



ONEPLAN STANDARD TERMS AND CONDITIONS

EFFECTIVE DATE: 1 MARCH 2019

VERSION: 2.3

(010) 001 0141 www.oneplan.co.za
54 Maxwell Drive, Woodmead North Office Park, Woodmead 2021

Oneplan is sold by Oneplan Brokers (Pty) Ltd and administered by Oneplan Underwriting Managers (Pty) Ltd, authorised financial services providers 43627 and 43628. Oneplan is not a benefit option regulated by the Medical Schemes Act, but a short-term insurance product underwritten by Bryte Insurance Company Limited

Underwritten By



I, the undersigned, hereby warrant:

DISCLOSURES:

That all intermediary (Oneplan Brokers (PTY) Ltd), Administrator (Oneplan Underwriting Managers (PTY) Ltd) and Insurer (Bryte Insurance Company Limited) information has been made available to me and that I have made an informed decision to take out this policy without the benefit of a full financial needs analysis. Further, I warrant that I have taken note and understand the cover limits, conditions and the limitations of this policy. Should there be any dispute as to the information provided, the policy wording that can be found on the website www.oneplan.co.za will be deemed to be correct and will be the basis of this agreement. In no way do I expect that the policy will provide unlimited cover in the event of risk occurrences and I understand that the percentage cover I have selected and paid a premium for, will be the limit of my cover. This is an application for a binding insurance contract between the insurer, intermediary and myself and no further acceptance of terms and conditions or any other documents will be necessary for this contract to become binding. I fully understand that the Oneplan Policy is based on limited cover and that the primary policy is a month-to-month contract, with any value-added product based on ad hoc days not exceeding thirty (30) days. The cover in this policy has no surrender/cancellation/maturity values and if my premium is unpaid, the cover applicable to the policy will lapse, subject to the grace period offered by the Administrator. I further declare that all the information entered by me or on my behalf is true and correct and should any further information be required, I will make this available to the Administrator or Insurer as necessary for my policy or any query related to the policy. The disclosure of all information is true and correct and I am in no way entering this agreement with the knowledge of undisclosed conditions or expected future conditions of my property. The policy wording necessary for this policy to be binding on the parties will be made available to me through the Oneplan website at www.oneplan.co.za; the Oneplan Mobile App and/or via email.

PAYMENT OF COVER:

I accept that the payment of any cover due to a valid claim will first be paid to the Administrator trust account held in my name, for distribution. I understand that payment will be based on the percentage cover selected or the replacement cost of the insured item, whichever is the lesser. I further understand that once a valid claim has been settled Oneplan have no further responsibility to the Insured or anyone else. I hereby issue power of attorney and a mandate to Oneplan Underwriting Managers (PTY) Ltd to act on my behalf for each claim. I understand that no additional charge will be levied against me for the services offered in assisting me with my claim.

ACCEPTANCE:

The Administrator will advise me of the acceptance of the terms of the above policy and if there are any terms and conditions that require additional disclosure for my individual policy.

ITC RATING CHECK:

I authorise the Administrator to submit my details to ITC to properly rate my account and credit record.

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The Administrator warrants that all information received from ITC in this regard will be treated as confidential and will not be disclosed to any third parties.

PAYMENT INSTRUCTIONS:

I hereby authorise Oneplan Underwriting Managers (PTY) Ltd or its appointed collection agent to deduct premiums, excess amounts or any amounts as per the policy wording or terms and conditions of the parties. I acknowledge that failure / rejection of said debits may result in my policy being suspended or cancelled. I agree that all payment instructions issued by the underwriter will be treated by my nominated bank as if the instruction has been issued by me personally.

PAYMENT:

I hereby agree and authorise my nominated bank account to be debited, every month and/or ad hoc as per my selected cover with the premium amount starting on the inception date or the next business day. However, should the ITC rating indicate that it is necessary for the policy to be debited through the advanced debit order mechanism (NAEDO), the debit order date will fall between the 25th of the month prior to inception date and the 7th of the month of the inception date. The inception date is deemed to mean the occurrence of the date chosen subject to the successful collection of the premium. Should this date have passed, without successful payment of premium and should payment not be received within the first fifteen (15) days from Start Date of the policy, I accept that my policy will be immediately cancelled and that I will have no cover. I acknowledge that premiums are collected in advance and not in arrears. Cover will not be in place if the payment is not received at the time of purchase.

DECLINED / FAILED PAYMENTS:

I acknowledge that in the event of declined / failed debits, I may incur additional bank charges as levied by my bank. Should any payment be returned or fail for any reason whatsoever, no further attempts will be made to collect premiums and cover will be cancelled with immediate effect. The Administrator reserves its right to collect cancellation fees with whatever means in law necessary to offset the costs of marketing collateral issued and charges as contained herein. I agree that the onus rests upon me to ensure that my premiums are timeously and successfully received by the Administrator.

MOBILE CLAIMS PROCESS:

I understand that utilisation of the automated claims process is provided by Oneplan Underwriting Managers (PTY) Ltd, and is a formal submission of a claim which may require claim validation.

MOBILE CLAIM VALIDATION:

I understand that I may be required to furnish valid proof of, ownership and value, as reasonably required, to validate a claim. I further understand that certain information such as photographs uploaded through the Oneplan Mobile App of my property must be provided prior to my policy becoming effective. Should

it be found that the claim was invalid or fraudulent I understand that Oneplan Underwriting Managers will utilise whatever means available in law to recover monies paid for invalid or fraudulent claims either through NAEDO (the advanced debit order mechanism previously mentioned) or through other recovery mechanisms and that failure to recover will result in adverse credit listings being brought against the payee of the policy and may further incur legal charges for the collection of monies, which charges shall be borne by me (the principal insured).

EXCESSIVE CLAIMS:

I understand that should my claims history be deemed excessive; a policy increase may be levied on my premium. This increase is at the discretion of the Administrators and subject to a thirty (30) day (one calendar month) written notice period.

PREMIUM INCREASES/POLICY AMENDMENTS:

The Administrator reserves the right to increase premiums or amend the policy cover at their discretion. Notice of any premium increases or cover amendments will be given in writing thirty (30) days (one calendar month) before any such changes come into effect.

POLICY INITIATION FEE:

I consent to my account being debited with the once-off policy initiation fee of R160.00 (One Hundred and Sixty Rand) on the same date as my first policy debit order, no initiation fee will be applicable to value added products.

PREMIUM REFUNDS:

Should a policy be cancelled in writing within the first seven (7) days of the date of application (cooling off period), Oneplan will refund you your premium less an early termination penalty fee, calculated on the days you have enjoyed cover, if it has been deducted from your nominated bank account. If the policy is cancelled after the seven (7) days cooling off period, a one (1) calendar month written notification period will apply and the policy will only be cancelled thirty (30) days after the first day of the following month. I understand that my premium will only be refunded thirty (30) days after it has been deducted and I may need to submit supporting documentation before any refunds are granted.

CANCELLATION:

You have the right to cancel this policy in writing at any time. If you cancel prior to inception, we will refund you the portion of your premium that you have paid in advance for cover after the cancellation date. We do not accept claims for events that happen after the cancellation date. Cancellation requests must be sent in writing to cancelpolicy@oneplan.co.za.

REACTIVATION FEE:

Should the policy status become cancelled or suspended for whatever reason, a reactivation charge of R160.00 (One Hundred and Sixty Rand) may be charged.

POLICY DELIVERY:

The policy documents, policy guides and associated documents will be made available to me within thirty (30) days after receipt of the initiation fee and successful collection of my first premium. The information in the policy wording as well as in all declarations made will form the basis of the contract, and it is warranted by Oneplan Underwriting Managers (PTY) Ltd that such information is accurate. This policy, however, shall not be invalidated because of any incorrect statement made in good faith, unless the incorrectness of such statement is of such a nature as to be likely to have materially affected the assessment of the risk under the Policy at the time the policy was issued.