



MATERIAL CHANGES TO ONEPLAN SHORT TERM INSURANCE POLICY SCHEDULE

There are some important changes that have been made to your policy schedules and it is important that you read through your policy documentation carefully, so you understand exactly how these changes affect your cover. To make it easier for you to identify and understand the material changes which may affect your cover, we have summarised this for you below. The effective date for the amendments below taking effect is **1 April 2023**. In terms of the Short-Term Insurance Act, written notification must be provided to the policyholder in writing 31 days before the changes take effect. This document therefore serves as written notification to you of the amendments.

DEFINITIONS

“**Fire Basic Excess**” means all fire related claims has a minimum excess of R10,000 or as per the policy schedule, whichever the highest.

HOUSEHOLD INSURANCE

WHAT WE DO NOT COVER:

In addition to the general exclusions outlined in your policy the following has been included in your policy wording *

16. Collectables
17. Fire damage due to gas appliances incorrectly installed
18. Electrical failure due to dysfunctional solar or back-up systems.

As the risk of our clients change, we need to also ensure that our product remains relevant and sustainable. In this regard, please note that fire damage due to gas appliances incorrectly installed will not be covered. We may require a certificate of compliance for the installation of the appliances when a claim arises. The above also applies to electrical failure due to dysfunctional solar panels or backup systems. Please see this clause added to the heading: **“WHAT WE DO NOT COVER”**.

We have, in this version of your terms and conditions, included a clause disclosing that no collectables are covered. This is not a policy change, and the cover was never allowed for selection, nor would we have underwritten collectables. However, we have written the clause into your terms and condition for full disclosure and clarity.

“ **“Excess”** a standard administration excess of R2500 will be applied to every claim. *Important a Basic Fire Excess of R10,000 will apply to all fire related claims.* ”

We are required from time to time to amend the policy wording to ensure our policies are sustainable and that our risk remains insurable. We are therefore introducing a R10,000 fire claim excess on all our cover types under Car and Household insured items. This excess will be in addition to all other excesses applicable to the claim and is calculated cumulatively.

CAR INSURANCE

TOWING BENEFIT INCREASED TO R3 500.00

Emergency towing related to an accident (up to R3 500.00 for towing and storage) - IMPORTANT: remember, we only pay R 3 500.00 for towing, including storage and release fees. If your claim is declined or there was no contract in place at the time of the incident, you'll be personally responsible for the towing, storage, recovery and all other costs incurred.

We have increased the towing and storage limit to R3,500.00. It is, however, important to note that the increased value remains cover for emergency towing or storing related to an accident only and only up to R3,500.00. This cover therefore is not available for mechanical, electrical, or electronic breakdown.

EVENTS WE DON'T COVER

8. We do not pay for consequential loss or damage as a result of any cause whatsoever, depreciation in value whether arising from repairs following a defined event or otherwise, wear and tear, mechanical, electronic or electrical breakdowns, failures or breakages

The above clause 8 has been rewritten to ensure that you understand the intention of the exclusion. Please ensure that you are familiar with this exclusion in your policy.

THIRD PARTY LIABILITY COVER

6. Death or injury related to any compensation or claim that falls within the scope of any compulsory third party legislation including the Road Accident Fund Act 1996 as amended. This exception shall apply notwithstanding that no insurance under any such Fund is in force or has been affected or not.

6. STANDARD CONDITIONS

6.4 You have a duty to care for the items we cover.

a. **Prevention of Loss**, you must take all reasonable care to prevent theft, loss or damage and accidents including, but not limited to compliance with and adherence to laws and regulations, any risk improvement actions (where applicable) which are relevant to the risk.

The inclusion is important as you must take reasonable care of your insured items and where applicable must have reasonable controls in place to prevent incidents of theft, loss, damage, or accidents. To illustrate: Risk improvement actions means that you must not only switch off all appliances during loadshedding but also invest in power surge protectors to prevent loss or damage.

8. GENERAL EXCLUSIONS - THE STUFF WE DON'T COVER

8.13 We do not cover any claim, losses of whatsoever nature including damage, theft, liability, cost or expenses, consequential loss or damage arising directly or indirectly from illegal occupation of any building or premises.

8.14 SASRIA is a state-owned company and the only short-term insurer in South Africa that provides cover for special risks such as civil commotion, public disorder, strikes, riots and terrorism. SASRIA is automatically included in your motor vehicle cover, should you wish to opt-out of the cover please email care@oneplan.co.za. We do not **pay for any claim, loss, damage, cost or expense of any nature whatsoever related to or caused by events and items covered by SASRIA**, however we will assist you in claiming from SASRIA for any valid claims submitted.

8.22 Failure of electricity grid. We do not pay any claim, loss, damage, cost, liability, expense, consequential loss or damage of any nature whatsoever directly or indirectly caused by, resulting from, arising out of, in connection with a national (including regional, municipal, local and/or private) interruption, failure, interference, or suspension of the electricity supply to the electricity grid of South Africa for whatsoever reason, whether due to damage, an inability and/or failure (whether partial or total) of the utility supplier to generate, transmit or distribute electricity, or otherwise

With reference to point 8.22 above, please note that the exclusion refers to a complete grid failure. South African Insurers have seen a significant increase in claims for damages to goods due to Eskom's load-shedding. Load-shedding is different from a grid failure. Complete grid failure and the associated losses is not something that can be priced for as part of an insurance product — and as such it is known an uninsurable loss. The Oneplan product cannot provide for these losses and therefore the exclusion must be included. However, we reiterate that this exclusion would only apply to complete grid failure.