DIASPORA FUNERAL CASH PLAN

GENERAL PRIVILEGES AND CONDITIONS

1. BENEFITS PAYABLE:

The Sum Assured is payable on the death of an assured member subject to the general privileges and conditions of this policy.

2. POLICY COMMENCEMENT DATE & QUALIFYING/WAITING PERIOD:

Policy Commencement Date means the *date* as mentioned in the *Policy* Schedule from which the insurance cover starts.

The indicated date of Commencement of this Policy or date of Reinstatement from a lapse state is the cover start date and its subject to receipt of first premium unless specified otherwise in writing.

For accidental death full cover starts on the applicable Policy Commencement Date. For normal death (death due to natural causes) there is a qualifying period as qualified below.

The qualifying period is on a sliding scale such that:

Nucleus Family:

Time On Cover:	Cover Amount/Benefit Pay-out:
0 to 2 months and 29 days	No benefit is payable and no premium refund.
3 months to 5 months and 29 days	25% of cover amount capped to a maximum of **2,500.00** based on currency of cover.
6 months to 11 months and 29 days	50% of cover amount capped to a maximum of **5,000.00** based on currency of cover.
12 months and above	Full Sum Assured is payable subject to policy being on risk and premiums being up to date.
Life added or incremental cover on any time on an existing Policy:	12 months is the waiting period for any life added or incremental cover on an existing Policy, and no premium is refundable.

Extended Family:

Time On Cover:	Cover Amount/Benefit Pay-out:
0 to 5 months and 29 days	No benefit is payable and no premium refund.
6 months to 8 months and 29 days	25% of the cover amount capped at **1,250.00** based on currency of cover
9 months to 11 months and 29 days	50% of the cover amount capped at **2,500.00** based on currency of cover
12 months and above	Full Sum Assured is payable subject to policy being on risk and premiums being up to date.
Life added or incremental cover on any time on an existing Policy:	12 months is the waiting period for any life added or incremental cover on an existing Policy, and no premium is refundable.

ADDITIONAL: Nucleus Family & Extended Family:

Risk:	Waiting or Qualifying Period
Suicidal death	Suicidal death has a 24-month qualifying period and no premium is refundable.
Applicants Over 70 at inception	Natural death waiting period for applicants above 70yrs old on inception is 12 months and no premium is refundable.
Cancer Related Death	Natural death waiting period for cancer related deaths whether diagnosed or not on inception is 24 months and no premium is refundable.

Accidental death shall mean death, during the currency of this Policy, caused directly or independently of all other causes, by bodily injury resulting solely from external, violent and unintentional means and that death occurred within 90 (ninety) days after such accident and was not directly or indirectly attributable to or accelerated by the causes stated in the Exclusion clauses above.

All deaths resulting from organ failure, illness, disease, or the ageing process shall be deemed normal and due to natural causes.

3. CHILDREN COVER

Children under the age of two must be registered on the policy to be covered. Once registered, they receive free cover equivalent to 10% of the parent or guardian's cover amount. This free cover automatically ends when the child turns two. At that time, they can be added to the policy with a chosen cover amount and corresponding premium. If they are not added at this point, their cover will automatically cease.

A maximum of six biological or legally adopted children under the age of 21 can be included on the policy. They can remain covered under the family policy until they reach the age of 25, at which point their cover will end, regardless of their educational status.

Children over 25 can obtain their own separate cover or be included under an extended family cover option and premium will be based on their current age.

Children transitioning from family child cover to their own cover can be transferred without a waiting period, provided the new cover amount is the same as their previous cover and the transfer occurs within three months of their 25th birthday. The premium for pre-existing cover or any additional cover will be based on the current age. Any additional cover will be subject to the prevailing terms and conditions.

4. RIGHT TO REVIEW/COOLING OFF PERIOD:

The Principal Life Assured has the right to review the policy within thirty days of the date the policy contract was posted or delivered and to request a refund of any premiums if he is not satisfied with the terms and conditions of the policy contract. The refund value will be subject to deduction of the cost of any benefits enjoyed.

5. CLAIM SETTLEMENT:

Settlement of a valid claim shall be made by the Company within 48 hours of receipt by the Directors of the Company of all information reasonably required by the Company to adjudicate the claim and all conditions listed below having been complied with:

- ✓ The verification of the date of birth and identity of the deceased
- ✓ The legal entitlement of Claimant(s) to the benefits
- ✓ The receipt of all premiums due under the Policy
- ✓ Claim settlements can be made into any bank account worldwide
- ✓ Any other documents/reports which the Company deems material to assess the claim

6. HOW TO CLAIM:

A Claimant can intimate a claim by giving notice to the Company through phone, sms, email, or fax within 12 months of death. If no notification is received within the allowable 12 (twelve) months claim intimation period, the claim is automatically rendered null and void and the Company can proceed to avoid payment.

Upon death of a covered member, the Claimant shall furnish the Company with a properly completed Claim Form which is duly hand signed together with, but not limited to, the following support documents:

- ✓ Original or Certified Copy of Burial Order or Death Certificate or the official equivalent of such in the country of death,
- ✓ Original or Certified Copy of Police Report (in the case of accidental death),
- ✓ Valid proof of identity, under three months old proof of address, and at the Company's discretion proof of country of residence at the point of policy inception for the deceased,
- ✓ Proof of the identity of the person to whom the Benefit is due to be paid.
- ✓ If the Claimant cannot provide Requisite support Documents, the Claim will be Repudiated and receipted premiums will be forfeited.

Claims Support Team:

Diaspora Insurance Customer Support: Diaspora Insurance House, Parklands Business Centre, Birmingham, B45 9PZ, United Kingdom or email: customercare@diasporainsurance.com.

7. POLICY EXCLUSIONS:

This Policy exclusions and limitations include:

- ✓ non qualifying claims as a consequence of war, invasion, act of foreign enemy, hostilities or war like operations (whether war has been declared or not), mutiny, riot, civil commotion, civil war, rebellion, insurrections, conspiracy or siege.
- ✓ non qualifying claims as a result of suicide (whether sane or insane) during the first 24 (twenty-four) calendar months from the date of Commencement or Reinstatement of this Policy.
- ✓ non qualifying claims as a result of voluntary non-occupational risk activities like mountaineering, racing, motor powered boats or involvement in illegal drugs use or a criminal activity.
- ✓ number of children that can be added to the Policy is limited to a maximum of six subject to a maximum entry Age Next Birthday of 22
- ✓ qualifying child to be added to a policy means policyholder's natural, legally adopted or stepchild as proven by relevant documentation
- ✓ the maximum entry Age Next Birthday across the board is capped at 75

8. PREMIUMS:

Premiums are paid monthly, quarterly, half yearly or yearly in advance. In the event of death all premiums paid in advance in respect of the deceased life assured are refunded.

This Policy Contract is effective subject to and in consideration of the payment to the Company of the first premium or instalment of premium on the Commencement date specified in the accompanying letter or any other subsequent endorsements, and on condition that subsequent premiums or instalments of premium are paid regularly as provided. **No benefits including accidental death will accrue until receipt of the first premium.**

9. PREMIUM PAYING TERM:

Premium due for each life on risk or insured is payable until death.

10. DEATH OF PRINCIPAL MEMBER:

On the death of the Principal Member or Policyholder the survived spouse, co-life or any other Policyholder can assume the premium payments subject to approval by the insurer and the co-life or co-lives can continue to enjoy their cover.

11. PERIOD OF GRACE:

One calendar month grace period shall be allowed for the payment of annual premiums. Where premiums are paid on a frequency other than annually, a thirty (30) day grace period shall be allowed. Failure to pay due premiums within the grace period entitles the Company to cancel the Policy without further notice.

12. POLICY LAPSE:

In the event of non-payment of premiums within the Period Of Grace or at any time during the currency of this Policy, the Policy shall lapse. All premiums paid shall be forfeited to the Company and any benefits under this Policy shall be lost.

The Company is under no legal obligation to give notice of an overdue premiums or the lapse of this Policy.

13. REINSTATEMENT & PAYMENT BREAKS:

Should this Policy lapse, it may be reinstated on written request, on such terms as may be fixed from time to time by the Company. Such reinstatements shall only be allowable within 12 (twelve) calendar months' accumulated arrears.

Any missed payments up to three cumulative months is considered to be a payment break which does not affect the effectiveness of the policy except that in the event of a claim the missed premiums will be recovered in full from the benefit settlement amount.

Arrears of over three months, that is, 2 months 29 days automatically lapses the policy which means in the event of a claim no benefit will be paid. A lapsed policy can only be re-instated within 12 moths, that is, no more than 11 months 29 days of cumulative monthly arrears, but the waiting period starts afresh. Beyond 12 months' arrears the policy is automatically cancelled and cannot be re-instated. The only option to be on risk would be to start a new policy. Any premium receipts on a policy in arrears are allocated to the oldest arrear months on the policy until the policy is up to date.

A reinstated policy must clear arrears within three months and the waiting period starts afresh upon clearance of arrears. As long as the arrears are not cleared, the policy remains classified as lapsed meaning it doesn't qualify for any claim settlement.

Any premiums paid whilst the policy is still in lapse or cancelled status is forfeited unless the company confirms a re-instatement plan or agrees in writing to refund the premium. For avoidance of doubt, this means that a lapsed or cancelled policy cannot be re-activated or re-instated by simply paying arrears in part or in full, re-instatement must be confirmed in writing.

A cancelled policy, either by election of the client or due non-payment of premiums or at the Company's discretion, has no benefits and cannot be re-instated. To enjoy cover, a new policy must be applied for and will be subject to prevailing terms and conditions.

14. SURRENDER, LOAN OR CESSION:

No benefit under this Policy shall be capable of surrender, assignment, alienation or of being pledged as security. Any attempt to cede, assign, alienate or pledge this Policy as security shall be null and void notwithstanding any representation or warranty to the contrary. This policy does not have surrender value and there is no loan benefit allowable under this Policy.

15. VOLUNTARY CANCELLATION OF POLICY:

Voluntary cancellation of this Policy is a breach of contract. All premiums paid and accrued benefits shall be forfeited to the Company. A voluntarily cancelled Policy cannot be reinstated but the ex-policyholder can apply for a new policy.

16. CRIMINAL ACTIVITIES:

The Company shall have no liability whatsoever under this Policy where any claim arises from or is a result of any intentional contravention of criminal law, whether legislative or at common law (including fraud), by the Principal Life or a covered co-life, or by anyone acting on the Principal Life's or a covered person's behalf or with the Principal Life's or a covered person's connivance and/or consent, or by any person claiming any benefit under this Policy.

In the event of such a claim all benefits afforded in terms of this Policy and all premiums paid in respect of this Policy shall be forfeited, and this Policy may be voided or cancelled as from the date of the criminal offence, at the Company's discretion.

Where there is reasonable ground to suspect criminality, on the Company's discretion, the claim settlement may be delayed pending the outcome of investigations by the relevant authorities.

17. MISREPRESENTATION, MISDESCRIPTION OR NON-DISCLOSURE:

Misrepresentation, misdescription or non-disclosure of any material fact or circumstances in connection with this Policy, a claim or the application for this Policy may result in the Policy being cancelled, a claim rejected, or the Policy voided from inception and all premiums forfeited.

If a benefit has been paid in error or as a result of any miscalculation, misrepresentation, non-disclosure, misdescription or fraudulent action by the Principal Life or any person claiming any benefit under this Policy, such person shall be required to immediately repay or return the wrongly paid benefit in full. The Company shall be entitled to take legal action to recover the wrongly paid benefit and any costs incurred in doing so.

18. POLICY PREMIUM & BENEFIT PAYMENTS:

This Policy Contract is denominated in **US$/£/€/CA$/AU$ or any other currency** as may be specified and all payments to or by the Company shall be made in the policy currency or equivalent as may be chosen by the policyholder.

19. WAIVER AND AMENDMENT OF POLICY TERMS AND CONDITIONS:

No variation, amendment, change or waiver of the terms and conditions of this Policy in any manner whatsoever shall be valid and binding on the Company unless reduced to writing under the signature of a duly authorised officer of the Company

20. COMPLAINTS PROCEDURE:

It is our intention to always provide you with a high level of customer service.

If there are occasions when we do not meet your standards, please contact **Ms Churmaine Shiell** either verbally or in writing, who will take details of your concerns. We will acknowledge your concerns promptly. If we can't fully investigate and respond to your concerns within 10 days, we will let you know our expected response date.

If you have a complaint, please contact us on:

Complaints Officer | Diaspora Insurance: **Diaspora Insurance House, Parklands Business Centre, Birmingham, B45 9PZ, United Kingdom or email: customercare@diasporainsurance.com.**

If you are unhappy with the outcome of your complaint you may refer the matter to:

Office of Ombudsperson for Financial Services
8th Floor SICOM Tower
Wall Street
Ebene Cybercity
72201

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