

Policy Wording

WHAT YOU ARE COVERED FOR

In return for paying your premium, Guardrisk Insurance Company Limited (your Insurer) will cover your **GAMING CONSOLE** as detailed in your Policy Schedule. The **All Risk** cover provided for the GAMING CONSOLE incorporates accidental, unforeseen physical loss or damage to the insured GAMING CONSOLE occurring anywhere in the world, including:

- Theft;
- Loss; and
- Liquid Damage.

The insured value of the GAMING CONSOLE is contained in your Policy Schedule. This is the maximum value your Insurer will pay in the event of a loss, less your first amount payable and any dual insurance, betterment or depreciation. At the time of loss, the claim will be paid on the replacement value of the GAMING CONSOLE. Your Insurer retains the right to settle any claim, based on the cost of repairs or replacement, at their sole option.

In the event that the GAMING CONSOLE:

- i) can be repaired, your Insurer will pay the costs reasonably incurred to restore it to its original working condition immediately before the damage. This will be done at the discretion of the Insurer.
- ii) is replaced by your Insurer, it will be replaced with the same make and model as the insured GAMING CONSOLE, unless the same make and/or model is no longer available, whereby the Insurer will replace with a GAMING CONSOLE of the same value and similar functions as the insured GAMING CONSOLE at the time of loss.

PERIOD OF INSURANCE

Cover is provided for each month for which your premium is paid to your Insurer. The premium is inclusive of VAT and payable in advance for the month of cover that follows. Premiums are calculated on an annual basis and payable monthly. All premiums must be paid timeously to ensure that you have continuous and uninterrupted cover for the GAMING CONSOLE. The Insurer adheres to the Policyholder Protection Rules by abiding by a 15-day grace period. Should your premiums be received outside of the grace period, your cover may be affected and the claim may be repudiated.

COOLING OFF PERIOD

You are entitled to cancel your Policy in writing to the Administrator within 14 days after the date of receipt of your Policy documentation or from the reasonably determined date on which you received your Policy documentation. Please note that you may only cancel this policy within 14 days where no benefit has yet been paid or claimed or the event insured against under the policy has not yet occurred. All premiums that were paid up to the date that the Administrator receives your written notice of cancellation will be refunded to you. Your request for cancellation shall be completed by no later than 31 days after the Administrator receives your cancellation notice.

SPECIAL NOTE REGARDING DUE CARE AND PRECAUTION

At all times you must take reasonable steps to safeguard the GAMING CONSOLE from loss, damage or theft. Any repairs to the GAMING CONSOLE must be carried out by a repairer authorised by the Insurer or their appointed nominee.

EXCLUSIONS -What you are NOT covered for

- i) Damage to the GAMING CONSOLE caused by wear and tear, gradual deterioration, scratching or other superficial damage to outer casings, or controls.

- ii) Any loss or damage incurred to GAMING CONSOLE whilst on hire or loan to another person.
- iii) Loss of or damage to the GAMING CONSOLE resulting from theft or any attempt thereat from any unattended vehicle, unless the vehicle was locked and the GAMING CONSOLE is concealed in the cubby hole or boot. Any such loss must involve forcible and violent entry into the vehicle.
- iv) Loss or damage to batteries
- v) Loss or damage arising from the GAMING CONSOLE not being safeguarded whilst being charged.
- vi) Consequential loss of any kind whatsoever.
- vii) Loss or damage arising from the GAMING CONSOLE being left unattended in a public place, place of recreation, office, mall or social occasion where it is vulnerable for easy removal or damage.
- viii) Loss or damage arising from the GAMING CONSOLE being left unattended or exposed when unknown persons or 3rd parties are in your home, office or similar area.
- ix) Loss or damage arising from the GAMING CONSOLE being removed from your locked home, office or similar area unless accompanied by forcible or violent entry into the area.
- x) Loss of or damage to the GAMING CONSOLE arising from or contributed to, by gross negligence or wilful conduct by you.
- xi) Loss or damage arising from a wilful act carried out by any other person known to you.
- xii) Loss or damage arising from a manufacturers defect.
- xiii) Loss, damage or defect that is covered under the manufacturer's warranty.
- xiv) Loss, damage or defect arising from any software or application, including unlicensed games .
- xv) Loss or damage arising from remote jamming devices or related events.
- xvi) Loss or damage arising from any unauthorised repairs or as a result of bad workmanship by an unauthorised repairer.
- xvii) Loss or damage resulting from political or non-political riot, strike or civil commotion, public disorder, war, invasion, terrorism or public violence which is insurable by SASRIA (South African Special Risks Insurance Association) is excluded from this cover.

EXCESS STRUCTURE

Each time you have a valid claim under this policy, you agree to pay a first amount payable, which is:

Outcome required from Insured event	% of Insured value	Minimum excess
Repair	5%	R300
Replace	10%	R500

Maximum number of claims is 2 (two) per 12 month period. An additional R250 is payable for each claim made within the first 60 (sixty) days of cover.

WHAT TO DO IN THE EVENT OF A CLAIM

In the event of a claim in terms of the policy, you must do the following:

- i) As soon as reasonably possible after the discovery of the loss or damage, report the incident to:
Pinnacle Marketing (Pty) Ltd (Pty) Ltd, either by:
Phone **021 879 1110** Fax: **086 529 2477**
Email: claims@24hourmobility.co.za
- ii) Within 30 (thirty) days of the loss or damage you must have reported and supplied all relevant information and details of the claims we have requested, or your claim may be repudiated.
- iii) In the event of a stolen or lost GAMING CONSOLE you must report the occurrence to the South African Police Services, within 48 hours or to any other Police Service in any other country. Documentary evidence of a police reference number must be obtained and sent to Pinnacle Marketing (Pty) Ltd together with the completed claim form.

SPECIFIC CONDITIONS

- i) You must give all reasonable assistance in the recovery of the lost or stolen GAMING CONSOLE and identification thereof.
- ii) The Insurer may request proof of forcible entry in the event of a break in at your home, office, storage facility, vehicle, or any other building or dwelling.
- iii) The Insurer may request proof of forcible entry in the event of a locker, drawer or locked storage compartment being broken into.
- iv) Any GAMING CONSOLE which has been replaced by your Insurer and recovered becomes the property of the Insurer.
- v) In settling your claim your Insurer can take over the handling of the claim in your name and the prosecution of any criminal action in connection with the loss or damage.
- vi) Should you fail to pay the required excess on the approved claim for your GAMING CONSOLE within 90 (ninety) days from date of loss, the claim will be treated as not taken up.
- vii) In the event of your claim being rejected and a claim rejection letter being sent to you, you have a period of 90 days in which to make a representation directly to the Insurer. Should you make a representation within the 90-day period, the Insurer has within 45 days of receiving the representation, to notify you of their final decision after reviewing the representation. Should you be dissatisfied with the Insurer's decision, you have a period of 6 months (180 days) in which to institute legal action. You may also lodge a complaint with the Ombudsman for Short Term Insurance, which details are contained in your Policy Schedule.

GENERAL TERMS AND CONDITIONS OF COVER

Observance of policy conditions

You will not be covered under this policy unless you fulfil all your obligations and you pay the premium due up to the date of the event giving rise to a claim under this policy. This policy shall be voidable if there is any misrepresentation, misdescription or non-disclosure of any material information relevant to this policy.

Dual Insurance

You will not be covered under this policy where loss of or damage to the GAMING CONSOLE is covered under your household contents insurance. We shall not be liable to pay more than our rateable portion of the claim where there is any other insurance policy covering the same GAMING CONSOLE against the same event.

Cancelling of cover

This policy may be cancelled at any time by either party giving 31 (thirty-one) days' notice in writing. Should multiple claims be lodged against this policy, your Insurer may at its discretion, provide 31 (thirty-one) days' notice, citing adverse claims experience.

In the event of a GAMING CONSOLE that has been lost or stolen and the claim has been declined, the Insurer will cancel the policy and will no longer collect premiums on the insured item.

In the event of the GAMING CONSOLE being damaged and the claim has been declined, the Insurer will suspend cover for accidental physical or liquid damage until such time that proof of repairs for the insured item is submitted to the Insurer.

Transfer

You may not transfer the benefits of this contract to anyone else.

Fraud or any attempt thereat

If you or anyone acting on your behalf submits a fraudulent claim or forged or false document to support a claim, the Insurer will repudiate your claim and cancel your policy with immediate effect. The Insurer is entitled to recover the amount that was paid to you in respect of the claim.

Increase/Decrease in value

The value of the GAMING CONSOLE can increase or decrease from the INSURED VALUE reflected on your schedule. The Insurer and your broker, Pinnacle Marketing (Pty) Ltd cannot be held accountable in

such circumstances for the increase or decrease in value that occurs. Should you wish us to increase or decrease the value of the GAMING CONSOLE, it is your responsibility to notify Pinnacle Marketing (Pty) Ltd of your requirements.

Upgrade or change to GAMING CONSOLE

It is your responsibility to notify Pinnacle Marketing (Pty) Ltd in writing of the change or upgrade of the GAMING CONSOLE covered by this policy. Failing to do so will result in your claim being repudiated.

Increase in premium

The Insurer may from time to time increase your premium on the GAMING CONSOLE. This will be done at the discretion of the Insurer giving the required 31 (thirty-one) days' notice.

Permission to share your insurance information

It is vital for insurance companies to share underwriting and claim information to ensure fair assessment for underwriting risk purposes and to mitigate the number of fraudulent claims. You hereby relinquish any right to privacy relating to the insurance information provided and allow for this information to be shared with any other insurance company and the South African Insurance Crime Bureau. This permission will survive the termination of this policy.

The Client's or policyholder's/potential policyholder's Personal Information collected by Guardrisk, and/or its affiliated third parties including Momentum Metropolitan Holdings Limited, may be used for the following reasons:

- i) to establish and verify the identity of the Client/Policyholder in terms of the Applicable Laws;
- ii) to enable Guardrisk to fulfil its obligations in terms of the Agreement;
- iii) to enable Guardrisk to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws;
- iv) reporting to the Financial Intelligence Centre, Financial Sector Conduct Authority and/or the Prudential Authority in terms of the Applicable Laws;
- v) at claims stage and in order to validate a claim, obtain information from the South African Police Services (SAPS) in cases where a device has been blacklisted; and
- vi) to obtain credit information where applicable, from any of the credit bureaus.

TREATING CUSTOMERS FAIRLY:

This product has been created to meet the needs of our clients. The Treating Customers Fairly (TCF) framework principles are viewed seriously by the Insurer and all 6 (six) outcomes, as stated below, are practiced at all times. We will, with all our interactions with any customer, endeavour to deliver excellent customer experiences which we will achieve through the ongoing review of all our business practices and analysis of complaints. It is our objective to be fair in our treatment of all consumers and partners and being compliant, in all aspects, of the 6 (six) outcomes of the TCF framework. These outcomes are:

- i) You are confident that your fair treatment is key to our culture;
- ii) Products and services are designed to meet your needs;
- iii) We will communicate clearly, appropriately and on time;
- iv) We provide advice which is suitable to your needs and circumstances;
- v) Our products and services meet your standards and are of an acceptable level; and
- vi) There are no barriers to access our service or to lodge any complaints.

IMPORTANT CONTACT INFORMATION

Pinnacle Marketing (Pty) Limited:

Phone: 021 879 1110

Email: info@24hourmobility.co.za