LESOTHO PostBank

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Nts'elise Funeral Plan Policy Wording

Mr/Mrs...

Policy number...

We thank you for choosing Nts'elise Funeral Plan which is underwritten by LNIG Hollard Life. The details of your policy will be provided on your policy schedule, which forms part of the contract of insurance. Please read these terms and conditions carefully and should you need assistance visit your nearest Postbank branch or call our help line on 80099920.

1. Nts'elise Funeral Plan

Nts'elise Funeral Plan is a voluntary insurance plan offered to Lesotho PostBank customers. The primary purpose is to provide a benefit under the terms and conditions of the policy in the event of a death.

2. Definitions

In this document, unless the context indicates a contrary intention, the following words and expressions bear the meaning assigned to them below, and related expressions bear corresponding meanings-

2.1. "LNIG HOLLARD" means LNIG Hollard Limited, a private company incorporated in accordance with the laws of Lesotho, with registration number I95/267, duly licensed by the Central Bank of Lesotho to carry out insurance underwriting business.

2.2. "Lesotho PostBank" refers to retail banking institution in Lesotho, a wholly stated-owned enterprise and a limited liability company duly incorporated in the Kingdom of Lesotho, with registration number I2004/163, duly licensed by the Central Bank of Lesotho to carry out the banking business.

2.3. "Principal member" Refers to the person named in the policy schedule who was accepted as the main insured person and on whose life, risk is assessed.

2.4. “Entry Age” Refers to age last birthday when cover commences for that Insured Person.
2.5. “Insurer” means the licensed insurance underwriter of the benefits provided under this policy which is LNIG Hollard.

2.6. ” Policy” means the contract of insurance underlying the Postbank Funeral Cover, which determines the benefits which we are legally required to pay in the event of an insured person’s death.

2.7. “Parties” means the parties to this Agreement, and “Party” means any of the Parties.

2.8. “Extended family member” means Brothers, sisters, grandparents, nephews, nieces, grandchildren, uncles, aunts, etc nominated by the Principal Member whose names appear on the policy schedule as insured lives.

2.9. “Spouse” means a person related to the principal Member through a legally recognised union under the laws of Lesotho which may either be customary or civil.

2.10. “Children” means Unmarried, financially dependent children of the principal member, including a biological child, a posthumous child, a stepchild, an adopted child or a stillborn child following 28 weeks of pregnancy, up to and including the age of 21 years last birthday, or 25 years last birthday of an unmarried child who is a full-time student at a registered institution.

2.11. “Parents / parents in law” Includes the parents of the principal member and/or partner where principal member and/or partner is a biological child, stepchild or an adopted child of the parent.

2.12. “Beneficiary” means a person or entity whose name appears on the proposal and policy schedule, nominated to receive benefits on the death of the Principal Member and so endorsed on the policy by the insurer.

2.13. “Sum assured” means the selected cover amount. This is the benefit amount of money that will be paid out to a beneficiary in the event of death of an insured person.

2.14. “Waiting period” means the period during which we will not pay any claims if an insured person dies because of natural causes, suicide, attempted suicide, self-inflicted injury or pre-existing conditions. The waiting period begins from the benefit start date of each insured person.

2.15. “Accident benefit” means an additional amount, equal to the sum assured, payable in the event of accidental death of the Principal Member. Accident is a sudden, fortuitous, and uncertain event caused solely and directly by violent, external, physical and visible means independently of any other cause.

2.16. “Still-born babies” means children of the Principal Member who qualify for cover subject to the pregnancy having endured for a minimum of 28 weeks and older.

2.17. “Benefit start date” means the day your insurance cover commences and shall be calculated as follows:

- If the Principal Member person applies for cover and pays the first premium between the 1st day and the 15th day of the month (inclusive), the benefit start date shall be the 1st of that same month in which the premium is successfully debited.
- If the Principal Member applies for cover and pays the first premium between the 16th day and the end of that month, the benefit start date will be the 1st day of the following month.

2.18. “Premium” means the amount that the Principal Member is required to pay every month to maintain this policy.

2.19. “Age Limits” means the minimum and maximum age of entry for each life insured on the policy at Benefit Start Date.

2.20. “Main Life Insured” means the person(s) named in the policy schedule, on whose life this policy depends, who will always be the Principal Member.

2.21. “Insured Persons” means the persons who meet the conditions for eligibility and who are listed on the policy schedule. Each benefit section tells which insured persons are eligible for specific benefit.

2.22. “Insured Event” means something that happens to an insured Person under this policy that results in paying out of a claim. This insured event is set out in each benefit section.

2.23. “Insurable Interest” means there must be a recognised relationship between Principal Member and Insured Persons under this policy and because of this relationship the Principal Member must suffer a financial loss on death of the insured Persons.

2.24. “Cash back benefit” means once every five years, a cash pay-out is made to the main life insured as cash bonus, provided that the policy is in force and has no arrear premiums at that point. This cash bonus amounts to six (6) months premium every five years.

2.18. “Family care benefit” means an optional, M12 000 payable on death of the Principal Member, if this benefit was selected.

3. Benefits and Premiums

All amounts below are in Maloti

Funeral Cover for Main Member

Age-Band	Sum Assured							
	10 000	15 000	20 000	30 000	40 000	50 000	60 000	70 000
	Monthly Premiums							
18-65	50.00	59.00	70.00	90.00	109.00	129.00	148.00	170.00

Funeral Cover for Main Member & Spouse

Premium should be determined by the eldest of the Main Life and/or Partner.

Age-Band	Sum Assured							
	10 000	15 000	20 000	30 000	40 000	50 000	60 000	70 000
	Monthly Premiums							
18-65	69.00	89.00	108.00	145.00	186.00	225.00	262.00	303.00

Funeral Cover for Immediate Family

If the principal member or any of his/her nominated family members die during the life of the policy, the insurers will pay the sum insured as a lump sum. The principal member, spouse and nominated children over the age of 14 years will be paid 100% of the benefit selected. For nominated children between the ages of 5 and 14, 50% of the selected benefit will be paid. For nominated children below the age of 5 (including stillborn babies), 25% of the selected benefit will be paid. A maximum of 6 children can be covered under this policy.

If the policyholder has additional children after the policy's commencement date, the policyholder must notify Lesotho PostBank of such births within twelve months of each child's birth to ensure their inclusion in the policy coverage. Failure to provide notification within the specified period will result in the child not being covered under the policy.

Age-Band	Sum Assured							
	10 000	15 000	20 000	30 000	40 000	50 000	60 000	70 000
	Monthly Premiums							
18-65	73.00	96.00	118.00	160.00	199.00	235.00	269.00	310.00

Funeral Cover for Parents and Extended Family

The principal member has the option to nominate a maximum of 4 parents and/or parents in law and additional maximum of 4 extended family members at an additional monthly premium per month per insured life. There must be insurable interest between the principal member, and all nominated extended family members.

a) Parents/Parents-in-law

Age-Band	Sum Assured		
	10 000	15 000	20 000
	Monthly Premiums		
35-75	80.00	120.00	160.00

b) Extended Family Members

Age-Band	Sum Assured		
	10 000	15 000	20 000
	Monthly Premiums		
35-75	93.00	140.00	186.00

Free Benefits

a) Double Accidental Benefit – in the case of Accidental Death of the Main Life Insured we will pay double the selected cover amount.

b) Cash Back Benefit – once every five years, a cash pay-out is made to the main life insured as cash bonus, provided that the policy is in force and has no arrear premiums at that point. This cash bonus amounts to six (6) months premium every five years.

Optional Benefits

a) Family Care Benefit – if chosen, a family care benefit of M12, 000, becomes payable on death of the Principal Member. The premium for this benefit is M15 per month.

4. Monthly Premium

Cover continues for as long as regular monthly premiums are paid. Premiums are payable to Postbank via debit order. Policyholders have up to 60 days from each premium due date in which to pay their premiums. This period is called the grace period.

5. The Policy

The Postbank Funeral Plan provides payment of the selected benefit to the Principal Member or named beneficiary (ies) as the case may be in the event of death of any Insured Person to finance funeral expenses of the deceased. The benefits of this policy will enable you to finance the expenses associated with a dignified burial and funeral ceremony. This life insurance policy is a contract between you and LNIG Hollard, administered by Postbank to you as an account holder of the Bank and consists of the following documents as the entire contract:

- The completed proposal form,
- The policy Document /schedule (summary of policy detailed to you),
- The policy terms and conditions,
- Any changes (endorsements) made

6. Commencement Date

This policy shall commencement data shall be calculated as follows:

- Policy loaded onto the Portal on any date from the 1st to the 15th of the month will have a commencement date of the 1st of the current month.
- Policy loaded onto the portal on any date from the 16th to the 31st of the month will have a commencement date of the 1st of the Following month.
- Policies will be in a Pending status until such time as premium is received.
- The waiting periods will be calculated in alignment to “Benefit Start Date” as defined in Section 2.19 above.

7. Right to cancel

You have the right to cancel this policy in writing. Contact your nearest Postbank Branch to cancel the policy.

8. Policy Duration

Cover is annually renewable and will continue as long as premiums are paid.

9. Beneficiary (ies)

The Principal Member shall be the sole beneficiary of all benefits payable in respect of all Insured Lives under this policy. The Principal Member shall however nominate a beneficiary or beneficiaries to receive the benefits payable under the policy in the eventuality of his/her earlier death. The Principal Member reserves the right to change beneficiary (ies) at any time the policy is active with a written notice to the Postbank Branches provided to the nearest Lesotho PostBank branch.

10. Waiting Period

a) Deaths due to natural causes

Each benefit section has a prescribed waiting period for the respective categories of Insured lives and during this period cover is only for Accidental Deaths. Natural causes of death will only be covered on expiry of the waiting Period. Thus, the benefits under this policy shall be paid after a waiting period of three (3) months for principal member, spouse and children and six (6) months for extended family members and parents from the commencement date. Any additions and/or replacements of the Insured Lives will attract waiting period from the Benefit start Date of each insured Person.

b) Deaths due to suicidal causes

Where death is as a result of suicide, benefits will only be paid if the policy has been in force for twenty-four (24) months with twenty-four (24) monthly premiums received. Deaths classified as accidental but arising from suicidal behaviour are subject to a waiting period of twenty-four (24) months.

Where Nts'elise Funeral Policy is replacing another funeral policy from another insurer, waiting periods for Natural Causes will be waived if the lives insured have had the previous funeral cover for six (6) months or longer, provided that:

- The replaced policy was issued by a Lesotho registered insurer;
- The Lives Insured and owner are the same under the replacement policy as they were under the replaced policy;

- The Lives Insured have enjoyed uninterrupted cover under both the replaced and the replacement policy
- The Sum Insured payable by the replacement policy does not exceed an amount equivalent to the Sum Insured under the replaced policy. Any cover in excess of the amount equivalent to the sum assured under the replaced policy will be subject to the above specified waiting periods of 6 months per insured person.

The above rule will be applied at claim stage

However, the replacement advice record and a copy of the replaced policy must be provided at the application/commencement date of the replacement policy.

11. Jurisdiction

The laws of Lesotho, whose courts shall have jurisdiction in any dispute arising hereunder, will govern this policy.

12. Premium Payment

Premium payment under this policy shall follow the regulatory requirement of No Premium No Cover.

For the policy to start, we must receive the first total premium. If we do not receive your first total premium the policy will not start. For the policy to continue each month, the total premium is due on the premium collection date. If the premium collection date falls on a weekend or public holiday, the premium will be debited on the next working day after the weekend or public holiday. Policy premium shall be paid through your Bank Account with Postbank only. Any payment made by the assured through Agents or any staff of the Bank shall be at the sole risk and discretion of the assured. You have an obligation to ensure enough funds in your account with the bank throughout the policy tenure to pay your monthly premium due. Where premium is not deducted by the bank for any reason, you shall notify any Branch of Postbank.

13. Policy Fee

There are no policy fees.

14. Additional Bank charges

You will be liable for any bank charges charged from your account;

15. Grace Period

If you miss a payment, other than your first payment, we will grant you a grace period of 60 days in which to make up the missed payment whilst still being covered.

16. Policy Lapse

If we do not receive payment within 60 days of a missed payment your policy will immediately lapse. If this happen; we will not refund any payments; we will not be liable to pay a claim relating to any period after the cover has been lapsed whether you received notification of the missed payment or not. You will need to apply for policy reinstatement or reapply for a new policy if you still require cover. However, we are not obliged to approve the new application. Our approval and premium offered will depend on several factors including your age.

17. Policy Reinstatement

The policy may be reinstated at any time within twelve (12) months from the date of lapse. The life assured shall pay all overdue premiums before such a policy can be reinstated. The reinstatement shall not be deemed binding an insurer until the request is accepted, all outstanding premiums have been received and a new debit order instruction has been arranged with Postbank for future monthly premiums to start flowing consistently. In the event of reinstatement of the policy after the policy has lapsed, all standard waiting periods shall apply and cover during waiting periods will only be for accidental death.

18. Conditions for terminating the insurance policy

This policy can be terminated in the following situations:

- When the policy is cancelled during the right to cancel period.
- When the Principal Member decides to stop the policy by non-payment of premiums.
- Cover for any life assured ceases on death of such a person, which prompts final claim settlement.
- Upon death and consequent claim settlement, of all lives assured covered by such a policy.
- When the policy is terminated, no further premiums shall be paid, and the insurer’s liability on benefits also terminates forthwith.

19. Claims Notification

The insurer shall not be liable for any claim not notified in writing within 180 days (6 months) from the occurrence of the insured event. This condition shall also be applicable to any document deemed necessary to assess the validity to claim by the insurer before a claim can be finalized. This condition shall be waived at any time if the insurer can prove the validity of the claim. All claims will be settled through Postbank account held by the Principal Member or the nominated Beneficiary. Postbank will facilitate the claims process until the insurer has paid the claim amount.

20. Claim settlement

Benefit payments under this policy shall be made subject to the following required documents on the death of a life assured, based on the type of claim:

- Completed claim from together with the following documents:
- Original policy document
- Original medical certificate of the cause of death. (if deceased died in hospital)
- Police report (for accidental death only).
- Original identity document of the beneficiary or trustee.
- Original identity document of the deceased
- Original mortuary certificate
- Original death certificate
- Any other documents deemed necessary by the insurer.

Fraud - A fraudulent claim, or use of any fraudulent means, false information or knowingly allowing anyone to act on your behalf to provide false information to obtain a benefit will result in immediate termination of the policy and all benefits and payments made in respect of this policy will be forfeited. We may further, initiate legal action against the defrauding party.

21. Complaints Procedure

We shall handle complaints fairly, consistently, and promptly. If the Assured or Beneficiary has a compliant about this policy, he or she shall submit a complaint at any branch of Postbank, face to face, by telephone on +266 6240 0917 or email: callcentre@lpb.co.ls to be resolved by Postbank. If the complaint remains unresolved, the Assured shall notify The Central Bank of Lesotho (CBL), the regulator of insurance business in Lesotho.

22. Misrepresentation and/or no-disclosure

If any material misrepresentation or non-disclosure of any material fact or circumstances in connection with this policy is established, the application shall be rejected and the policy will be cancelled from inception (ab initio), and any claim that may result from the policy shall be declined, and all premiums paid shall be forfeited.

In the event that a benefit has been paid as a result of any misrepresentation, non-disclosure, or fraudulent action by the assured or any person claiming any benefit under this policy, such person will be required to repay or return the benefit paid. The insurer shall be entitled to take legal action to recover the benefit and any costs involved.

23. Policy Review

LNIG Hollard will review the financial position of this insurance annually and if in the opinion of the company's Actuary the premium charged is insufficient to maintain the benefits offered by the policy, LNIG Hollard will advise the assured of any necessary adjustments to the policy. You will receive at least 30 days' notice before the premiums will change.

24. Policy Exclusions

Exclusions are circumstances that are not covered under this policy if they give rise to claim. This means that, if any claim is caused or accelerated by any of the under listed circumstances, the claim shall not be paid:

- Criminal activities or acts committed by the Life Insured or anyone acting on their behalf.
- Misrepresentation or non-disclosure.
- Being outside the country for more than 12 months. Only Lesotho citizens or legal permanent residents will be covered under this policy.
- Intentionally self-inflicted injury, suicide or suicide attempt within 24 months of the Date of Commencement or reinstatement/re-date of this policy.
- Insanity of the insured;
- The use or abuse of any substances that cause mental impairment or diminution (even temporarily);
- Extreme or hazardous pursuits; or
- Traffic violations by the affected parties; or
- Active participation in war, invasion, acts of foreign enemies, hostilities, warlike operations (whether war is declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power;
- The use of nuclear, biological or chemical weapons, or any radioactive contamination;
- Attacks on or sabotage of facilities (including but not limited to, nuclear power plants, reprocessing of plants, final repository sites and research reactors) and the storage depots, which lead to the release of radioactivity or nuclear, biological or chemical warfare agents; irrespective of whether any of the aforesaid has been performed with the specific use of information technology;
- Any acts of civil commotion, riot, strike, labour disturbances or disturbances of the public peace;

25. Benefit Restrictions

The principal Member and/or Spouse of any active Postbank Funeral Plan may not concurrently be covered as a parent and/or (in-law) or an extended member on another active Postbank Funeral Plan. In the event of a claim where this is the case, no claim pay-outs will be made on policies that list the Insured Person in question as a parent (In-Law) or extended member.

26. Data Privacy / Confidentiality

Confidentiality and Security

Postbank has physical, technological and procedural security safeguards in place and will use its best endeavours to protect your personal information.

What is personal information? Personal information refers to information that identifies or relates specifically to you, for example, your name, age and identity number, your assets and liabilities, your income and your payment records. Any information about what you buy, where you shop, where you bank, how you invest, and all related information will also be regarded as personal information. In short, any information that we know about you will be regarded as your personal information.

(a) How we collect your personal information (PI)

Whenever you complete an application form, contact us electronically, or use one of the services or facilities offered by us or any affiliate party, we will collect your personal information. Lesotho PostBank may collect information from the customer directly; from their usage of Bank products and services; from their engagements and interactions with Bank; or from public sources and from third parties. Lesotho PostBank can process the customer's information outside of the borders of Lesotho, according to the safeguards and requirements of the law.

(b) Why and how we collect and use personal information

The following are reasons why we would collect your personal information:

- To identify you
- For us to process your instructions or requests

For us to ensure that we meet your needs, we may collect and analyse your personal information and combine all the information that we have about you to compile a profile of you in order for us to personalise and tailor our services to meet your specific needs. Once we have collected and analysed your personal information, we may send you promotional material or details which we think may be of interest to you. If any of this promotional information relates to products, promotions, news or services of an affiliate party, and if you indicate that you would like more details, we may inform the affiliate party to contact you directly. We will however, only inform an affiliate party to contact you directly if you have indicated that this is agreeable to you.

Your privacy is important to us. We will therefore not sell, rent or provide your personal information to unauthorised entities or other third parties, for their independent use, without your consent.

If at any stage, after you have given us your consent, you no longer wish us to use or share your personal information with an affiliate party; you may at any stage withdraw your consent.

(c) Correction of personal information

If you ever want to update or correct any of your personal information held by us, kindly contact us.

(d) Protection of your personal information

We value the information that you choose to provide us with and will therefore take reasonable steps to protect your personal information from loss, misuse or unauthorised alteration. The information we maintain concerning our customers is stored in databases that have built-in safeguards to ensure the privacy and confidentiality of that information. Secured measures will be adopted to safeguard the sharing of your personal information for processing onto insurers systems to ensure that data is not compromised.

By purchasing the insurance product as provided herein, a customer consents and authorises the bank to share personal information (PI) with the insurance underwriter. The said sharing of PI will be solely for the purposes of the insurance policy which the customer has taken up with the bank on behalf of the insurance provider. Third-party insurance partners have an obligation to only maintain customer policies and may not be permitted to cross-selling other products without the customers' consent.

The insurance provider will also put in place reasonable measures and processes to safeguard PI of a customer in line with the data protection laws, regulations and legal frameworks of Lesotho.

27. Underwriter

The underwriter of the Nts'elise Funeral Plan is LNIG Hollard.

LNIG Hollard. | LIFE