

15 September 2021

Dear Customer

RE: CHANGES TO CONSUMER PROTECTION POLICY: INSURED BY SHOPRITE INSURANCE COMPANY LIMITED

As a result of the Section 50 transfer of your policy from Shoprite Insurance Company Limited to Centriq Life Insurance Company Limited, and to align your existing policy terms and conditions with the Policyholder Protection Rules, your policy will be amended as set out below:

Please note that all remaining terms and conditions of your policy remains unchanged unless indicated below:

1. A new definition is included in Your Policy as follows:

“Credit Provider”: means Rainbow Finance, a division of Shoprite Investments Limited, the Policyholder to whom Your benefit is payable.

2. Under the heading "Key Information" at paragraph (a) the clause is amended as follows:

*"This policy will ensure that should you not be able to pay your Instalments for the goods that you bought on credit, the Insurer shall pay your Instalments to the **Credit Provider**, depending on the reason for your non payment."*

3. The following amendment is made to the “Your Obligation” sections of the Policy Terms and Conditions:

3.1 Reference to 30 days is changed to 31 (thirty-one) days as follows:

*You must provide all Information to the Insurer within **31 (thirty one)** days of when the you may ask any Representative of the store or store manager Insurer requests the Information/documentation;*

REGISTERED OFFICE : CNR WILLIAM DABBS STREET & OLD PAARL ROAD, PO BOX 215, BRACKENFELL, 7561,
SOUTH AFRICA



MEMBER OF SHOPRITE GROUP

DIRECTORS : M BOSMAN, R I COATES, A DE BRUYN, P A FAIRHURST, L HOFFMANN,
J C M WETHMAR

4. The clause dealing with "Disputed Claims", which provides follows:

"If the Insurer informs you, in writing, that he Insurer's decision is not accept your claim, you have 90 (ninety) calendar days to appeal against the Insurer's decision. You may submit a complaint according to the Insurer's complaint procedure if the Insurer fails to change their decision."

4.1 is amended with the following revised wording:

*If We inform You that Our decision is to not pay any benefit, You may, within 90 (ninety) calendar days from the date of such communication appeal against Our decision. You **may refer any complaints not satisfactorily resolved to the Ombudsman of Long-term Insurance within six (6) months after you have received a response. Failing which, you will forfeit Your benefit.***

5. VAT Charge

Please also note, as communicated to you, that your premiums will no longer include Value Added Tax from the date of the transfer.

Kind Regards

Shoprite Insurance Company Limited