

**LIFE INSURANCE DISCLOSURE NOTICE IN TERMS OF THE POLICYHOLDER PROTECTION RULES (LONG-TERM INSURANCE ACT, IN PARTICULAR AS REQUIRED BY PPR RULE 11.4 & 11.5) & THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT ("FAIS)**

<b>Type of Cover:</b>	<p>Credit Life Insurance Cover: The policy provides the following cover: Death, Disability (Permanent and Temporary), Retrenchment, Loss of Employment or Inability to Earn an Income.</p> <p>This credit life policy is mandatory, and therefore will need to be in place for as long as the debt remains unsettled. Mandatory Credit Life means that you must have credit life in place for the duration of the debt review process.</p>	
<b>Monthly Premium</b>	<p>The Premium payable by the life insured will be calculated daily, at R4.50 per R1 000.00 of the outstanding Instalment Sale Agreement and as set out in the policy schedule.</p> <p>You must pay all monthly premiums by the 1st day of every calendar month.</p> <p>If You do not pay the premium by this date, We will allow a 15 day grace period to pay the premium. If You do not pay the premium within this grace period for two consecutive calendar months, the Policy will be of no effect and considered cancelled by the Insurer. You will be notified of cancellation and no cancellation charges will apply.</p>	
<b>Exclusions:</b>	<b>Credit Life Insurance Cover:</b>	<p>A. For Death and Disability Events: The insurer will not pay your claim where your death and disability resulting from:</p> <ol style="list-style-type: none"> <li>1. The abuse of alcohol, drugs or narcotics;</li> <li>2. Willful self-inflicted injury or suicide;</li> <li>3. Active participation in war, invasion, acts of foreign enemies ,hostilities ,warlike operations (whether war be declared or not), civil war, insurrection, rebellion revolution, civil commotion or uprisings or military power;</li> <li>4. The use of nuclear, biological or chemical weapons, or any radioactive contamination;</li> <li>5. Participation in criminal activities; and Participation in hazardous activities such as mountain climbing, bungee jumping and speed Exclusions for</li> </ol> <p><b>For Death Only Events:</b> The insurer will not pay your claim where your death resulting from:</p> <ol style="list-style-type: none"> <li>1. Any Pre-existing Condition that You knew about, or could reasonably be expected to have known about or were diagnosed with or were treated for, or displayed symptoms of in the 12 months preceding the commencement of cover under this Policy.</li> </ol> <p>B. Exclusions for Loss of Employment or Inability to earn an Income:</p> <ol style="list-style-type: none"> <li>1. Retrenchment or termination of employment within the first 3 months after the commencement of cover under that consumer protection policy where the term of the instalment sale agreement is more than 6 (six) months;</li> <li>2. Lawful dismissal, including dismissal as a result of willful misconduct that is a violation of some established, definite rule of conduct, a forbidden act, willful dereliction of duty or misconduct;</li> <li>3. Voluntary forfeiture of salary, wages, or other employment income;</li> <li>4. Voluntary retrenchment or termination of employment;</li> <li>5. Resignation;</li> <li>6. Retirement;</li> <li>7. Participation in an unprotected strike; and</li> <li>8. Retrenchment of which you were aware or received notice of during the 3 months preceding the date on which cover under that consumer protection policy commenced.</li> </ol>
<b>Your Obligations:</b>	<ol style="list-style-type: none"> <li>1. You must pay the monthly premium.</li> <li>2. All premiums owed must be paid up in full before a Claim can be processed.</li> <li>3. You must provide all communication to us in writing at any retail store.</li> <li>4. You must inform Us within 60 (sixty) days of any of any event that has happened where You may have a Claim. You must inform Us of the full details of the event.</li> <li>5. You must provide all information to Us within 31 days of when we request the documentation/information.</li> <li>6. You must agree to comply with all Our reasonable requests.</li> <li>7. You must update Your personal information and any other information relevant to the Insurance Policy when necessary to do so.</li> <li>8. You must take all reasonable care and precautions to prevent any Claim.</li> <li>9. You must tell Us if you change the address where you keep the property.</li> <li>10. You (or anyone acting on Your behalf) must not commit any form of fraud to get any benefit from this contract of insurance.</li> </ol>	

	<p>11. You must tell Us about anything that could influence Our ability to provide insurance to protect Your financial well-being.</p> <p>12. You must provide full and honest answers to all questions You are asked by the Us or Our Intermediary.</p>
<b>Your Rights:</b>	<p>1. <b>Cooling-off Right:</b> You have the right to cancel this Policy within 31 (thirty one) days from the date you receive your policy information in writing and receive back the premium You have paid provided that no Claim has yet been paid by Us.</p> <p>2. <b>Right to Cancel after the initial 31 (thirty-one) days:</b> You may cancel this Insurance Cover at any time by giving Us notice of cancellation. You will be entitled to claim a pro-rata refund of premium of the portion of the premium that you have already paid for the period after the cancellation date. Please submit your request to cancel your policy at any retail store or to <a href="mailto:siccompliancemanager@shoprite.co.za">siccompliancemanager@shoprite.co.za</a>.</p>

## DISCLOSURES

### IMPORTANT INFORMATION- PLEASE READ CAREFULLY – DISCLOSURE AND OTHER LEGAL REQUIREMENTS (This notice does not form part of the Insurance Contract or any other document)

**As a Life insurance policyholder, or prospective policyholder, you have the right to the following information:**

The Financial Advisory Intermediary Services Act 37 of 2002 (“FAIS Act”), the General Code of Conduct and the Long Term Insurance Act 52 of 1998, and the Policyholder Protection Rules require compliance by Product Suppliers (insurers), Binder Holders (agent acting on behalf of the insurer) and Financial Services Providers (intermediaries) with various disclosure requirements in order to assist you in making informed decisions about the insurance products that you purchase. It also aims to ensure that your Product Supplier, Binder Holder and Financial Services Provider (if applicable) render financial services honestly, fairly, with due skill and diligence and in your interests and the integrity of the financial services industry.

You will receive a Disclosure Notice at the inception of your policy and at each Anniversary date. The Disclosure Notice contains certain information about your Product Supplier, Binder Holder and Financial Services Provider (if applicable) that you are entitled to together with information about the Ombud and the Authority. Should you experience any difficulties in obtaining required details, please contact your Financial Services Provider for further assistance.

1.	ABOUT YOUR FINANCIAL SERVICES PROVIDER (NON MANDATED INTERMEDIARY)	2.	ABOUT THE INSURER
Name	Shoprite Checkers (Pty) Ltd Registration Number: 1929/001817/07 FSP Number: 7732	Name	Centriq Life Insurance Company Limited, a licensed Life insurer  Registration Number: 1943/016409/06 FSP Number: 7370
Physical Address	1 Brickfield Road, Meadowdale Mall Edenvale 1610	Physical Address	The Oval, Second Floor, West Wing, Wanderers Office Park, 52 Corlett Drive, Illovo 2196
Postal Address	Private Bag X10036, Edenvale, 1610	Postal Address	PO Box 55674, Northlands, 2116
Telephone Number	011 456 7000	Telephone Number	011 268 6490
Fax Number	N/A	Fax Number	011 268 6495
Email	<a href="mailto:lhoffmann@shoprite.co.za">lhoffmann@shoprite.co.za</a> / <a href="mailto:rmattheus@shoprite.co.za">rmattheus@shoprite.co.za</a> / <a href="mailto:mdubruyn@shoprite.co.za">mdubruyn@shoprite.co.za</a>	Email	info@centriq.co.za
Website		Website	<a href="http://www.centriq.co.za">www.centriq.co.za</a>
Legal Status of your financial services provider	Shoprite Checkers (Pty) Ltd does not own 10% of the insurer and did not derive more than 30% of its total remuneration over the preceding 12 months from the insurer. Shoprite Checkers (Pty) Ltd earns a 7.5% commission for Life Products from the insurer which is included in the premium that you pay and a maximum binder fee of 9%. Shoprite Checkers (Pty) Ltd has Professional Indemnity Insurance Cover in force. Services are rendered under supervision.	Details of Compliance Department	The Compliance Officer is assisted by Compli-Serve (Pty) Ltd, and is contactable at the numbers above. Email: <a href="mailto:Compliance@centriq.co.za">Compliance@centriq.co.za</a>

Complaints	<p><b>1. Submitting a complaint</b> Customers can lodge a complaint through any of the following means:</p> <ul style="list-style-type: none"> <li>In writing at any OK Furniture or House and Home store, where staff are trained to receive and process your complaint;</li> <li>via email to: <a href="mailto:siclcompliancemanager@shoprite.co.za">siclcompliancemanager@shoprite.co.za</a> ; or</li> </ul> <p><b>2. Information</b> You must provide the following information with your complaint:</p> <ul style="list-style-type: none"> <li>All documentation relevant to your complaint;</li> <li>Factual summary of your complaint;</li> <li>Policy number;</li> <li>Contact details, including your physical and postal address and cell phone number.</li> </ul> <p>Once your complaint has been submitted in writing, you will be notified within two working days that your complaint has been received. The Insurer will document your complaint with your policy number as your reference number.</p> <p><b>3. Investigation</b> The Insurer will investigate your complaint and will respond within fourteen (14) days after having sent confirmation of receiving your complaint, unless further documentation is required from you, which may cause a longer response time.</p> <p><b>4. Outcome</b> SICL will properly consider your complaint and will inform you in writing regarding the outcome and will give you clear reasons for the decision.</p> <p><b>5.</b> Should the complainant still not be satisfied with the outcome of the complaint. The complainant may escalate the matter to Centriq Insurance Company Limited, <a href="mailto:complaints@centriq.co.za">complaints@centriq.co.za</a></p> <p><b>6. Ombudsman</b> If you are not satisfied with the decision given to you, you may approach the Ombudsman for Long-Term Insurance within 6 (six) months. The details for the Long-Term Insurance Ombudsman are included under Section 5 of this disclosure notice.</p>	Details of the Complaints Department	In the event of a complaint, please contact the Complaints Resolution Consultant at the number above. Email: <a href="mailto:faiscomplaints@centriq.co.za">faiscomplaints@centriq.co.za</a> / <a href="mailto:complaints@centriq.co.za">complaints@centriq.co.za</a>
FSP compliance practice	ISS Compliance (Pty) Ltd (Compliance practice number 28) Telephone number: (011) 064 1672 Email: <a href="mailto:compliance@nfsgroup.co.za">compliance@nfsgroup.co.za</a>	Details of claims department	The Claims Specialist is contactable at the numbers above. Email: <a href="mailto:claims@centriq.co.za">claims@centriq.co.za</a>
Authorisation	The FSP is authorised to render advisory and intermediary service for the following categories of products: Long-Term Insurance subcategory A Short-Term Insurance Personal Lines Long-Term Insurance subcategory B1 Long-term Insurance subcategory B1-A Short-term Insurance Personal Lines A1		
Product Providers	The FSP has contracts with the following insurer: Centriq Insurance Company Limited.		
<b>3.</b>	<b>ABOUT THE SERVICE</b>		
	1.Credit Life Product The non-mandated Intermediary and Binder Holder have agreements with the insurer in terms of which remuneration is payable for the insurance business. Please refer to the Schedule of Insurance for a detailed breakdown of the insurance premium.		

<b>4.</b>	<b>PARTICULARS OF THE FAIS OMBUDSMAN</b>						
Name	The FAIS Ombud						
Physical Address	Kasteel Park Office Park, Orange building, 2 <sup>nd</sup> Floor, 546 Jochemus Street , Erasmuskloof, Pretoria, 0048						
Postal Address	P O Box 74571, Lynwood Ridge, 0040						
Telephone	012 762 5000 / 012 470 9080						
Fax	012 348 3447 / 012 470 9097 / 086 764 1422						
Email	<a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>						
Website	<a href="http://www.faisombud.co.za">www.faisombud.co.za</a>						
<b>5.</b>	<b>PARTICULARS OF THE LONG-TERM INSURANCE OMBUD</b>	<b>6.</b>	<b>PARTICULARS OF THE FINANCIAL SECTOR CONDUCT AUTHORITY</b>				
Name	The Ombudsman for Long-Term Insurance	Name	Financial Sector Conduct Authority				
Postal address	Private Bag X45, Claremont, Cape Town, 7735	Postal address	PO Box 35655, Menlo Park, 0102				
Physical Address	3 <sup>rd</sup> Floor, Sunclare Building, 21 Dreyer Street, Claremont, Cape Town, 7700	Physical Address	Riverwalk Office Park, Block B, 41 Matroosberg Road (Corner Garsfontein and Matroosberg Roads), Ashlea Gardens, Extension 6, Menlo Park, Pretoria				
Tel Number	021 657 5000 / 0860 103 236	Tel Number	012 428 8000 / 0800 20 37 22				
Fax Number	021 674 0951	Fax Number	012 347 6941				
Email	<a href="mailto:info@ombud.co.za">info@ombud.co.za</a>	Website	<a href="http://www.fsca.co.za">www.fsca.co.za</a>				
Website	<a href="http://www.ombud.co.za">www.ombud.co.za</a>						
<b>7.</b>	<b>PROCEDURES FOR REGISTERING CLAIMS</b>	<b>8.</b>	<b>NAME, CLASS OR TYPE OF POLICY</b>				
	<ol style="list-style-type: none"> <li>You must inform Us within 60 (sixty) days of any event that has happened. Complete our claim fully with sequence of event/s ;</li> <li>You must give Us true and complete information when We ask for it. All information must be provided to Us within 31 (thirty-one) days of when We requests the information/documentation;</li> <li>You must provide all communication to Us in writing at any retail store;</li> <li>You must report any Property that is lost or stolen to the police within 48 hours of the loss or theft.</li> </ol>		<p>The Policies Provided for under this document are listed below:</p> <table border="1"> <thead> <tr> <th>Credit Life Insurance Product/Cover</th> </tr> </thead> <tbody> <tr> <td>1. Type of Insurance: Credit Life</td> </tr> <tr> <td>1. Class of Insurance: Credit Life</td> </tr> <tr> <td>2. Sub-Class of Insurance: N/A</td> </tr> </tbody> </table>	Credit Life Insurance Product/Cover	1. Type of Insurance: Credit Life	1. Class of Insurance: Credit Life	2. Sub-Class of Insurance: N/A
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<b>9.</b>	<b>EXTEND AND NATURE OF PREMIUM OBLIGATION</b>	<b>10.</b>	<b>CONSEQUENCES OF NON-PAYMENT OF PREMIUMS</b>				
	Your policy Schedule reflects the premiums payable, the due date of payment and the frequency of payment (e.g. monthly or annually). Any changes to the Policy of Insurance shall be communicated You in writing within 31 (thirty-one) days written notice of such change. Financial Services Providers may be authorized to accept premium payment on behalf of Product Suppliers and should your Financial Services Provider be authorized to do so, then you may make payment to such Financial Services Provider. Where a Financial Services Provider is not authorized to receive payment on behalf of the Product Supplier, your payment should be made in favour of the Product Supplier. Should you not operate through a Financial Services Provider, then your payment should be made directly to your Product Supplier or Binder Holder (if applicable). In the case of monthly premiums by debit order, payment is usually made to the Product Supplier directly, unless you have authorized such payment via your Financial Services Provider or other third party, who has authority to collect premium on behalf of the Product Supplier. You must pay your premiums Monthly. Premiums are paid in advance. Please submit any questions you may have regarding your monthly premium in writing at any retail store. Please mark clearly on your written submission that the submission is in respect of an Insurance query.		<ol style="list-style-type: none"> <li>The due date for the payment of our premium is reflected in the policy schedule</li> <li>You must pay all monthly premiums by the 1st day of every calendar month.</li> <li>If You do not pay the premium by this date, We will allow a 15 day grace period to pay the premium. If You do not pay the premium within this grace period for two consecutive calendar months, the Policy will be of no effect.</li> <li>If the Policy of insurance is of no effect due to non-payment of the monthly premiums, You may apply to the Insurer to continue this Policy of insurance by arranging for the Insurer to receive all the outstanding premiums. The Insurer has the right to refuse such payment, but prefers to continue to provide You with financial well-being.</li> </ol>				

<p><b>11.</b></p>	<p><b>COOLING-OFF RIGHT</b></p> <p>You have the right to cancel this Policy within 31 (thirty one) days from the date you receive your policy information in writing and receive back the premium You have paid provided that no Claim has yet been paid by Us.</p> <p>1. We may cancel the policy by giving you 31 days' notice.</p> <p>Please submit your request to cancel your policy at any retail store or to <a href="mailto:siccompliance@shoprite.co.za">siccompliance@shoprite.co.za</a>.</p>	<p><b>12.</b></p>	<p><b>OTHER MATTERS OF IMPORTANCE</b></p> <ol style="list-style-type: none"> <li>1. You must be informed of any material changes to the information referred to in paragraphs 1, 2, 3 and 4.</li> <li>2. If any complaint to the non-mandated intermediary or insurer is not resolved to your satisfaction, you may submit your complaint to the FAIS Ombud.</li> <li>3. Polygraph or similar tests are not obligatory and claims may not be rejected solely on the basis of a failure of such a test.</li> <li>4. If your premium is paid by debit order, the debit order must be in favor of either the non-mandated intermediary or the Product Supplier (insurer) and may not be transferred without your approval.</li> <li>5. The Product Supplier (insurer) must give you 31 days' notice in writing of its intention to cancel your debit order.</li> <li>6. The Product Supplier (insurer) and not the non-mandated intermediary must give reasons in writing for the rejection of any claim submitted by you.</li> <li>7. The Product Supplier (insurer) must give you 31 days' written notice of its intention to cancel your policy.</li> </ol> <p>You are entitled to a copy of your policy free of charge.</p>
<p><b>13.</b></p>	<p><b>WARNING</b></p> <ol style="list-style-type: none"> <li>1. Do not sign any blank or partially completed application form.</li> <li>2. Complete all forms in ink.</li> <li>3. Keep all documents you receive.</li> <li>4. Make notes as to what is said to you.</li> <li>5. Ask for a letter of representation from your advisor.</li> <li>6. Do not be pressured into buying the product.</li> </ol> <p>Failure to provide correct or full relevant information may influence an insurer on any claims arising from your contract of insurance.</p>	<p><b>14.</b></p>	<p><b>SHARING OF INSURANCE INFORMATION</b></p> <p>Insurers share information with each other regarding policies and claims with a view to prevent fraudulent claims and obtain material information regarding the assessment of risks proposed for insurance. By reducing the incidents of fraud and assessing risks fairly, future premium increases may be limited. This is done in the public interest and in the interest of all current and potential policyholders. The sharing of information includes, but is not limited to information sharing via the Information Data Sharing System operated by TransUnion ITC on behalf of the South African Insurance Association.</p> <p>By accepting or renewing this insurance, you or any other person that is represented herein, gives consent to the said information being disclosed to any other insurance company or its agent.</p> <p>You also similarly give consent to the sharing of information in regards to past insurance policies and claims that you have made. You also acknowledge that information provided by yourself or your representative may be verified against any legally recognised sources or databases.</p> <p>By insuring or renewing you insurance you hereby not only consent to such information sharing, but also waive any rights of confidentiality with regards to underwriting or claims information that you have provided or that has been provided by another person on your behalf.</p> <p>In the event of a claim, the information you have supplied with your application together with the information you supply in relation to the claim, will be included on the system and made available to other insurers participating in the Information Data Sharing System.</p> <p>Sharing of insurance information is done in accordance with applicable legislation, as well as our Privacy Notice which can be found on our website: <a href="http://www.centriq.co.za">www.centriq.co.za</a></p>
<p><b>15.</b></p>	<p><b>USE OF YOUR PERSONAL INFORMATION</b></p> <p>When you enter into this policy you will be giving us your personal information that may be protected by data protections legislation, including but not only, the Protection of Personal Information Act, 2013 ("POPI"). We will take all reasonable steps to protect your personal information.</p> <p>You authorise us to:</p> <ol style="list-style-type: none"> <li>(a) Process your personal information to</li> <li>(i) Communicate information to you that you ask us for.</li> </ol>	<p><b>16.</b></p>	<p><b>WAIVER OF RIGHTS</b></p> <p>No Financial Services Provider, Underwriting Management Agent, Binder Holder or Product Supplier 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 General Code of Conduct, or recognise, accept or act on any such waiver by a client. Any such waiver is null and void.</p>

	<p>(ii) Provide you with insurance services.</p> <p>(iii) Verify the information you have given us against any source or database.</p> <p>(iv) Compile non-personal statistical information about you.</p> <p>(b) Transmit your personal information to any affiliate, subsidiary or re-insurer so that we can provide insurance services to you and to enable us to further our legitimate interests including statistical analysis, re-insurance and credit control.</p> <p>(c) Transmit your personal information to any third party service provider that we may appoint to perform functions relating to your policy on our behalf.</p> <p>You acknowledge that his consent clause will remain in force even if your policy is cancelled or lapsed. Processing of your personal information is always done in accordance with applicable legislation, as well as our Privacy Notice which can be found on our website: <a href="http://www.centriq.co.za">www.centriq.co.za</a></p>			
17.	<b>CONFLICT OF INTEREST</b>			
	<p>We have considered the conflict of interest provisions in terms of the FAIS Act 37 of 2002 and the Policyholder Protection Rules and have not identified any actual or potential conflicts of interest, either ownership interest, financial interest, third party relationships, associates or distribution channels as defined. We adopted a values based approach where the spirit of the legislation is embraced. This is reviewed at least annually and reported on to the Financial Sector Conduct Authority. A conflict of interest management policy is available to clients upon request.</p>			