

T H A R I
F U N E R A L P L A N



THARI

This product is underwritten by



Terms & Conditions

We thank you for choosing **THARI FUNERAL PLAN**. The details of your policy are provided on the enclosed schedule, which forms part of the contract of insurance. Please read these documents carefully and if you need assistance, contact your nearest Thari branch or call our helpline on **(+266) 22324297**.

Thari (PTY) Ltd (henceforth referred to as "Thari"), in their capacity as financial advisors of this Plan, have arranged that Alliance Insurance, as the underwriter of this policy will pay the funeral benefits described in this policy provided that all premiums have been paid and the policy terms and conditions outlined hereunder have been met.

1. DEFINITIONS

1.1. THARI Funeral Plan

Means 'THARI Funeral Plan (henceforth referred to as "the Plan" or "Policy")', a Contract of Insurance which comprises the terms and conditions, the associated schedule of benefits, application forms, the quotation and any other documents that form part of the Policy.

1.2. Age

The method for determining an Assured Person's Age shall be to determine their age at their last birthday ("actual age" or "Age Last Birthday")

1.3. Insurer/Underwriter

Alliance Insurance Company Limited is the underwriter of the benefits provided under this policy.

1.4. Assured Person/s (also referred to as "Life Assured" or "Insureds")

The persons who are eligible for membership of the Plan are described below. The Assured Persons, defined in terms of their relationship to the Main Member, who being eligible have been admitted for cover under the Plan, and upon whose death the funeral benefits will be paid are as nominated by the Policyholder in terms of the application for membership of the Plan or an amendment.

1.4.1. Policyholder

The Policyholder is the person who owns this insurance Policy, and shall be the Premium Payer as indicated on the application forms.

1.4.2. Main Member

The person in whose name the policy is issued and who is at-least 18 years of age and has not yet attained the age of 65 at the Commencement date of the policy. A person may be a Main Member only once on this policy.

1.4.3. Spouse (as named in the application form)

A person married to the Main Member either by civil, tribal, common or customary law, and who is under the age of 65 years at the Commencement date. Only one Spouse will be eligible for the Spouse's benefit.

1.4.4. Children (as named in the application form) Children of the Main Member include the following:

- A legitimate child
- An illegitimate child
- An adopted child
- A foster child
- A step child
- A stillborn child, following 28 weeks of pregnancy (maximum of 2 claims)
- An unmarried child of the Main Member who has not yet attained the Age of 21. The Age limit shall be extended to include a child who has not yet attained the Age of 25 years for:
 - Full time students at a registered educational institution. Being a full-time student means the child must attend classes and the course must be at least 12 months in duration. Full-time student does not include studies via correspondence; and
 - An unmarried, mentally or permanently or totally disabled child who is fully dependent upon the Main Member. The disabled child will continue to be eligible for cover beyond the Age of 25, while the Main Member policy is eligible for cover, provided that they are first included for cover under the Main Member policy before they attain the Age of 25 years of Age.

A maximum of 7 children may be covered under this policy.

1.4.5. Parents (as named in the application form)

A parent of the Main Member/ Spouse who is under the age of 84 years at the Commencement date. A parent includes a biological or legally adoptive parent, step-parent and a foster parent. A maximum of four parents may be nominated at any time.

1.4.6. Other Dependent Relatives (maximum of two) (as named in the application form) A relative of the Main Member, who has not yet attained the age of 65 at Commencement date, who satisfies one of the following criteria:

- A child not eligible in terms of clause 1.4.4 above who is fully dependent on the Main Member or
- A second spouse of the Main Member in the case of a polygamous marriage, or Any other relative who is fully dependent on the Main Member, and the relationship can be adequately substantiated.

A maximum of two Other Dependent Relatives may be nominated at any other time. The Main Member may at any time by form of notification to the Underwriter either directly or through the Broker, amend the membership of Assured Persons on the Plan. Please note that a waiting period, as per the applicable category of the Assured Person, shall apply to any new Assured Persons added (or substituted) to the Plan.

1.5. Beneficiary

Shall mean a person, nominated by the Policyholder as indicated on the application form or upon amendment, who is entitled to receive a benefit which is paid in terms of this Policy

1.6. Accident

Shall mean any specific incident the Assured Person could not reasonably foresee, occurring at an identifiable time and place, that is unplanned, unexpected and not out of intention by the Assured Person, and which is caused by an external source to the body and which results in death of the Assured Person.

1.7. Commencement of life assurance cover

- Commencement date, in relation to an Assured Person, shall mean the date on which the first premium in respect of the Assured Person is paid, being;
 - the first of the calendar month in which the first premium payment is received, provided that the premium is received on or before the 10th day of the calendar month; or
 - the first of the following month if the first premium is received after the 10th day of the calendar month.
 - Cover (which is entitlement to a benefit in the event of a death claim event) for all Assured persons commences after expiry of the waiting period (from the commencement date), provided premiums have been received in full during the waiting period.
 - Cover for eligible Assured Persons older than seventy-two (72) years of age at cover inception date will commence after 9 months from the inception date.
 - Notwithstanding the provisions above, accidental death cover shall commence when the first premium has been received.
 - Death as a result of suicide is covered provided the policy has been active for a period of over 12 months and a minimum of 12 months premiums have been received.
- The conditions of this clause also apply if membership is re-instated or added onto the policy for cover at a later stage.

1.9. Medical Practitioner

Refers to a person who is legally licensed and qualified to practise medicine and surgery as required by the Laws of Lesotho or the Republic of South Africa. This person may not be the beneficiary, the policyholder, an Assured Person or any member of their family.

1.8 There must be insurable interest. i.e When purchasing funeral insurance on another person's life, the Policyholder and/or the Beneficiary must have insurable interest on that persons life ("Life Assured")

2. Evidence of health

No medical evidence is required in order to be eligible for the Plan.

3. Basic Cover Benefits

3.1. Cash Funeral Benefit

In the event of the Life Assured's death before the expiry of his/her agreement with the Insurer, the basic cash benefit amount for that Assured Person as set out under the Sum Assured Schedule shall be payable.

| Access Option Benefits | Cash Benefit (LSL) | |
|--|--------------------|------------------|
| | Natural Death | Accidental Death |
| Life Assured | | |
| Main Member and Spouse | 7,500 | 15,000 |
| Children 14-21 yrs (including students under 25 yrs) | 5,000 | 10,000 |
| Children 7-13 years | 4,000 | 8,000 |
| Children 0-6 years | 1,300 | 2,600 |
| Still-born | 1,300 | 1300 |

Standard Option Benefits

| Life Assured | Cash Benefit (LSL) | |
|--|--------------------|------------------|
| | Natural Death | Accidental Death |
| Main Member and Spouse | 14,000 | 28,000 |
| Children 14-21 yrs (including students under 25 yrs) | 7,000 | 14,000 |
| Children 7-13 years | 5,000 | 10,000 |
| Children 0-6 years | 4,000 | 8,000 |
| Still-born | 2,000 | 2000 |

Advanced Option Benefits

| Life Assured | Cash Benefit (LSL) | |
|--|--------------------|------------------|
| | Natural Death | Accidental Death |
| Main Member and Spouse | 30,000 | 60,000 |
| Children 14-21 yrs (including students under 25 yrs) | 10,000 | 20,000 |
| Children 7-13 years | 5,000 | 10,000 |
| Children 0-6 years | 5,000 | 10,000 |
| Still-born | 3,500 | 3500 |

Parents and Other Dependent Relatives may be covered for an additional premium per person as shall be quoted on the quotation schedule. Cover for Parents and Extended Family will be a choice of an amount not less than M 1 000 and not greater than the Main Member's cover, and is limited to the maximum basic cover amount of M15,000. The cover cannot be taken as a stand-alone benefit, and it can only remain valid as long as the basic cover policy remains active.

3.2. Accidental Death Cash Benefit

The Life Assured shall qualify for the Accidental Death Cash Benefit in cases where the cause of death is an accident and provided death occurs within 14 days of the date of accident. The benefit applies only to the Main Member, Spouse and Children as defined in the policy. Death as a result of Suicide does not qualify for any accidental death benefits.

3.3. Coffin/ Casket, Funeral Services

Following the death of the Main Member or their immediate family, the policy shall provide the benefits as outlined in the table below in a form of vouchers. The value of the vouchers is given below for the respective cover options and shall be redeemable at any of the designated funeral service providers.

| | Coffin/ Casket benefits | | | Funeral Services Benefits | | |
|-------------------------------------|-------------------------|----------|----------|---------------------------|----------|----------|
| | Access | Standard | Advanced | Access | Standard | Advanced |
| Insured Person | | | | | | |
| Main Member and Spouse | 2,500 | 7,000 | 15,000 | 1,500 | 3,000 | 4,000 |
| Children 14-21 (including students) | 2,500 | 5,000 | 10,000 | 1,500 | 2,000 | 4,000 |
| Children 7-13 years | 2,000 | 4,000 | 8,000 | 1,000 | 2,000 | 3,000 |
| Children 0-6 years | 1,500 | 2,500 | 4,000 | 700 | 1,500 | 2,000 |
| Still-born | | | | | | |

3.4. Iron Graveside Fence – applicable to all benefit options

Following the death of the Main Member or their spouse, the policy shall provide a benefit in the form of a voucher. The vouchers shall be redeemable at any of the designated service providers.

3.5. Tents, tables and Chairs - applicable to all benefit options

Upon the death of the Main Member or their Spouse, a benefit in the form of a voucher to be used towards hiring of a tent, a table and 50 chairs for the burial shall be paid.

with all 12 premiums having been paid before the claim incident. No additional assured persons may be covered and no increases in benefits may take place while premiums are being waived.

3.6 Premium Waiver on Death or Permanent Disability of the Main Member – applicable to all benefit options

3.6.1 Death

Following approval of a claim upon the death of the Main Member, premiums covering the immediate family (under family funeral cover) will not be payable for 12 months and the policy will remain active during that period (death premium waiver period).

3.6.2 Permanent Disability

Following approval of a claim upon the Main Member having been declared as "totally and permanently disabled" by a qualified medical practitioner, premiums (covering the immediate family) will not be payable for 6 months and the policy will remain active during that period (disability premium waiver period).

Premiums will need to be paid after the applicable premium waiver period has expired in order for cover to continue. This benefit is only applicable to policies that have been active for a period of at least twelve months from the commencement date with all twelve premiums having been received before the claim incident date. No additional Assured Persons may be covered and no increases (upgrades) in benefits may be allowed during the premium waiver period.

3.8. Airtime Benefit – applicable to all benefit options

Upon the death of any of the immediate family members Assured, an airtime benefit of M100 will be paid within 24 hours of submission of a valid claim arising before the expiry of this agreement.

4. OPTIONAL RIDER BENEFITS

4.1. Utility Car Benefit

Upon the death of the Life Assured under the utility car benefit, a benefit of up to M5,000 in the form of a voucher shall be paid to the beneficiary. The voucher shall be used towards hire of a utility van from any of the affiliated service providers to be used for the purposes related burial logistics.

4.2. Cow Benefit

Upon the death of the Life Assured under the Cow benefit, a benefit in the form of a voucher with a face value of M10,000 shall be paid. The voucher can be redeemed at any of the affiliated cattle farmers for a live cow. This cover can be taken on any of the members of the immediate family and Parents of the Main Member or their Spouse.

4.3. Tombstone Benefit

Upon the death of the Life Assured under the tombstone/unveiling benefit, a benefit of up to M10,000 in the form of a voucher shall be paid to the beneficiary to cover expenses related to the purchase of a tombstone and/ or tombstone unveiling expenses.

4.4. Body Repatriation

Upon the death of the Life Assured, where the burial service is more than 100km's from their place of death or the deceased body is in South Africa, the Insurer shall cover the costs associated with transportation of the deceased body to the place of burial within Lesotho. The Insurer will cover costs up to M10,000.

4.5. Grocery Benefit - Mosala

Following the death of the Main Member or their Spouse, the policy shall provide the beneficiary with monthly food vouchers for a period of 24 months. Each monthly voucher shall be of the value shown below for the respective cover options and shall be redeemable at designated supermarket chains or can be exchanged for an equivalent cash deposit into the nominated beneficiary bank account, e-wallet, or mobile money accounts.

| Contract Option | Monthly Voucher Value |
|-----------------|-----------------------|
| Access | 750 |
| Standard | 1,000 |
| Advanced | 1,500 |

4.6. Molebe

Molebe is a benefit combo that comprises the following benefits;

(i) Upon the death or total disability of the Main Member before they attain the Age of 65, the Insurer will continue to provide basic cover for the Assured immediate family members on the policy under the same terms and conditions that such benefits would have been provided had the Main Member been alive and the policy remained active. The benefit amount shall be the basic cash benefit if death occurs after 5 years and 100% of the total basic Sum Assured if death occurs after 10 years from the commencement date of the policy.

(ii) Upon the Main Member surviving to Age 65, no further premiums shall be payable for the immediate family, and the basic cover in respect of all Assured immediate family members under the policy shall continue.

(iii) 10 basic monthly premiums shall be paid back to the premium payer every 5 years from commencement date of the policy.

The cover is subject to a waiting period of 5 years and subject to all premiums due during the waiting period of 5 years having been fully paid.

5. Payment of Claims

The benefits provided in terms of this contract will not be paid unless the underwriter has received all the claim documentation and is satisfied as to; the validity of the claim, the entitlement of the claimant to receive the benefits, the existence of insurable interest and the correctness of the stated date of birth of the Life Assured.

The Underwriter reserves the right to withhold a decision on payment of a claim pending investigations on grounds of suspicion of fraud committed by the Policyholder, the Beneficiary or the claim being directly or indirectly caused by criminal activities. No claim shall be paid if the claim is directly or indirectly caused by criminal activities by any of; the Policyholder, the Beneficiary or the claimant.

All claims that are deemed suspicious following an investigation by the underwriter or where criminal charges in relation to the claim have been laid against either of; the deceased Life Assured, the Policyholder, the Beneficiary or claimant entitled to benefits, the payment of the benefits shall be withheld pending judgement by the courts of law.

Where an accidental death claim is made and the cause of accidental death is linked to an alleged involvement in criminal activities by the deceased Life Assured, the benefit payable shall be limited to the natural death benefit applying the applicable accidental death waiting period.

5.1 Who will we pay the benefits to?

If we assess the claim as valid, the benefits in terms of this Policy upon the death any Life Assured will be paid to the Beneficiary as nominated by the Policyholder or, to the Policyholder.

In the event that there is no Beneficiary, all benefits payable to the Beneficiary will be paid to another Assured Person, or if claimed by any other person, to such other person subject to proof of relationship to the deceased Member.

5.2 When we will pay the benefit

We will pay the benefits as follows:

- The Benefits will be paid within 48 hours provided that all the required claims documentation has been received and the claim has been approved.
- Monthly grocery benefits will be paid every month for the duration of the period of benefit payment as per the schedule of benefits.
- Claims will need to be submitted within 12 months from the date of the deceased's death in order for the claim to be valid.

You can claim in one of the following ways:

- Telephone – Claims Helpline on 22324297, where a consultant will advise you on how to submit your claim, or
- Thari Office – Contact your nearest Thari branch where you will be assisted with the claim process, or
- Alliance Office – Contact your nearest Alliance Insurance branch where you will be assisted with the claim process.

5.3 There must be insurable interest

- Proof of insurable interest is required before any benefit is payable
- The underwriter may ask for additional information or documents from the Policyholder or Beneficiary at claim stage in order to determine if the existence of insurable interest exists.

5.5 Claim checklist

In order to speed up the claims process, please ensure that the following documentation is presented at the time of claim:

- Death Certificate
- Certified copy of the identity / birth certificate of the deceased
- Certified copy of the identity of the claimant
- Marriage certificate / proof of relationship where applicable
- Notification of registration of death
- Mortuary certificate
- Police report in the case of an accidental death benefit claim

Please note that additional supporting documents may be required and the claims help desk will advise you directly or through your broker or agent of such additional requirements at claim stage.

6 Eligibility

6.1 Eligible Ages

| | Age | Max No.Covered |
|---------------------------------|-----------------------------|----------------|
| Principal Member | Under 65 years | 1 |
| Spouse | Under 65 years | 1 |
| Parents of the Member or Spouse | Under 84 years | 4 |
| Other dependent relatives | Under 65 years | 2 |
| Children | Under 21/25 (student) years | 7 |

7. Waiting Period

No funeral benefits shall be paid for claims caused by certain events happening before the expiry of the waiting period. For the waiting period to be regarded as completed, the policy in respect of the Life Assured should have been active for a period not less than the waiting period and monthly premiums equating to no less than the number of months in the waiting period should have been received in full on or before the date on which the event giving rise to the claim occurred.

- Main Member and Immediate Family dying of natural causes
 - Six (6) months (180 days) for any Assured Person from their benefit Commencement date
- Parents and Other Dependent Relatives dying of natural causes

| Assured Persons | Natural Death | Accidental Death | Suicide |
|--------------------------------|---------------|-------------------|-----------|
| Main Member & Immediate Family | 6 months | No waiting Period | 12 months |
| Parents aged 72 yrs or Younger | 6 months | No waiting Period | 12 months |
| Parents Older than 72yrs | 9 months | No waiting Period | 12 months |
| Dependent Relatives | 6 months | No waiting Period | 12 months |

- Accidental Death causes:** All Lives Assured
 - No waiting period shall apply if any of Assured Persons dies as a result of an accident that happened during the period of insurance.
 - The waiting period applicable to the Main Member shall apply to still born caused by accidents.

iv) Paid-up and Cash-back benefits (Molebe)

-Five (5) years waiting period

v) Waiver of premiums on Death and Disability

-Twelve (12) months waiting period

vi) Insured Person's death was caused by suicide, attempted suicide or self-inflicted injury:

-12 months waiting period for all Assured Persons
-No accidental death claim will be admitted, instead the benefits payable shall be equal to the natural death benefits

vii) If the Family or Member Only cover (policy) replaces existing cover with another licensed insurer within Lesotho, we will not apply the waiting period on death as a result of natural causes on all Assured Persons that are still within the eligible ages. The following conditions will apply;

- The Assured Persons:
- are the same under this Policy as they were under the previous policy;
 - enjoyed uninterrupted cover on the previous policy for a period not less than 6 months, i.e the waiting period for death due to natural causes on this Policy;
 - were covered on the previous policy on the day before the inception date of this Policy;
 - the amount of benefit payable under this Policy is not higher than the amount of benefit that was payable under the previous policy. If the amount of benefit is higher, the full waiting period shall apply to the difference in cover on each Assured Person to whom the difference applies;
 - Proof of previous cover is provided

8. Benefit Upgrades/Downgrades

A maximum of one upgrade per policy per year (e.g from Access to Standard/Advanced option, or from Standard to Advanced option) is allowed. Standard waiting period rules will apply to any top-up benefits. Waiting period shall not be applied to benefit downgrades.

9 Exclusions

The Insurer will not be liable for any claim arising whether directly or indirectly as a result of

- War
- Invasion
- Act of foreign enemy
- Hostilities
- Civil war
- Military or usurped power
- The effects of radioactivity or nuclear explosion
- Accidental death as a result of riot, private flying, hazardous sports or illegal acts by the Assured Person

10. Maximum Cover

Assured Persons may be covered several times on this Policy, subject to the total maximum benefit value that will be paid as per the tables below (combined including basic benefits and rider benefits)

10.1 maximum cover amount under this Policy

| Assured Person | Maximum Total Amount of Benefit Payable (Maloti) |
|-----------------------|--|
| Adult 18 yrs or older | 200,000 |
| Child 14 – 21/25* | 50,000 |
| Child 0-13 | 30,000 |
| Still born | 10,000 |

10.2 maximum cover amount under all Alliance Policies

| Assured Person | Maximum Total Amount of Benefit Payable (Maloti) |
|-----------------------|--|
| Adult 18 yrs or older | 300,000 |
| Child 14 – 21/25* | 75,000 |
| Child 0-13 | 75,000 |
| Still born | 20,000 |

10.3 Other Conditions

- If we limit the total claim amount to the above, we will refund the total premiums we received on all cover we did not provide. There is no refund on still born children.
- The maximum cover amount may be increased from time to time by the Underwriter, but may not be decreased

11. Fraud

If any claim under this policy is deemed to be fraudulent in any manner through wilful or fraudulent acts or, omissions and/or acts of dishonesty of the Main Member and/or the deceased Life Assured and/or the Policyholder and/or the beneficiary and/or the claimant; the underlying benefits will be forfeited, the policy shall be cancelled and no refunds of premiums will be made.

12. Cession

Benefits under these policies may not be ceded, assigned or pledged as security in any way.

13. Premiums

Premiums are payable monthly in advance from the Commencement date. Thirty days are allowed for payment of each premium during which period cover will continue subject to subsequent payment of the unpaid premium and the conditions of commencement and termination of cover.

- The premiums payable for the immediate family benefits are in respect of the Main Member, the Spouse and all qualifying children
- In respect of parents, the premium for assured persons are in respect of assured parents and parents-in-law up to a maximum of four people.
- In respect of "Other Dependent Relatives", the premiums are for the assured persons as nominated by the Main Member up to a maximum of two.

The premiums applicable to the Scheme for the Main Member Only Cover and Family Funeral Cover are shown on the Scheme's quotation/premium rates document. Members also have an option to pay premiums In advance for whatever period, provided the premium advance is an exact whole multiple of the monthly premiums due. e.g for the whole year.

Additional Funeral Premiums for Parents and Other Dependent Relatives

Parents and Other Dependent Relatives may be covered for an additional premium per person as per the quotation schedule enclosed.

14. Review; premiums, terms & conditions

The Insurer reserves the right to review all terms and conditions on this policy. Premium rates will be reviewed annually and any resulting changes to premiums will be effected on 1 February of each year. The Insurer will give one calendar month's written notice of its intentions to make any alterations.

15. Cancellation of Policy

The Underwriter or the Main Member may cancel this policy at any time by giving one calendar months' notice in writing to the last known postal/physical/email address. No new assured person may be added after the notice of cancellation has been delivered. No refund of funeral premiums whether pro rate or otherwise will be given on cancellation on this policy.

16. Lapse and Reinstatement

The policy will lapse and no further benefits will be payable if the policy is 2 months in arrears. If the policy has lapsed the Premium Payer may apply for reinstatement subject to the requirements of The Insurer at the time

17. Currency

Premiums and benefits are expressed and payable in the legal tender of Lesotho.

18. Jurisdiction

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

19. Agreement

This policy and amendments thereto, the application and the schedule of insurance, shall constitute the sole agreement between the parties. No contrary representation or agreement to vary this policy shall be of any force unless reduced to writing and signed by either the signatory hereof or by the specifically authorised thereto in writing by such signatory, or by the valuator of the Insurer.

20. Territorial Limits

The plan provides cover for people who reside within the borders of Lesotho and who if not citizens of Lesotho, are in possession of a Lesotho permanent residence permit or a valid working or business permit for a period of six months or longer.

Cover Is also provided to Lesotho citizens irrespective of their country of residence.

This product is underwritten by



THARI

Helping you insure wisely, saving you money