

MR PRICE GROUP LTD LOST CARD PROTECTION PLAN

Administered by Volume and Affinity Risk Management (Pty) Limited
VM Centre, 356 Pretoria Avenue, Randburg, 2001
Tel: 011 789 5885

UNDERWRITTEN BY GUARDRISK INSURANCE COMPANY LIMITED GROUP POLICY

In return for You paying the premium and continuing to meet all the conditions for cover, if Guardrisk Insurance Company Ltd (Guardrisk) accepts the premium it will provide insurance cover under the Mr Price Group Ltd Lost Card Protection Plan Policy, as described in this document.

SECTION 1: DEFINITIONS

Administrator

Volume and Affinity Risk Management (Pty) Ltd, Registration no 2009/016248/07.

Agreement

The agreement with Mr Price Group Ltd with which you have arranged insurance cover under this policy and if so, through which you have elected to pay your premium.

Card

Card shall mean your Miladys card.

Credit and Financial Services Provider

The Credit Provider is registered in terms of the National Credit Act 34 of 2005 ("National Credit Act") under number NCRCP46. Mr Price Group Limited (FSP License No 31450) has been licensed by the Financial Services Board in terms of the FAIS Act to render intermediary services in respect of Long Term Category A and B as well as Short Term Category 1 Personal and Commercial Lines. A copy of our FSP license and the conditions of the license are available upon request.

End Date

The last day of your insurance cover as defined in Section 11 "WHEN THE COVER ENDS".

Insured Event

Insured event shall mean:

- the theft away from your home or loss of your Miladys card;
- the theft away from your home or loss of your personal effects at the same time as the theft or loss of your Miladys card;
- the theft away from your home or loss of your ID Book or Driving Licence at the same time as the theft or loss of your Miladys card
- the occurrence of a traumatic event; or
- the occurrence of an emergency situation.

Insurer / We / Us / Our

Guardrisk Insurance Company Limited.

Monthly Premium

The premium you must pay to the insurer each month for cover under the policy.

Period of Insurance

The period between the start date and end date for which you have paid the monthly premium and we have agreed to accept it. The first period of insurance begins at the start date and all periods of insurance must be consecutive.

Personal Effects

Your handbags, wallets, purses, briefcases or the like in which you kept the card at the time of their loss or theft.

Policy

The Mr Price Group Ltd Lost Card Protection Plan.

Policyholder

Mr Price Group Ltd.

Start Date

The date we accept your application for cover under the policy, or the date your agreement starts, whichever is the later.

Traumatic Event

Traumatic events include, but are not limited to, rape, hijacking, child abuse, natural disaster, death, domestic violence, kidnapping, abduction, abuse to women, abuse to men, armed robbery, car accident, alcohol or drug abuse, fire, a, runaways or stranded persons, HIV and AIDS.

You, Your

A person who is eligible for cover under the policy, who has applied for and been accepted for insurance cover and is named as the person insured in the application form.

SECTION 2 - ELIGIBILITY

To be eligible for cover under the policy, you must meet the following conditions at the start date:

- You must be the first named borrower on the agreement, or be specified as the Partner of the first named borrower;
- You must be at least 18 and less than 60 years of age on the date of application of cover;
- You must work, live and be authorized to reside permanently in South Africa;
- You must apply for cover and agree to pay the monthly premium; and
- You must agree to keep to the terms and conditions of the policy.

SECTION 3 - LOST CARD PROTECTION COVER

WHAT WE WILL PAY THE POLICYHOLDER

During a period of insurance, in the event that your card is lost or stolen away from your home we shall indemnify you against any amount owing, up to R15 000, which was not incurred by you on your Miladys account through the illegal use of your card after such time that we have been notified of the theft or loss. Benefit will be paid to your Miladys account.

WHAT WE DO NOT PAY FOR

There shall be no payment under this policy for loss arising directly or indirectly from the following:

- Flood and earthquake;
- Civil commotion, riot, insurrection, war or any act incidental to war (whether declared or not);
- Radiation contamination or the radioactive effect of any nuclear fuel or component thereof;
- Illegal acts committed by you; or
- Mysterious disappearance.

There shall be no payment under this policy for loss of your card if it is lost in baggage unless such baggage is carried by hand and under your personal supervision.

SECTION 4 – PERSONAL EFFECTS BENEFIT

WHAT WE WILL PAY THE POLICYHOLDER

During a period of insurance, we shall pay a benefit of up to R300 to your Miladys account for the cost of replacing your personal effects which are lost or stolen away from your home (except in the case of armed hold up or burglary) at the same time that your card is lost or stolen away from your home.

WHAT WE DO NOT PAY FOR

There shall be no payment under this policy for loss arising directly or indirectly from the following:

- Any item listed in Section 3 – “WHAT WE DO NOT PAY FOR”; or
- In the event that you do not report the matter to the police and obtain a case number;
- If you do not report your lost or stolen Miladys card
- For lost or stolen cell phones or other mobile/portable electronic equipment or accessories;
- For cash carried; or
- More than one claim per Miladys account holder under this section each calendar year.

SECTION 5 – ID AND DRIVING LICENCE BENEFIT

WHAT WE WILL PAY YOU

During the period of insurance, we shall pay you a benefit of up to R250 for the cost of replacing your ID Book or Driving Licence which is lost or stolen away from your home at the same time that your card is lost or stolen away from your home.

WHAT WE DO NOT PAY FOR

There shall be no payment under this policy for loss arising directly or indirectly from the following:

- Any item listed in Section 3 – “WHAT WE DO NOT PAY FOR”; or
- Any item listed in Section 4 – “WHAT WE DO NOT PAY FOR”.

SECTION 6 – PROTECTIVE REGISTRATION

If, following the loss or theft of your ID Book, passport or personal information, you think your identity is being misused then at your request we will register your personal details with the South African Fraud Prevention Service (SAFPS) to reduce the risk of your identity being unlawfully used to obtain credit or funds in your name. Contact the administrator on 011-789 5885 to register.

SECTION 7 – 24/7 TRAUMA ASSIST LINE

After the occurrence of a traumatic event you may call the 24/7 Trauma Assist Line for counselling. This line is always staffed by trained and qualified trauma counsellors. Call 0861 127 326 for Trauma assistance.

SECTION 8 – MOBILE TRAUMA ALERT

At the push of a button on your cell phone 5 family members will be alerted that you are in an emergency situation. Kindly note that the Trauma Alert Service will only operate if there is a sufficient minimum amount of airtime available on your phone to make a call.

Neither Mr Price nor Guardrisk Insurance Company Limited nor the service provider contracted to provide the Mobile Trauma Alert Service ("Aforesaid Parties") shall be liable to you in connection with the Mobile Trauma Alert Service, including in circumstances where the Mobile Trauma Alert Service is inoperative or where any message is not sent or delivered to all or any of the persons nominated by you to receive the alerts for any reason (including but not limited to because there was insufficient airtime available on your cellular phone). You further agree that you understand that the Mobile Trauma Alert Service does not include any obligation on the part of any of the Aforesaid Parties to procure that any law enforcement or other authorities respond or are alerted following the activation by you of an alert, nor does the Mobile Trauma Alert Service include any response action on the part of the Aforesaid Parties themselves.

SECTION 9- MAXIMUM BENEFITS PAYABLE

The maximum benefit payable in the event of the theft or loss of your card under this policy is R15 000.

SECTION 10 - CLAIMS

Any loss or theft of your card must be notified to us immediately and no later than 24 hours after the insured event by contacting us on 011 789 5885 or by fax on 086 525 1785, so that we can arrange for your card to be immediately deactivated.

A claim form will be sent to you. You must return it to us within 30 days. Please ensure that all sections of the claim form are fully completed and any relevant documents are enclosed and sent to us.

Should you need any help in completing your claim form, please contact us.

SETTLING A CLAIM

We will need proof of the circumstances leading to your claim in respect of the loss or theft of your card.

In the case of theft you are to report the theft to the South African Police within 24 hours of the theft and obtain an incident report number.

We may ask for other evidence.

We will make the necessary arrangements for you to be issued with a new card within 7 (seven) days of the claim being paid.

SECTION 11 - WHEN THE COVER ENDS

Your insurance cover under the policy will end and no further benefit will be payable, as soon as one of the following occurs:

- You fail to pay the monthly premium;
- You advise us that the policy should be cancelled
- We advise you that your insurance cover has ended; or
- The date your agreement ends.

SECTION 12 - GENERAL CONDITIONS

If you do not keep to the terms and conditions of this policy, you will not be entitled to any benefit under this policy.

If you give false or misleading information when you applied for cover under the policy, and this information affected the decision to insure you, your cover under the policy will end.

If any benefit is paid as a result of your false claim, you will not receive any benefit under this policy and your cover under this policy will end.

If any benefit is paid as a result of your false claim, you will have to repay any benefit you have received and we will take legal action against you.

The contract between you and us is made up of this policy, any endorsement, any written statement of Your medical conditions and any other information provided by You including that in Your credit application.

The rights under this policy cannot be transferred to anyone else and the policy cannot be used to protect any person other than you.

When your cover under the policy ends it will not have a cash value.

We have the right to change or cancel your insurance cover under this policy. You will be told at least 30 days before the change or cancellation takes effect.

For the purposes of disclosure of private underwriting and claims information You consent and acknowledge that the sharing of claims information and underwriting information (including credit information) by Insurers is essential to enable the Insurance Industry to underwrite policies and assess risks fairly and to reduce the incidence of fraudulent claims, and accordingly You waive any rights of privacy of insurance information in respect of any claim made.

You also acknowledge that the information provided by You may be verified against other legitimate sources or databases. You also waive any rights of privacy and consent to the disclosure of any information relevant to any insurance policy or claim concerning You.

Should you wish to cancel your cover under the policy, please do so in writing with one calendar month's notice to the following address:

Volume and Affinity Risk Management (Pty) Ltd
P O Box 983
Northlands, 2116
Tel: 011 789 5885, Fax: 086 525 1785

The law of South African governs this policy.

SIGNED ON BEHALF OF GUARDRISK INSURANCE COMPANY LIMITED BY

HERMAN SCHOEMAN - MANAGING DIRECTOR

**STATUTORY NOTICE TO SHORT TERM INSURANCE POLICY HOLDERS
IMPORTANT – PLEASE READ CAREFULLY
DISCLOSURE AND OTHER LEGAL REQUIREMENTS**

(This Notice does not form part of the Insurance Contract nor any other document)

As a short term insurance policyholder, or prospective policyholder, you have the right to the following information

1. YOUR INTERMEDIARY			
Company name:	MR Price Group Limited		
Physical Address:	65 Masabalala Yengwa Avenue, Durban 4001	Postal Address:	P O Box 912, Durban, 4000
Telephone Number:	031 310 8000	Facsimile Number:	031 304 3725
Legal status of the intermediary and the disclosure of any shareholding that the provider may have in excess of 10% in the insurer, any other equivalent substantial interest and if applicable disclosure of whether the intermediary has derived more than 30% of its total remuneration over the preceding 12 months from the insurer:			
We have a written mandate to act as Intermediary on behalf of the Insurer			
Mr Price Group Limited has Professional Indemnity Insurance Cover in force.			
Mr Price Group Limited is in possession of the required written agreement to act as an intermediary of Guardrisk Insurance Company Limited			
Statutory commission is paid by Guardrisk Insurance Company Limited to 20%			
Financial Advisory and Intermediary Services (FAIS) Registration Number is 31450			
Without in any way limiting and subject to the other provisions of the Services Agreement/Mandate, Mr Price Group Limited accepts responsibility for the lawful actions of their Representatives (as defined in the Financial Advisory and Intermediary Services Act) in rendering financial services within the course and scope of their employment.			
Claims Procedure:	Completed claims forms and all required documents to be submitted to Volume and Affinity Risk Management (Pty) Ltd, 356 Pretoria Avenue, Randburg, 2194		
Complaints Procedure:	Complaints relating to any advice given to you by your intermediary may be notified in writing to: Volume and Affinity Risk Management (Pty) Ltd: complaints@varisk.co.za		
Compliance Officer:	Not applicable		
Policy Wording:	A copy of the policy wording can be obtained from Mr Price Group Limited or from the Administrator: Volume and Affinity Risk Management (Pty) Ltd		
2. DETAILS OF THE ADMINISTRATOR			
Company name:	Volume and Affinity Risk Management (Pty) Limited Registration number 2009/016248/07 is mandated by Guardrisk Insurance Company Limited to act as an administrator for all financial products that are sold to clients on its behalf.		
Physical Address:	356 Pretoria Avenue, Randburg, 2194	Postal Address:	P O Box 982, Northlands, 2116
Telephone No:	011 789 5885	Facsimile No:	086 525 1785
FAIS Registration:	Volume and Affinity Risk Management (Pty) Limited is a juristic representative of ISS Ltd in terms of FAIS Act, FSP No. 19015		
Claims Procedure:	Completed claims forms and all required documents to be submitted to Volume and Affinity Risk Management (Pty) Limited, 356 Pretoria Avenue, Randburg, 2194		
Compliance Officer:	Not applicable		
3. DETAILS ABOUT THE PRODUCT SUPPLIER			
Company Name	Guardrisk Insurance Company Limited Registration No. 1992/001639/06		
Postal Address	P O Box 786015, Sandton, 2146	Physical Address	Alexander Forbes Place, 4 th Floor Rivonia Road, Sandton
Telephone Number	+27-11-669-1000	Fax Number	+27-11-669-1931
FAIS Registration	Guardrisk Insurance Company Limited is an authorised financial services provider in terms of the FAIS Act, FSP No.26/10/75		
Compliance Officer	The Compliance Manager, Tel +27-11-669-1039, Fax +27-11-669-2792, e-mail compliance @guardrisk.co.za		
Type of Policy	Mr Price Group Limited Lost Card Protection Plan		
4. PREMIUMS (DETAILS OF THE PREMIUMS PAYABLE)			
Due Date of Payment:	Your monthly premium will form part of your monthly account with Mr Price Group Limited		
Consequence of Non-Payment:	If the premium is not received as aforesaid, you have further 15 days to pay failing which the policy will be cancelled and any claim will not be covered.		
Method of Payment:	Your monthly premium will form part of your monthly account with Mr Price Group Limited		
5. OTHER MATTERS OF IMPORTANCE			
i	You will be informed of any material changes to the information about the intermediary and or insurer provided above.		
ii	If any of the information reflected above was given to you orally, this disclosure notice serves to provide you with the information in writing. Should you not be satisfied with the policy, you are entitled a period up to 30 days within which you may cancel your policy in writing at no cost. Cover will cease upon cancellation of the policy.		
iii	If we fail to resolve your complaint relating to an advice satisfactorily, you may submit your complaint to the FAIS Ombudsman at P.O. Box 74571 Lynwood Ridge 0040 or any other complaint to the Ombudsman of the Short Term Insurance.		
iv	You will always be given a reason for the repudiation of your claim.		
v	If the insurer wishes to cancel your policy, this will be done in writing, to your last known address.		
vi	You will always be entitled to a copy of your policy at no extra charge.		
6. WARNING			
i	Do not sign any blank or partially completed application form.		
ii	Complete all forms in ink.		
iii	Keep notes of what is said to you and all documents handed to you.		
iv	Don't be pressurised to buy the product.		
v	If you fail to disclose facts relevant to your insurance, this may influence the assessment of a claim by the insurer.		
For complaints on claims that are not satisfactory resolved by the product supplier contact:		For complaints to the intermediary or insurer that are not resolved to your satisfaction, please contact:	
7. PARTICULARS OF THE SHORT TERM INSURANCE OMBUDSMAN		8. PARTICULARS OF THE REGISTRAR OF SHORT TERM INSURANCE	
Postal Address:	P O Box 32334 Braamfontein, 2017	Postal Address:	Financial Services Board PO Box 35655, Menlo Park, 0102
Telephone Number:	012 726 8900	Telephone Number:	012 428 8000
Facsimile Number:	012 726 5501	Facsimile Number:	012 347 0221