



2nd Floor, South Tower
Nelson Mandela Square
Corner Maude & 5th Street
Sandton City
Johannesburg
2196
(010) 001 0141
www.oneplan.co.za

TELEPHONIC DISCLOSURE V.1 2022

Oneplan Pet Insurance

Do you recall that I mentioned to you earlier in the call that cover limits, waiting periods, exclusions and limitations apply on this policy?

Do you understand that non-disclosure of any medical conditions may result in cancellation of your cover or non-payment of claims?

Do you understand that any claim due to negligence, misrepresentation or fraud will not be paid?

Do you understand that any pre-existing conditions, congenital and hereditary conditions, and specifically listed conditions as per our Policy Schedule are subject to a 12-month exclusion?

Do you understand that if we are unable to verify the identity of your pet that your policy may be voided and that no claims will be paid?

Do you authorise Oneplan to debit the nominated bank account with the amounts stated?

Were you informed that the abbreviated name **“ONEPLAN”** will appear on your bank statement?

Do you understand that in the event of your risk profile changing or due to excessive claims, we reserve the right to cancel your policy?

For more information on how we use your personal and other legal information please visit our website www.oneplan.co.za under legal documentation.

Do you understand that Accident and Illness claims carry an excess amount?

Do you confirm all the information that you have disclosed is true and correct?

Your cover will commence after the first successful premium on **(DD/MM/YY)** including your once off initiation fee of R160, and your inception date will be the (date selected by the client to be confirmed)

Premiums are collected in advance and not arrears.

Your premiums must be paid each month in order to claim and any failed or declined debit order payments will be collected through **DEBICHECK** and we may double debit your account. Please note that Oneplan will not be responsible for failed/rejected debits.



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You will be notified in writing, **31 days** prior to any amendments or premium increases to your Oneplan Policy. Premiums may be increased annually on a group basis and not individually. This service is rendered without the benefit of a full financial needs analysis and therefore you must read all your policy documentation, which will be made available to you via email and immediately via the App on approval of your policy. Please remember all documentation is available online at all times.

You have a 7-day cooling off period in which you may cancel your policy or request your policy documentation should you not have received it, after which, we will assume that you have received all information and that you have accepted the terms and conditions contained in the policy wording.

Any cancellation requests **WITHIN** the 7-day cooling off period, for which we have collected a premium will be refunded to you provided that no benefit has yet been paid or claimed.

Oneplan Brokers is an authorised financial services provider, FSP43627. I [name and surname] am a representative working under supervision providing intermediary services, limited to “scripted intermediary services”, and I am not authorised to provide advice. I am mandated to offer this product on behalf of Oneplan Brokers (Pty) Ltd. Oneplan is underwritten by Bryte Insurance Company Limited a licensed insurer and an authorised FSP17703.

Should you have any complaints please refer to our complaints resolution policy which is linked in the combined policy wording document. To conclude this policy, we now need your explicit confirmation as follows please.

Do you consent for us to refer all claims submitted to us for verification?

Do you confirm that you have understood the Terms and Conditions of this product?

Do you confirm that you have agreed to take this product with us?

Oneplan also offers health insurance, motor vehicle and household contents Insurance , can we arrange a competitive quote for you?

It is extremely important that you read your Welcome E-mail with your combined Policy Document, this will tell you everything you need to know about your cover and how to use it.

I will send this to you shortly after our call. You will also be receiving an SMS with your Login and Password for the Oneplan app, and a separate e-mail that will give you all the info about our Premium Onepet Pet Store and how you can shop and get your goodies delivered to your door. As I’m sure you know by now, we really LOVE pets, and we really care about their wellbeing and health, so after you have registered in the Oneplan app and login, make sure to click on and explore the Pet Wellness, you can create a profile for your pet(s), upload their cutest profile pic, and you will unlock your pet wellness tracker. We will then send you notifications to help you keep track of important annual check ups and

preventative health tips. Is there anything else you would like to know about your policy with Oneplan's smart pet insurance? If something comes to mind and have any more questions, then you can chat to one of our team members they are super cool people and are ready and waiting on whats app or in the app chat feature. Thanks for your time today and, I really appreciate you sticking on the line with me - we are all excited to have you on board as part of the Oneplan Pet Family. I truly hope I have made your day better with our Pawesome Pet Insurance.

It is extremely important that you read your combined policy document, this will tell you everything you need to know about your cover, and I will mail it to you right after we are done here. You will also be receiving an SMS with your Login and Password for the Oneplan app, and a mail with all the info on the Onepet Premium Pet Store.

As you know we really love pets, and we really care about their wellbeing and health, so when you have registered in the Oneplan app and login, make sure to click on and explore the Pet Wellness feature, create a profile for your pet and you will unlock your pet wellness wheel. We will then send you notifications to help you keep track of important, annual check ups and preventative health care to do's. We also give you some useful pet health information and other cool pet stuff.

Is there anything else you would like to know about your policy with Oneplan's smart pet insurance

If something comes to mind and have any more questions, then you can chat to one of our team members they are super cool people and are ready and waiting on whats app or in the app chat feature.

Thanks for your time today XXXXXXXXXXXX, I really appreciate you sticking on the line with me - we are all excited to have you on board as part of the Oneplan Pet Family. I hope I have made your day better.

Thank the client for their time and answering the questions.



V.1 2022