

Underwritten by



EcoSure Family Funeral Cover!

Terms & Conditions

Introducing your policy

This document sets out the terms and conditions of the EcoSure Funeral Plan offered by LNIG HOLLARD to Sasai Econet Financial Services and Econet subscribers. Please read and fully understand each clause set out in these terms and conditions.

These terms and conditions can be changed at LNIG HOLLARD's sole discretion subject to sixty (60) days' notice to the main insured person. LNIG HOLLARD will notify the main insured person by SMS of any amendments to these terms and conditions and ensure that they are available at all Sasai Econet Financial Services customer service touch points and on the official Econet website. Any main insured person who does not accept the changes to the terms and conditions of this agreement shall notify LNIG HOLLARD in writing within thirty (30) days of posting of the amendments at Sasai Econet Financial Services customer touch points, and such notification shall be deemed to constitute termination of this insurance policy with effect from the date on which the new amendments take effect.

When an Econet subscriber registers for the EcoSure Funeral Plan, the subscriber must know and fully understand the terms and conditions set out in this document.

Confirmation of registration means that the SEFS Customer agrees to abide and be bound by these Terms and Conditions in respect to the Ecosure Funeral Plan.

Welcome to LNIG Hollard

LNIG Hollard is committed to providing world class service. Our aim is to ensure that all our communication with you is honest and easy to understand. We wrote this policy in plain English.

We will pay a valid claim for the benefits set out in this policy on condition that:

- you pay the premium set out in this policy;
- you give us all the information we ask for that materially affects our risk; and
- you and all the insured persons keep to the terms and conditions of this policy.

The parties to this policy

The policy is a legal contract between you and LNIG Hollard. Only you have rights under this policy.

- 'We', 'us' and 'our' refer to LNIG Hollard, registration number I95/267. LNIG HOLLARD is a registered insurance company and an authorised Financial Services Provider.
- 'You' and 'your' refer to the main insured person who is the owner of this policy.

Key definitions used in this policy

We have given a specific meaning to certain words. These words appear in italics. The glossary at the end of this document gives the definitions that have the same meaning anywhere in this policy. Certain definitions only apply to a specific benefit section and will appear at the end of each benefit section. The most common definitions used in this policy are below.

- 'policyholder' refers to you, the owner of the policy and the main insured person.
- 'insured person' refers to a person that meets the conditions for eligibility.
- 'main insured person' refers to the person who we accepted as the main insured person.

How to read this policy

- The plural of these words is used where appropriate.
- The headings in the policy are for reference only and will not affect the meaning of the terms and conditions to which they relate.
- When we refer to a specific section of this policy, the reference will include the name of the heading. Days refer to ordinary calendar days, including weekends and public holidays.
- Month means a calendar month including the first day, the last day and including weekends and public holidays.
- Words which refer to natural persons will also refer to legal persons.
- 'He', 'him' and 'his' refers to a male or female.

Your policy

This policy is a legal contract between you and us and includes your registration and the policy wording.

- The registration is where you asked us to cover all the insured persons under this policy, and where you gave us permission to collect the monthly premium.
 - The registration is electronic via your mobile device or physical form that you completed at your local SEFS customer service touch points; or
 - If you make any changes or additions to the policy after the policy start date, the physical form you completed when you made the changes will also be part of this policy.
- The policy wording includes the general terms and conditions and the benefits as explained below:
 - The general terms and conditions include all the terms, conditions and exclusions that apply to all the benefits.
 - The benefits set out the terms and conditions specific to the selected benefit.

The policy wording makes up your policy documentation that we sent to you. You must carefully read these documents together. Make sure you understand what you are covered for as well as what your responsibilities are. If you do not keep to the terms of this policy, it may result in us not paying a claim or cancelling your policy.

We are not bound by any changes unless we have agreed to them in writing and have included them into this policy by issuing you with a new policy wording or policy schedule. This policy document replaces all previous policy documents.

The policy document will always be the final determining factor in the event of any disagreement around meaning or interpretation.

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A. Policy Packages, Benefits and Premiums

There are four policy packages options that will be available to Econet subscribers:

- Family Cover
 - Family Cover allows main insured persons to register their spouse and children at no additional cost.
 - The premium is paid per family package and is the same irrespective of the insured person's age.

Family Package	Benefits	Premiums
Lite	M 10 000	M 30.00
Basic	M 20 000	M 58.00
Standard	M 30 000	M 84.00
Premium	M 50 000	M 140.00

- Econet subscriber may join individually via the mobile phone or as an *insured person* on Family Cover.

Single Life/Extended Package	Benefits	Premiums
Lite	M 10 000	M 20.00
Basic	M 20 000	M 40.00
Standard	M 30 000	M 60.00
Premium	M 50 000	M 100.00

- Extended Family Cover
 - Extended Family Cover allows main insured persons to register their extended family members.
 - Extended Family Members may not have more cover than the main insured person.
 - The premium is paid per head and is the same irrespective of the insured person's age.

B. Diaspora

- A main insured person can add an insured person who is in the diaspora under Family Cover Package.
- Packages and premiums depend on the location of the insured person and are as follows:

Location	Benefits Available	Monthly <i>premium per insured person</i>
Africa	M 25 000	M 50.00
Rest of the World	M 50 000	M 100.00

- An insured person may not have more cover than the main insured person.
- Registration for the packages in the table above is limited to insured persons in the Diaspora who want to be repatriated to Lesotho.
- Claims will only be payable to a beneficiary on repatriation, being upon arrival of the body of the deceased in Lesotho; OR to the repatriating Funeral Service Provider in the Diaspora prior to repatriation of the deceased's body to Lesotho. The beneficiary will advise us which option they are taking up.
- Further, in the event of payment to a repatriating Funeral Service Provider, any remaining balance of the policy will be paid out into the appointed beneficiary's EcoCash wallet or bank account

C. Family Cover

- The Family Cover Package allows a main insured person of the EcoSure Funeral Plan to cover their spouse and children under their policy.
- The main insured person, spouse and children under the policy shall be treated as a family for premium payments, exclusions and all other terms of the EcoSure Funeral Plan.
- A main insured person can cover the following extended family members as insured persons directly on their mobile phone:
 - Spouse;

- Adult Biological or legally adopted children;
- Adult Grand Children;
- Biological parents;
- Biological grandparents; and
- Parents-in-law
- An insured person should be at least 0 years old (newly born) but
 - The main insured person and spouse must be younger than 60 years old; and
 - Extended family members must be younger than 70 years old.
- The family premium is paid per family package and extended family member premiums are paid per head and is the same irrespective of the insured person's age.
- An insured person may not have more cover than the main insured person.
- Children cover is as follows:
 - At least 14 years old but younger than age 21 will receive 100% of the main insured person's cover amount;
 - At least 6 years old but younger than age 14 will receive 50% of the main insured person's cover amount subject to a maximum of M30 000;
 - At least 0 years old but younger than age 6 will receive 25% of the main insured person's cover amount subject to a maximum of M10 000;
 - A stillborn will receive 12.5% of the main insured person's cover amount subject to a maximum of M10 000.
- Insured persons are transferable amongst insured persons such as between husband or wife for minors and siblings for elderly biological parents.
- Where an insured person is 21 years or older and does not have an active Econet line that is registered on EcoCash, a main insured person will be requested to visit the nearest Econet shop with the following documents
 - A copy of identity document of the insured person;
 - Proof of relationship to the insured person
 - Mobile phone number registered in the insured person's name in accordance to the Lesotho Telecommunications Authority regulations.
- A person can only be added once as an insured person on any policy but can have an individual policy or policies of their own.
- A person can only be covered for up to M 50 000 across all policies.
- The cover that can be bought for certain insured persons will be limited as follows:
 - M30 000 for insured persons older than 5 years but younger than 14 years old, and
 - M10 000 for insured persons 5 years old or younger.

D. Exclusions

- Exclusions mean instances where we will not be obliged to pay out a *claim* where an *insured person* dies as a result of the following excluded activities:
 - *Insured persons aged below 60 age next birthday:*
 - *Death due to natural causes* occurring within six months (waiting period) of the *benefit start date* of the policy of the *insured person*. The maximum benefit payable upon *death due to natural causes* shall be paid as follows:

Time of Death from policy start date	0 to 6 months	6 to 12 months	After 12 months
Maximum Benefit Payable	M 0	M 30 000	M 50 000

Insured persons aged 60 age next birthday and above:

- *Death due to natural causes* occurring within twelve months (waiting period) of the *benefit start date* of the policy of the *insured person*. The maximum payable upon *death due to natural causes* shall be paid as follows:

Time of Death from policy start date	0 to 6 months	6 to 12 months	After 12 months
Maximum Benefit Payable	M 0	M 0	M 50 000

Death due to suicide occurring within twelve months (waiting period) of the benefit start date of the policy of the insured person.

- War, insurrection or civil commotion.
- Epidemics as defined and declared by the World Health Organisation standards.
- A claim for a person who does not qualify for cover under this agreement.
- A fraudulent or dishonest claim.

E. Registration

- EcoSure Funeral Plan provides cover for funeral expenses in the event of the death of an insured person. The premium payment for cover will be deducted from the main insured person's Econet Airtime Balance or EcoCash wallet at the specified payment frequency.
- To register for the EcoSure Funeral Plan, the main insured person must be at least 18 years old but younger than 60.
- Registration is automated and shall be done through the main insured person's mobile phone.
- A main insured person must have an active Econet GSM cell number to be able to register for the EcoSure Funeral Plan.
- In order to register for the EcoSure Funeral Plan, a main insured person will need to supply the following information:
 - Full name and surname;
 - Identity number;
 - Gender;
 - Date of birth;
 - Beneficiary's name and surname;
 - Beneficiary's relationship to the main insured person;
 - Beneficiary's date of birth; and
 - Beneficiary's contact cell number.
- Before a policy can be issued the main insured person has to complete the registration process which includes confirming the personal details listed above, selection of the preferred EcoSure Funeral Package and method of payment of the initial premium (via Automatic Airtime Debit or via EcoCash using text instructions – Dial *188#).
- By completing the registration process a main insured person confirms acceptance of these terms and conditions and authorises us to debit their Econet Airtime and EcoCash Balance for the first premium and monthly thereafter.

F. Policy Start Date and Period of Insurance

- The EcoSure Funeral Plan is effective as of the policy start date.
- The policy start date is calculated as follows:
 - If a main insured person registers between the 1st day of the month and the 10th day of the month (inclusive), the policy start date shall be a date in that same month on which the first premium is successfully deducted from main insured person's Econet Airtime Balance or EcoCash Wallet
 - If the main insured person registers between the 11th day of the month and the end of that month, the policy start date will be the 1st day of the following month.
- The first premium shall be automatically deducted from main insured person's Econet Airtime or EcoCash Wallet Balance upon registration.
- Following the first premium payment, the Premium Payment Date shall fall on the 1st day of each month.
- Cover lasts for three calendar months from each Premium Payment Date.
- The policy is renewable by monthly debit from the main insured person's Econet Airtime Balance or EcoCash wallet or any other means as agreed upon with us.
- Should payment fail on the 1st of the month, EcoSure will make several deduction attempts against the Econet Airtime Balance or EcoCash wallet for three months until successful payment is made.
- Attempts will be made to collect missed premiums every month for a maximum of three months after which the Policy will lapse.
- A main insured person may cancel the policy by giving 30 days' notice at an Econet shop with proof of identification.

- The policy is terminated on the death of the main insured person, cancellation by the main insured person, lapse of cover and/any other arrangement agreed between the main insured person and us.

G. Changes in Packages

- If the main insured person elects to increase his/her cover, to any package other than the policy package, the benefits will be paid as follows:
 - If death is by natural causes the previous cover level will be in force for six months after which the new cover level will take effect;
 - If death is by accident the new cover level will take effect immediately and any claim will be payable as per the new cover level.
- If the main insured person elects to decrease his/her cover, the new cover level takes effect immediately regardless of whether death is by accident or natural cause.
- If the main insured person elects to increase his/her cover from any package to the policy package, the benefits will be paid as follows
- If death is by natural causes the benefits shall be payable as follows:
-

Time of Death after Upgrade	0 to 6 months	6 to 9 months	After 9 months
Maximum Benefit Payable	According to previous package	M 15 000	M 25 000

If death is by accident the new *cover* level will take effect immediately and any claim will be payable as per the new *cover* level.”

- If the *main insured person* elects to increase his/her *cover*, to any package other than the *policy package*, the benefits will be paid as follows:
 - If death is by suicide the previous cover level will be in force for twelve months after which the new *cover* level will take effect.

H. Premium Payment

- *Cover* is for funeral expenses provided the *premiums* are paid in accordance with the rules below:
 - The first *premium* is due upon registration, while the *premiums* that follow thereafter are due on the 1st day of each month.
 - *Premiums* will be paid via the EcoCash balance or *Econet Airtime Balance*
 - The exact *premium* amount must be paid. Part payments are not possible.
 - There will be no *claim* settlement if the policy has lapsed.
- The Grace Period for this policy is a maximum of ninety (90) days from the due date within which the *premium* should be paid after which the policy will automatically lapse.

I. Lapse of Cover

- The policy will lapse on the 90th day after the Premium Due Date if the *premium* is not paid by the aforesaid date.
- The policy shall not have a surrender value.

J. Notice Period for Premium Increase

- Sixty (60) days' notice will be given by *us* for any increases in *premium*.

K. Misrepresentation and Fraud

- Any misrepresentation or non-disclosure of a *material information* by the *insured person* may result in the policy being cancelled, a *claim* rejected or the policy being voided from inception without any refund of *premiums*.
- Any fraudulent act used to obtain any benefit by a *beneficiary* under the policy may render the policy cancelled or void from inception and any claim or *premiums* paid in such event will be forfeited.

L. Changes in the policy

- Any changes to the policy must be done at an Econet shop with proof of identification.
- Such changes are limited to:
 - Change of mobile number; and
 - Corrections of any personal details on the policy
- There can be no change in the identity of the insured person on a given policy other than official changes in name in accordance with the laws of Lesotho.
- A cancelled policy can never be reinstated. An applicant will have to make a new application for a new policy.

M. Beneficiary

- A main insured person can only appoint two (2) beneficiaries. A principal beneficiary who shall receive the death benefit upon the insured person's death and an alternate beneficiary who is the second-choice person the main insured person nominates to receive the benefits of the policy in the event that the principal beneficiary is incapacitated or has died.
- The beneficiary could only be an individual.
- No provision in any will or testament will have the effect of varying the beneficiary appointed in the policy.
- If the principal beneficiary has died, the death benefit will be paid to the alternate beneficiary selected by the main insured person.
- If both principal and alternate beneficiaries have died or where the main insured person did not appoint any beneficiary, the death benefit will be paid to the insured person's surviving spouse on submission of a Marriage Certificate and ID.
- If the insured person does not have a surviving spouse the death benefit will be paid to a beneficiary nominated per the instruction from District Administrator's office
- If the beneficiary selected is an individual and is under the age of 18 the proceeds of the claim will be paid per the instruction from the Office of the Master of the High Court.

N. Indemnity

- Upon the death of an insured person, we will pay the amounts stated in section A to a beneficiary, but subject to the exclusions and conditions in this policy.
- If we claim that the payment is not due and payable by virtue of the exclusions or non-compliance with any of the terms and conditions stated herein, onus shall be on the beneficiary to prove the contrary.

O. Claims Procedure

- A claim must be presented as soon as possible from the date of any insured person's death. A claim will be paid into the beneficiary's bank account.
- A claim will be submitted through Econet shops only.
- We must be notified that a claim is being made as soon as reasonably possible after the death of an insured person but in any event no later than 180 (one hundred and eighty) days from date of death.
- In addition to a fully completed SEFS Death Claim form, certified copies of the following documents must be provided at Econet shops Econet:

- Death Certificate;
- Mortuary Certificate;
- Medical Certificate of the Cause of Death (if the deceased died in hospital);
- Police Report (in the case of unnatural causes of death);
- Deceased's proof identity;
- Beneficiary's proof of identity;
- Beneficiary's banking details; or
- Beneficiary's contact cell number.
- Pay out to the beneficiary will be into their bank account.
- Where a death certificate has not been submitted with the initial claim, it **MUST** be submitted to us within 180 (one hundred and eighty) days from date of death.
- The claim pay-out will be within 48 (forty-eight) hours after submission of all documents
- In the event of death of an insured person, the benefit is paid to the main insured person.
- In the event the main insured person dies, the insured persons may be transferred to another main insured person as advised by beneficiary and after consultations with new main insured person failure of which the insured person's cover will lapse. Any premiums paid in advance by the deceased main insured person in respect of the insured persons shall be reimbursed and paid to the beneficiary.

P. Repudiation of Claims, Conflict and Dispute

- In the event of repudiation by us of a claim or portion of a claim hereunder, (and after receiving a written objection from the beneficiary within thirty (30) days after such repudiation) the decision shall be reviewed by an appraiser. The appraiser's view will not be binding on us but may serve as a basis for a reappraisal of the decision to repudiate.
- In the event of the beneficiary not agreeing with our reappraisal, the beneficiary will notify us in writing within thirty (30) days.
- Thereafter the matter shall be referred to arbitration by us in terms of the relevant legislation, within a period of sixty (60) days.

Q. Communications

- We are entitled to address any written communication in the manner it deems most expedient by SMS or through other means such as the Econet website (www.etl.co.ls) and ETL social media pages.

Q. Limit of Indemnity

- Any claim brought by the beneficiary as a result of the EcoSure Funeral Plan for whatever reason shall be limited to the benefit the insured person is entitled to in terms of their policy and these terms and conditions.
- The insured person may benefit from EcoSure Funeral Plan as long as we continue to offer the EcoSure Funeral Plan to the insured person. Any claims made after the discontinuance of EcoSure Funeral Plan for whatever reason shall not be valid. We shall pay-out all claims that meet the terms and conditions and are submitted no later than 180 days after discontinuance of EcoSure Funeral Plan.

R. Whole Agreement

- These Terms and Conditions shall constitute the sole agreement between us and the insured person.
- No contrary representations or agreement to amend the Terms and Conditions shall be of any force or effect unless reduced to writing and signed by someone specifically authorized thereto in writing by us.

S. Glossary of defined terms

We have given a specific meaning to certain words. These words appear in *italics*. This glossary gives the set of definitions that have been used in this document and that have the same meaning anywhere in this policy. This glossary does not include definitions that only apply to a specific benefit section. Those definitions will appear at the end of each benefit section.

Appraiser	Means an insurance expert engaged by us to review any repudiated claim, conflict or dispute.
Beneficiary	A person that you chose to receive an insured person's benefits on the death of the insured person. This is known as nominating a beneficiary.
Principal Beneficiary	A person that is your first-choice person which you nominate to receive the benefits in the event of an insured person's death.
Alternative Beneficiary	A person that is your second-choice person which you nominate to receive the benefits in the event that the principal beneficiary is incapacitated or has died.
Benefit amount	Means the amount of money that will be paid out to a beneficiary in the event of the death of an insured person.
Benefit premium	The monthly cost of the selected benefits on this policy for each insured person.
Benefit start date	The benefit start date for each insured person or benefit may be different. This is the date when an insured person's cover for a specific benefit begins under this policy.
Child	Will mean an unmarried, financially dependent child of the main insured person or spouse, who has not yet attained the age of 21, and will include: - - a biological child, a posthumous child and a grandchild - - a stepchild, a legally fostered child and an adopted child. While the main insured person or spouse is eligible for cover under this policy, the age may (at our discretion), be extended to age 25 in respect of: - - an unmarried child who is a full-time student at a registered educational institution; and - - an unmarried, financially dependent child of the main insured person or spouse who is mentally disabled or permanently, totally or physically disabled.
Claim	A request for a benefit pay-out done by a beneficiary and or his representative or guardian in the event of the death of the insured person.
Claimant	The person who has told us about a claim and whose claim was accepted by us.
Cover	Means a promise made under this policy by us to pay a specified amount of money under the EcoSure Funeral Plan, in return for a premium.
Death by accident	Means an unforeseeable event that occurs after the benefit start date and which, in a violent, external and visible manner, independently of any other cause, directly results in the death of the insured person.
Death by natural causes	Means a death that is primarily attributed to an illness or an internal malfunction of the body not directly influenced by external forces such as accident or homicide, but excluding the exclusions set out in these terms and conditions.

EcoCash wallet or Econet Airtime Balance	Means an electronic EcoCash wallet held with Sasai Econet Financial Services(Pty) Ltd the name of the insured person, Sponsor, and/ or beneficiary.
Econet Micro Insurance System	Means the system which manages the Econet insurance services.
Econet Agent	Means an entity and/or individual registered by us to assist in submission of claims.
EcoSure Funeral Plan	Means a funeral assurance cover that entitles a promised amount determined by the policy package to be paid out in the event of the death of an insured person.
Insured person/s	Refers to the person who meets the conditions for eligibility and a person whom the main insured person has a legal duty to support, such as: - Spouse; - Biological or legally adopted children; - Grand Children; - Biological parents; - Biological grandparents; and - Parents-in-law.
Insured event	Is something that happens to an insured person under this policy that results in us paying out a claim. This is death by accident or death by natural causes.
Main insured person	Refers to the individual Ecosure Funeral Plan applicant. Main insured persons must be 18 years or older but younger than 60 years to qualify to register for a policy.
Material information	Information that affects our decision to cover an insured person on the terms and conditions in this policy.
Parent	Includes the parent of the main insured person and/or spouse where the main insured person and/or spouse is a biological child, a step-child, a legally fostered child or an adopted child of the parent.
Period of insurance	Means the period between the policy start date or the benefit start date and the date when the policy ends, subject to the receipt of your monthly premium. Cover is active for one month and is renewable with each subsequent premium payment.
Policy	Means this EcoSure Funeral Plan contract between us and the main insured person, which determines the claim which we are legally required to pay in the event of an insured person's death.
Policy cancellation	Means the withdrawal and/or termination of a policy by us or by the main insured person.
Policy number	Means the unique number generated by the Econet Microinsurance System and may be the main insured person's unique mobile number. The main insured person's policy number may be quoted in all correspondence pertaining to the insured person's Ecosure Funeral Plan.
Policy package	Means the EcoSure Funeral Plan options available for selection by a main insured person for himself and/or insured persons.
Policyholder	Refers to you, the owner of this policy. The policyholder is also the main insured person.

Policy review date	The month on which we will review your policy every year, as set out in the policy schedule. This is the date on which we: - will automatically increase the premium (if applicable); and - may make changes to the policy conditions.
Policy start date	The date cover for the main insured person begins under this policy. The policy start date will be the later of: - the first of the month during which we received the first total premium; and
Premium	Means the amount that the main insured person is required to pay every month or at any other frequency specified under the policy to maintain the policy. The premium is paid through automatic deduction from the main insured person's Econet Airtime Balance, EcoCash wallet balance or any other means as agreed upon with us.
Premium collection date	The day in each month, on which the main insured person agreed for us to collect the premium as: - a debit to the main person insured's Econet Airtime Balance; or EcoCash wallet balance - any other means as agreed upon with us.
Spouse	A person who is the permanent life spouse by marriage to the main insured person.
Waiting period	This is the period during which we will not pay any claims if an insured person died because of natural causes. The waiting period begins from the benefit start date of each insured person.
Us / We / Our	Refers to LNIG HOLLARD, with registration number I95/267.