relating to the policies and in respect of which commission is payable, gets remunerated again in terms of the binder and administration agreements.
 - These services include, entering into, determining premiums, varying or renewing policies and settling claims on behalf of OMART.

Different Life policies are sold through a cell captive structure that is provided (and underwritten) by OMART. Different Life, in its capacity as Cell Owner only, shares in the profits of the cell captive and these profits are derived directly from policies that are marketed, distributed and serviced by Different Life in terms of the representative, binder and administration agreements.

Cooling-off Period

Insurance products allow a cooling-off period during which any payments to the insurer are refunded (less the cost of cover enjoyed) if you change your mind about the purchase within 31 days of receiving your policy documents. You may action the cooling-off by calling or emailing us.

Professional Indemnity Cover

Different Life holds appropriate professional indemnity cover in line with terms and conditions of its FSP licence. Some of the Contact Centre consultants who interact with clients either via the traditional Call Centre or online communication means are working under supervision.

Dispute Resolution

Recordings of telephonic conversations with our consultants are available on request. If you are not satisfied with any aspects of your policy or services provided by Different Life on behalf of OMART per above-mentioned agreements, please allow us the opportunity to resolve the issue as quickly as possible. For us to give your concerns the attention they deserve and ensure a quick response please contact us on:

Postal: Postnet Suite 165, Pvt Bag X21, Bryanston, 2021

Email: complaints@differentlife.co.za

Telephone: 010 020 1921

If you are still not satisfied with how your complaint has been handled then you can contact OMART or, if they have not assisted, the Ombudsman for Long Term Insurance. If still not satisfied with how your complaint has been dealt with then you can contact the FAIS Ombud where this has to do with any of the intermediary services provided by Different Life:

Office of the FAIS Ombud

Postal: PO BOX 41, Menlyn Park, 0063

Telephone: 012 762 5000 / 012 470 9080

Email: info@faisombud.co.za

Fax: 012 348 3447

For unresolved complaints about the actual products and their respective features then please contact the Long-Term Insurance Ombud:

Ombudsman for Long-Term Insurance

Postal: Private Bag x45, Claremont, 7735
Telephone: 0860 103 236
Email: info@ombud.co.za
Fax: 021 674 0951

Information Regulator (South Africa)

Physical Address: 33 Hoofd Street, Forum III, 3rd Floor, Braampark
Postal: P O Box 31522, Braamfontein, Johannesburg, 2017
Telephone: 010 023 5200
Email: complaints.IR@justice.gov.za
General Enquiries: info@justice.gov.za



Feel good about Life Insurance

ANNEXURE

SPECIFIC DISCLOSURES



Disclosure

Response

Different Life FSP

Different Life Funeral Cover is underwritten by Old Mutual Alternative Risk Transfer Ltd (OMART), a licensed life insurer and distributed by Different Life (Pty) Ltd, an authorised FSP.

Ok *

We don't offer advice

Different Life will provide relevant product information so that you can make an informed decision. As you go through the process we will highlight important information so that there are no surprises when it's time to claim, we don't offer advice.

Ok *

Storing personal Information

Different Life is collecting personal information that will be passed to OMART to be used for purposes such as underwriting, assessments, processing of claims, and so forth. We also need your permission to access your information held with 3rd party data providers at our discretion in the normal course of business. A detailed description of how personal information is used will be included with your policy.

Yes *

Associated Costs

Please note that OMART pays Different Life R45 plus 10% of monthly premium to cover the cost of writing your policy, together with an ongoing monthly fee.

Ok *

Suicide Exclusion

No claim will be paid if the life assured commits suicide within 1 year of cover starting.

Ok *

Your information is true and correct

You warrant that the information you have given is true and correct. Incorrect information may result in a repudiated claim.

Ok *

Information you share

Please check the information you provided on additional people insured under this policy. The information you provided is important and, if it is not correct, it may affect your ability to claim.

Ok *

Professional Indemnity

Different Life holds appropriate professional indemnity cover in line with terms and conditions of its FSP licence.

Ok *

Are you buying this policy for yourself?

The questions can ONLY be answered by the main life insured. Please confirm that you are the policyholder and premium payer for this policy.

Yes *

Consent to monthly debit

An amount of R188.05 will be collected by debit order on the selected debit day. If the debit date falls on a non-banking day we will collect on the last banking day prior to the debit date. If your premium is not paid on the due date, and we are unable to arrange a recollection, your policy may be cancelled after a 15 day grace period.

Ok *

Confirm bank account authority

Can you confirm that you have authority over **Absa Bank** account number **1239999321** and hereby give permission for it to be debited in terms of the policy and that you agree to allow for tracking of dates to match with cash flow (at no additional cost to you).

Ok *

Debit order approval

Absa Bank should send you an SMS in the next 24 hours to approve this debit order mandate. Please follow the instructions to ensure that we can collect from your bank account.

Ok *

Replacement Policy

Are you replacing existing cover as this may reduce the waiting period under this policy?

Yes *

Premium reviews

We will review your premium after 1 year and then monthly. We may change the premium at any time if there are changes in tax or other laws.

Ok *

Marketing Offers

Different Life would like to offer you products or services that may be suitable to meet your financial needs. At any stage you can choose to unsubscribe from these offers by contacting us.

Ok *

Waiting periods

A 6 month waiting period applies to all people insured under this policy, during which only accidental death is covered. Let us know if you have an existing funeral policy as this may affect the waiting period.

Ok *

Cooling-off Period

If you change your mind about the purchase of the policy within 31 days, any payments made to OMART will be refunded (less the cost of cover enjoyed).

Ok *

Premium and cover escalations

Your premium payable will escalate annually. This increase is expected to be 7.5% per annum. Your cover will not increase.

Ok *