



A subsidiary of MMI Holdings

Standard Bank of South Africa Ltd  
Authorised Financial Services Provider (#11287)

Guardrisk Life Ltd  
Authorised Financial Services Provider (#76)

**Contact Details: For all customer service or claim registrations**

Standard Bank Insurance Brokers Share Call Number

0860 123 999

Email

[foodsurance@standardbank.co.za](mailto:foodsurance@standardbank.co.za)

**Policy Document – Standard Bank FoodSurance**

Thank you for choosing Standard Bank FoodSurance to help you provide for your family. FoodSurance pays a weekly benefit to your family to keep food on the table, after the passing of the family breadwinner.

Standard Bank FoodSurance is underwritten by Guardrisk Life, and was offered to you as a client of Standard Bank of South Africa Ltd. MobiLife, a subsidiary of entities in the Standard Bank Group, is responsible for all administration of FoodSurance on behalf of Guardrisk Life. What this means is that your contract is with Guardrisk Life and it is ultimately responsible for the payment of claims.

This policy document, together with your individualized policy schedule, make up your insurance policy. This document should be read with your policy schedule because together they contain all the important information about your FoodSurance policy.

There are five financial service providers who provide you with different services with respect to your policy as follows:

| Financial Services Provider                | Service provided to you   | Authorised FSP License No. |
|--|---|----------------------------|
| Standard Bank of South Africa Ltd.         | Provided your contact details in line with your consent   | 11287                      |
| Standard Bank Insurance Brokers (Pty) Ltd. | Is responsible for all ongoing servicing on your policy   | 224                        |
| MKT Marketing SA (Pty) Ltd.                | Called you and completed the sale of the policy   | 17838                      |
| MobiLife Financial Services (Pty) Ltd.     | Is responsible for monthly premium collections and ongoing policy administration, including claims assessment | 46667                      |
| Guardrisk Life Ltd.                        | The insurer that underwrites the policy benefit   | 76                         |

The contact details of these service providers are given further down in this document.

## **Treating customers fairly**

At MobiLife, the fair treatment of customers and delivery of improved customer outcomes is central to our business culture and purpose.

The TCF outcomes that you can expect from MobiLife include:

- You can be confident that you are dealing with a firm where TCF is central to our culture
- The products and services that MobiLife sells are designed to meet the needs of identified customer groups
- You are provided with clear information and are kept appropriately informed before, during and after the point of sale
- MobiLife will always aim to make it easy for you to buy insurance cover that suits your needs
- Products perform as MobiLife have led you to expect, and you will be provided with good service
- MobiLife will always make it easy for you to change your product, submit a claim or make a complaint

## **Cooling off period**

You have the right, where no benefit has been paid or claimed or where no Claim Event has arisen within the 31 days after the date of receipt of this policy document, or within the 31 days after it can be determined that you have received this policy document, or within the 31 day period from the Commencement Date of cover, to cancel this policy by way of a written notice to the Administrator. Any premium paid during this period will be refunded less the cost of any risk cover actually enjoyed

## Section 1: Premiums & Benefits

### Premiums

Your policy schedule shows the insurance premium you must pay to maintain the full cover. MobiLife will collect the premiums from your bank account by debit order. The premium is payable monthly in advance. If there are insufficient funds in the account, MobiLife may track your account using a PASA approved system and re-resend the instruction for payment as soon as sufficient funds are available in the account. MobiLife may also collect a partial premium if they have not been able to collect a full premium.

We will never lapse your policy if you are unable to pay a premium! However, if you skip a premium the value of the policy benefit will be reduced proportionately. Your benefit will be reduced by the percentage of total premiums missed in the 12 months before the date of claim.

When your selected payment day falls on a weekend or public holiday we will deduct your premium on the last business day before. If you cancel your policy within 7 days before your next premium is due, we may deduct your next premium and provide you with another 30 days of cover.

The monthly Premium is guaranteed for the 12 months and is renewable each year thereafter. Notification of any Premium Increases will be issued 1 month before the increase takes effect by written communication via email and SMS.

### 1 Year renewable

Your FoodSurance policy will be renewable every year on the policy anniversary. At this time, MobiLife may make changes to bring your policy up to date with the latest rules, terms and conditions. At this time, MobiLife will contact you so that you can choose your benefit and premium for the following year. As you will be older at that time, the premium rates will be higher.

Any change to the benefit and/or premium will be confirmed in writing at least 31 (thirty-one) days prior to the increase taking place.

The policy may not be renewed after your 75<sup>th</sup> birthday.

### Policy Benefit

As the owner of the FoodSurance policy you are the life assured of the policy. The death benefit will be a weekly voucher sent to your beneficiary (the person who will receive the benefit). The voucher will be sent electronically to the phone of your beneficiary and may be redeemed at one of MobiLife's partner stores or ATM's. The voucher will be delivered for as long as the benefit term shown in your policy schedule. The value of this voucher is provided in your policy schedule. Once a claim is being paid the voucher value will increase every year by 6%.

If you skipped premiums in the year before your claim, then the benefit value will be reduced proportionately to the amount of premiums skipped in the 365 days preceding the date of death.

You may not select a total weekly voucher value across all your Standard Bank FoodSurance policies of more than R1,500. If your total is more, MobiLife will contact you to reduce this.

Partner Stores:

Grocery vouchers may be redeemed at any one of our partner stores. MobiLife reserves the right to add or remove companies from the list of partner stores from time to time

Please make sure that you update the name and mobile phone number of your beneficiary on our self-service website [www.mobi.co.za](http://www.mobi.co.za) or by sending an email to [customercare@mobi.co.za](mailto:customercare@mobi.co.za).

## **Benefit term**

The benefit term of the policy is the period of time MobiLife will pay benefit vouchers to your beneficiaries if a claim is approved. The benefit term is shown in your policy schedule.

## **Waiting Period**

There is a waiting period for death due to natural causes for 6 months after the inception date of your policy. MobiLife will only accept a claim during this waiting period if the life assured's death was accidental. Death due to natural causes will only be covered once the full 6 months waiting period has passed.

MobiLife will never pay a claim for death that was due to suicide or participation in illegal activities. We may cancel a policy or decline a claim in the event of fraudulent activity or significant misrepresentation. MobiLife only provides cover within the borders of South Africa and will only pay a claim if supported by a death certificate issued by a South African authority.

If you increase the benefit of your FoodSurance policy at any time, the increased portion will be subject to a waiting period for 6 months after the date of increase.

If you start paying premiums again after skipping more than 4 consecutive premiums a new waiting period of 4 months will be applied, from the date of premium resumption.

If we send vouchers to the mobile phone number you or your beneficiary has provided but the number has changed without informing us, we will not refund those vouchers. It is your and your beneficiary's responsibility to keep the mobile phone number up to date on our self-service website.

## **When your cover starts**

Your cover starts on the day MobiLife successfully collects your first premium.

## **Making changes to your policy**

You can make changes to your policy at any time on our self-service website at [www.mobi.co.za](http://www.mobi.co.za).

You can also contact either MobiLife or Standard Bank Insurance Brokers to speak to a qualified representative to assist you in making a change to your policy.

## **Cancelling your policy**

It is not necessary to cancel your policy if you cannot afford to pay premium for a while. You may simply skip that premium and start paying again when you can afford it. You can skip a premium by selecting this option on the [www.mobi.co.za](http://www.mobi.co.za) website.

However, if you do wish to cancel your policy, you can do so at any time on our self-service website at [www.mobi.co.za](http://www.mobi.co.za)

## How to Claim

Policy claims will be administered by MobiLife. Claims may be submitted by contacting us at [claims@mobi.co.za](mailto:claims@mobi.co.za) or at [foodsurance@standardbank.co.za](mailto:foodsurance@standardbank.co.za). You may also phone MobiLife on (010) 597-2215/6

We will require a copy of the death certificate (BI-5 issued by Department of Home Affairs), plus a copy of the identity document of the life assured claimed for. If MobiLife believes it is necessary, it may also ask for additional information and it reserves the right to do so.

## Complaints Process

All complaints under your policy can be made to MobiLife on [complaints@mobi.co.za](mailto:complaints@mobi.co.za) MobiLife will assess your complaint and will assist you having the complaint resolved. As there are multiple Financial Service Providers involved in your policy MobiLife will assist you in determining if one of these other FSPs should be involved in the complaints process.

If you submit a complaint you will receive confirmation that we have received the complaint within two working days. You will also receive a formal response detailing the outcome of our investigation into your complaint within 14 days from the receipt thereof.

You can access Guardrisk's Complaints Resolution Policy at [www.guardrisk.co.za](http://www.guardrisk.co.za), you can email them at [complaints@guardrisk.co.za](mailto:complaints@guardrisk.co.za) or you can call them on +27-11-669-1000.

You can also contact Guardrisk's Compliance Officer:

Tel: +27-11-669-1039

Fax: +27-12-675-3856

e-mail: [compliance@guardrisk.co.za](mailto:compliance@guardrisk.co.za)

MobiLife's Compliance Officer:

Moonstone Compliance (Pty) Ltd represented by Mr. JC Terblanche

PO Box 12662, Die Boord, Stellenbosch, 7613,

Tel: 021-883-8000

Fax: 021-883-8005/086-510-6201

e-mail: [jterblanche@moonstonecompliance.co.za](mailto:jterblanche@moonstonecompliance.co.za)

You may also contact the Financial Sector Conduct Authority on:

FSCA

P.O. Box 35655, Menlo Park, 0102

Tel: +27-12-428-8000

Fax: +27-12-346-6941

e-mail: [info@fsca.co.za](mailto:info@fsca.co.za)

## Section 2: Statutory Disclosures

### Fees and commissions

Fees payable to the Financial Service Providers are paid in accordance with the Regulations to the Insurance Act 18 of 2017. The Fees are payable by the insurer Guardrisk Life and are already included in your policy premium.

|                  |                                |                       |
|------------------|--------------------------------|-----------------------|
| SBIB             | 7.5% plus VAT of each premium  | Intermediary services |
| MobiLife         | 30% plus VAT of each premium   | Binder services       |
| MKT Marketing SA | R 350 plus VAT per policy sold | Intermediary services |

The detailed fees are also disclosed in your policy schedule.

MobiLife, the administrator of the FoodSurance policy is a subsidiary of entities within Standard Bank Group. Entities within Standard Bank Group may receive dividends from MobiLife should these be declared.

Standard Bank of South Africa earns a brand fee of up to 25% of premium plus VAT for the use of its brand in the marketing of these policies. These fees are payable by MobiLife.

### Personal information consent

Standard Bank Group and its affiliates and its third parties, MobiLife and Guardrisk Life require access to some of your personal information to administer your policy. In terms of the Protection of Personal Information Act of 2013 these entities require your consent to collect and process your personal information. When you bought the policy, you gave these entities your consent to use your personal information as well as to contact data bureaus to enhance certain data items. Where you give personal information about or on behalf of another person (including, but not limited to, beneficiaries), you confirm that you are authorised to give us their Personal Information; to consent on their behalf to the processing of their personal information and to receive any privacy notices on their behalf.

MobiLife will maintain this information with the necessary security and will protect your privacy. MobiLife will never sell your personal information to other parties or use it for other purposes than what it is required for. It may be that some of your personal information will be stored in servers outside of South Africa by any of these entities. If you want to revoke this permission, please cancel your policy on the MobiLife self-service website.

MobiLife always try to detect fraud to protect its customers. If MobiLife detect any possible suspicious activity relating to your policy, MobiLife will contact you. If you cannot provide the necessary information MobiLife needs within 30 days, MobiLife reserves the right to cancel your policy.

|     |   |
|-----|---|
| 1   | About the Insurer Guardrisk Life  |
| 1.1 | Your policy is underwritten by Guardrisk Life Ltd. Guardrisk Life is an authorised Financial Services provider, and a registered long-term insurer. |
| 1.2 | Their Postal address: PO Box 786015, Sandton, 2146  |

- |     |   |
|-----|---|
| 1.3 | Their physical address: 102 Rivonia Rd, Sandton, 2146   |
| 1.4 | Their complaints contact number is 0860 333 361 or email <a href="mailto:complaints@guardrisk.co.za">complaints@guardrisk.co.za</a> |
| 1.5 | Fax number: 012 348 3447  |
| 1.6 | Share Call Number: 0860 324 766   |

|          |  |
|----------|--|
| <b>2</b> | <b>About MobiLife Financial Services Ltd.</b>  |
| 2.1      | Your policy is administered by MobiLife Financial services Ltd. - an authorised Financial Services provider.   |
| 2.2      | MobiLife is a binder services provider to Guardrisk Life, providing the following services:<br>a) Enter into, vary or renew a long -term policy b) Determine the wording of a long-term policy c) Determine premiums under a long -term policy d) Determine the value of policy benefits under a long -term policy and e) Settle claims under a long-term policy |
| 2.3      | Their Postal address: PO Box 10398 Fourways East, 2055   |
| 2.4      | Their physical address: Cedar Tree Office Park, Stinkwood Close, Fourways, 2055  |
| 2.5      | Their complaints contact number is 010 597 2215 or email <a href="mailto:complaints@mobi.co.za">complaints@mobi.co.za</a>  |
| 2.6      | Please visit <a href="http://www.mobi.co.za">www.mobi.co.za</a> to access policy self-service functions.   |
| <b>3</b> | <b>The Ombudsman for Long-Term Insurance</b>   |
| 3.1      | Your policy is underwritten by Guardrisk Life Ltd. Guardrisk Life is an authorised Financial Services provider, and a registered long-term insurer   |
| 3.2      | Their Postal address: Private Bag X45, CLAREMONT, 7735   |
| 3.3      | Telephone Number: (021) 657 5000   |
| 3.4      | Fax number: (021) 674 0951   |
| 3.5      | Toll Free: 0860 103236   |
| 3.6      | Email: <a href="mailto:info@ombud.co.za">info@ombud.co.za</a>  |

Disclosure in terms of the Financial Advisor and Intermediary Services Act, 37 of 2002 (FAIS)

This document contains important information regarding Standard Bank Insurance Brokers (Proprietary) Limited (SBIB, our, we, us), who becomes your intermediary after the sale of the insurance product, it becomes a legally binding agreement between you and us. Please read this document carefully and ensure that you understand its contents.

#### Disclosure and Declaration

As a client of Standard Bank Insurance Brokers (FSP 224), you have the right to the information in this document.

|   |   |
|---|---|
| <b>Your financial services provider</b>   |   |
| Name:   | Standard Bank Insurance Brokers (Pty) Ltd         |
| FSP licence:  | 224   |
| Street address:   | 4 Ellis Street, Constantia Kloof, Roodepoort 1709 |
| Postal address:   | PO Box 31435, Braamfontein 2017                   |
| Telephone number:   | 0860 123 999                                      |
| Fax number:   | 0861 113 289                                      |
| <b>Legal status of SBIB</b>   |   |
| <ul style="list-style-type: none"> <li>• SBIB (registration number, 1978/002640/07) is a Category 1 authorised financial services provider.</li> <li>• SBIB is a wholly owned subsidiary of The Standard Bank Financial Services Holdings (Pty) Ltd, which is a part of the Standard Bank Group (<b>Group</b>).</li> <li>• The Group has shareholding in other companies including the Liberty Group and MobiLife, details of which can be supplied on request or can be viewed at <a href="http://www.standardbank.co.za">www.standardbank.co.za</a></li> <li>• We have no shareholding in any insurer.</li> </ul> |   |
| <b>Professional indemnity insurance</b>   |   |

We hold professional indemnity and fidelity insurance.

### Complaints

If you have a complaint, please contact our Customer Resolution Centre to record and acknowledge receipt of your complaint:

- Telephone: 0860 101 101
- Email: [Complaints.ResolutionCentre@standardbank.co.za](mailto:Complaints.ResolutionCentre@standardbank.co.za)

A copy of our complaints handling process is available on request or can be viewed at:  
<https://www.standardbank.co.za/southafrica/personal/about-us/regulatory/complaints-process>

### FAIS Registered Compliance Officer

|                                     |  |
|-------------------------------------|--|
| FAIS Registered Compliance Officer: | Jan Bezuidenhout   |
| Contact details:                    | 011 636 1781   |
| Email address:                      | <a href="mailto:GroupFAISComplianceofficer@standardbank.co.za">GroupFAISComplianceofficer@standardbank.co.za</a> |

### FAIS Ombudsman

You can request assistance from the Ombudsman if you believe that your complaint has not been resolved satisfactorily by us within 6 weeks of lodging your complaint. You need to refer the dispute to the Ombud within 6 months of the issue remaining unresolved.

#### The details of the Ombudsman:

|                 |   |
|-----------------|---|
| Street address: | Sussex Office Park<br>Ground Floor, Block B<br>473 Lynnwood Road Cnr Lynnwood Road & Sussex Ave,<br>Lynnwood,<br>0081   |
| Postal address: | P O Box 74571, Lynnwood Ridge, 0040   |
| Contact details | Telephone: +27 12 762 5000 / +27 12 470 9080<br>Facsimile: +27 86 764 1422 / +27 12 348 3447<br>E-mail Address: <a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a><br>Website: <a href="http://www.faisombud.co.za">www.faisombud.co.za</a> |

### Representative information:

SBIB representatives are authorised to render intermediary services on our behalf in respect of the product suppliers mentioned in this disclosure.

SBIB will disclose to you if a representative is under supervision when they render financial services to you; or whether the intermediary services rendered is in terms of an exemption granted by the FSCA.

### Conflict of Interest

The Standard Bank of South Africa Limited, and MobiLife are subsidiaries of Standard Bank Group Limited ("SBG").

The dividends from the distribution of products of MobiLife Limited are shared with entities within SBG, through a shareholding in MobiLife Limited.

We subscribe to the Group's FAIS Conflict of Interest Management Policy, which can be found on the following link: <https://www.standardbank.co.za/>

Our staff are salaried and also motivated through a variety of performance based incentives.

We accept full responsibility for the actions of our representatives, when they render financial services to you in respect of the subcategories of financial products set out below (some representatives may be working under supervision).

### Product Suppliers

SBIB is licensed under the FAIS Act to provide intermediary services.



SBIB has no limitations or restrictions on their FAIS license. A copy of the general conditions applicable to SBIB's licence can be made available on request. SBIB's licence is displayed at every business premises of SBIB.

SBIB has contractual relationships with various product suppliers and are authorised to market financial products from the following product supplier/s:

|    |                   |
|----|-------------------|
|    | Underwriter name: |
| 1. | Guardrisk Life    |

Further to this, SBIB has contractual relationships with a number of other product suppliers, a list of which can be found at [www.standardbank.co.za](http://www.standardbank.co.za).

#### Declaration

**SBIB confirms that the following was discussed with the client during the call:**

- I was not asked or forced to waive any of my rights in terms of the FAIS Act.

#### Products

SBIB is authorised to render financial intermediary services in respect of the following subcategories:

- Long-Term Insurance: Category A
- Short-Term Insurance: Personal Lines
- Short-Term Insurance: Personal Lines A
- Long-Term Insurance: Category B1
- Long-Term Insurance: Category B1-A
- Short-Term Insurance: Commercial Lines

#### Data Protection

|                             |   |
|-----------------------------|---|
| <b>Group</b>                | Standard Bank Group Limited, its subsidiaries and their subsidiaries.   |
| <b>Personal Information</b> | Information about an identifiable, natural person and where applicable, a juristic person, including, but not limited to information about: race; gender; sex; pregnancy; marital status; nationality; ethnic or social origin; colour; sexual orientation; age; physical or mental health; well-being; disability; religion; conscience; belief; culture; language; birth; education; medical, financial, criminal or employment history; any identifying number, symbol, e-mail, postal or physical address, telephone number; location; any online identifier; any other particular assignment of the person; biometric information; personal opinions, views or preferences of the person or the views or opinions of another individual about the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; and the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person. |
| <b>Process</b>              | Any operation or activity, automated or not, concerning Personal Information, including: alteration, blocking, collation, collection, consultation, degradation, destruction, dissemination by means of transmission, distribution or making available in any other form, erasure, linking, merging, organisation, receipt, recording, retrieval, storage, updating, modification, or the use of information. Processing and Processed will have a similar meaning.   |
| <b>We, us, our</b>          | The Standard Bank South Africa Limited; Standard Bank Insurance Brokers (Proprietary) Limited and Standard Insurance Limited (where Standard Insurance Limited is the insurer), its successors and assigns.   |
| <b>Data protection</b>      |   |
| 1.                          | You consent to us collecting your Personal Information from you and where lawful and reasonable, from public sources for credit, fraud and compliance purposes, as well as the purposes set out below.  |

2. You acknowledge and agree that it may be necessary for us to share your Personal Information from time to time with certain industry bodies (such as the South African Insurance Association), regulatory bodies (such as the Financial Services Board or the South African Reserve Bank), insurers and/or reinsurers, service providers (such as a panel-beater), agents and internal and external assessors (such as a car assessor) and that we will only do this as appropriate or necessary, in order to provide the products and/or services to you and to comply with the laws and our policies and procedures. You expressly consent to us providing your Personal Information to the above third parties for these purposes.
3. If you give us Personal Information about or on behalf of another person (including, but not limited to, account signatories, shareholders, principal executive officers, trustees and beneficiaries), you confirm that you are authorised to: (a) give us the Personal Information; (b) consent on their behalf to the Processing of their Personal Information, specifically any cross-border transfer of Personal Information into and outside the country where the products or services are provided; and (c) receive any privacy notices on their behalf.
4. You consent to us Processing your Personal Information:
  - to provide products and services to you in terms of this agreement and any other products and services for which you may apply;
  - to carry out statistical and other analyses to identify potential markets and trends, evaluate and improve our business (this includes improving existing and developing new products and services);
  - in countries outside the country where the products or services are provided. These countries may not have the same data protection laws as the country where the products or services are provided. Where we can, we will ask the receiving party to agree to our privacy policies;
  - by sharing your Personal Information with the insurers, our service providers and any other third parties as may be required in order to provide the products and services to you, locally and outside the country where the products or services are provided. As far as possible, we ask people who provide services to us to agree to our privacy policies if they need access to any Personal Information to carry out their services; and
  - within the Group.
5. You will find our Processing practices in the Group's and our privacy statements. These statements are available on the Group's websites or on request. If you are unsure about your tax or legal position because your Personal Information is processed in countries other than where you live, you should get independent advice or ask your consultant to guide you on how you can get independent advice.