

ECOSURE FUNERAL PLAN

POLICY TERMS AND CONDITIONS

EcoSure
Re Bolokehile

INTRODUCING YOUR POLICY

This document sets out the terms and conditions of the EcoSure Funeral Plan offered by The Lesotho National Life Assurance Company (LNLAG) to Econet subscribers. Please read and fully understand each clause set out in these terms and conditions.

These terms and conditions can be changed at the LNLAG's sole discretion subject to sixty (60) days' notice to the main insured person. LNLAG will notify the main insured person by SMS of any amendments to these terms and conditions and ensure that they are available at all Econet customer service touch points and on the official Econet website. Any main insured person who does not accept the changes to the terms and conditions of this agreement shall notify LNLAG in writing within thirty (30) days of posting of the amendments at Econet customer touch points, and such notification shall be deemed to constitute termination of this insurance policy with effect from the date on which the new amendments take effect.

When an Econet subscriber registers for the EcoSure Funeral Plan, the subscriber must know and fully understand the terms and conditions set out in this document.

Confirmation of registration means that the Econet subscriber agrees to abide and be bound by these Terms and Conditions in respect to the EcoSure Funeral Plan.

THE PARTIES TO THIS POLICY

The policy is a legal contract between you and Lesotho National Life Assurance Company. Only you have rights under this policy.

- 'We', 'us' and 'our' refer to Lesotho National Life Assurance Company, registration number I95/267. LNLAG is a registered insurance company and an authorised Financial Services Provider.
- 'You' and 'your' refer to the main insured person who is the owner of this policy.

KEY DEFINITIONS USED IN THIS POLICY

We have given a specific meaning to certain words. These words appear in *italics*. The glossary at the end of this document gives the definitions that have the same meaning anywhere in this policy. Certain definitions only apply to a specific benefit section and will appear at the end of each benefit section. The most common definitions used in this policy are below.

- 'policyholder' refers to you, the owner of the policy and the main insured person.
- 'insured person' refers to a person that meets the conditions for eligibility.
- 'main insured person' refers to the person who we accepted as the main insured person.

HOW TO READ THIS POLICY

- The plural of these words is used where appropriate.
- The headings in the policy are for reference only and will not affect the meaning of the terms and conditions to which they relate.
- When we refer to a specific section of this policy, the reference will include the name of the heading. Days refer to ordinary calendar days, including weekends and public holidays.
- Month means a calendar month excluding the first day, including the last day and including weekends and public holidays.
- Words which refer to natural persons will also refer to legal persons.
- 'He', 'him' and 'his' refers to a male or female.

YOUR POLICY

This policy is a legal contract between you and us and includes your registration and the policy wording.

- The registration is where you asked us to cover all the insured persons under this policy, and where you gave us permission to collect the monthly premium.
- The registration is electronic via your mobile device or physical form that you completed at your local Econet customer service touch points; or
- If you make any changes or additions to the policy after the policy start date, the physical form you completed when you made the changes will also be part of this policy.
- The policy wording includes the general terms and conditions and the benefits as explained below:
- The general terms and conditions include all the terms, conditions and exclusions that apply to all the benefits.
- The benefits set out the terms and conditions specific to the selected benefit.

The policy wording makes up your policy documentation that we sent to you. You must carefully read these documents together. Make sure you understand what you are covered for as well as what your responsibilities are. If you do not keep to the terms of this policy, it may result in us not paying a claim or cancelling your policy. We are not bound by any changes unless we have agreed to them in writing and have included them into this policy by issuing you with a new policy wording or policy schedule. This policy document replaces all previous policy documents.

The policy document will always be the final determining factor in the event of any disagreement around meaning or interpretation.

A. POLICY PACKAGES, BENEFITS AND PREMIUMS

There are four policy packages options that will be available to Econet subscribers:

PACKAGE	BENEFITS	PREMIUMS
Lite	M 10 000	M 15.00
Basic	M 20 000	M 30.00
Standard	M 30 000	M 45.00
Premium	M 50 000	M 75.00

- Econet subscriber may join individually via the mobile phone or as an insured person on Family Cover.
- Family Cover
- Family Cover allows main insured persons to register their insured persons.
- All insured persons shall be on the same currency and package as the main insured person.
- The premium is paid per head and is the same irrespective of the insured person's age.

B. FAMILY COVER

- The Family Cover Package allows a main insured person of the EcoSure Funeral Plan to cover their insured persons under their policy.
- All insured persons under the policy shall be treated in their individual capacities for premium payments, exclusions and all other terms of the EcoSure Funeral Plan.
- A main insured person can cover the following extended family members as insured persons directly on their mobile phone:
 - Spouse;
 - Biological or legally adopted children;
 - Grand Children;
 - Biological parents;
 - Biological grandparents; and
 - Parents-in-law
- An insured person should be at least 0 years old (newly born) but younger than 70 years old.
- The premium is paid per head and is the same irrespective of the insured person's age.
- An insured person may not have more cover than the main insured person.
- Insured persons are transferable amongst insured persons such as between husband or wife for minors and siblings for elderly biological parents.
- Where an insured person is 21 years or older and does not have an active Econet line that is registered on EcoCash, a main insured person will be requested to visit the nearest Econet Service Centre with the following documents:
 - A copy of identity document of the insured person;
 - Proof of relationship to the insured person
 - Mobile phone number registered in the insured person's name in accordance to the Lesotho Telecommunications Authority regulations.
 - A person can only be added once as an insured person on any policy but can have an individual policy or policies of their own.

C. EXCLUSIONS

- Exclusions mean instances where we will not be obliged to pay out a claim where an insured person dies as a result of the following excluded activities:
- Death due to natural causes occurring within six months (waiting period) of the benefit start date of the policy of the insured person. For main insured persons registered on the Premium Package, the benefit payable upon death due to natural causes shall be paid as follows:

Time of Death from policy start date	0 to 6 months	6 to 12 months	After 12 months
Maximum Benefit Payable	M 0	M 25 000	M 50 000

- Suicide.
- War, insurrection or civil commotion.
- Epidemics as defined and declared by the World Health Organisation standards.
- A claim for a person who does not qualify for cover under this agreement.
- A fraudulent or dishonest claim.

D. REGISTRATION

- EcoSure Funeral Plan provides cover for funeral expenses in the event of the death of an insured person. The premium payment for cover will be deducted from the main insured person's Econet Airtime Balance or from their EcoCash wallet at the specified payment frequency.
- To register for the EcoSure Funeral Plan, the main insured person must be at least 18 years old but younger than 70.
- Registration is automated and shall be done through the main insured person's mobile phone.
- A main insured person must have an active Econet GSM cell number to be able to register for the EcoSure Funeral Plan.
- In order to register for the EcoSure Funeral Plan, a main insured person will need to supply the following information:
 - Full name and surname;
 - Identity number;
 - Residential address;
 - Gender;
 - Date of birth;
 - Beneficiary's name and surname;
 - Beneficiary's relationship to the main insured person;
 - Beneficiary's date of birth; and
 - Beneficiary's contact cell number.
- Before a policy can be issued the main insured person has to complete the registration process which includes confirming the personal details listed above, selection of the preferred EcoSure Funeral Package and method of payment of the initial premium (via EcoCash, Automatic Airtime Debit or via Airtime using text instructions – Dial *188#).
- By completing the registration process a main insured person confirms acceptance of these terms and conditions and authorises us to debit their Econet Airtime Balance for the first premium and monthly thereafter.

E. POLICY START DATE AND PERIOD OF INSURANCE

- The EcoSure Funeral Plan is effective as of the policy start date.
- The policy start date is calculated as follows:
 - If a main insured person registers between the 1st day of the month and the 10th day of the month (inclusive), the policy start date shall be a date in that same month on which the first premium is successfully deducted from main insured person's Econet Airtime Balance.
 - If the main insured person registers between the 11th day of the month and the end of that month, the policy start date will be the 1st day of the following month.
- The first premium shall be automatically deducted from main insured person's Econet Airtime Balance upon registration.
- Following the first premium payment, the Premium Payment Date shall fall on the 1st day of each month.
- Cover lasts for one calendar month from each Premium Payment Date.
- The policy is renewable by monthly debit from the main insured person's Econet Airtime Balance or any other means as agreed upon with us.
- Should payment fail on the 1st of the month, EcoSure will make several deduction attempts against the Econet Airtime Balance throughout the month until successful payment is made.
- Attempts will be made to collect the premium every day, every hour between 1st and last day of the month.
- EcoSure premium may be paid by another EcoSure policyholder. Dial *188# to do so.
- A main insured person may cancel the policy by giving 30 days' notice at an Econet Service Centre with proof of identification.
- The policy is terminated on the death of the main insured person, cancellation by the main insured person, lapse of cover and/or any other arrangement agreed between the main insured person and us.

F. CHANGES IN PACKAGES

- If the main insured person elects to increase his/her cover, to any package other than the policy package, the benefits will be paid as follows:
 - If death is by natural causes the previous cover level will be in force for three months after which the new cover level will take effect;
 - If death is by accident the new cover level will take effect immediately and any claim will be payable as per the new cover level.
- If the main insured person elects to decrease his/her cover, the new cover level takes effect immediately regardless of whether death is by accident or natural cause.
- If the main insured person elects to increase his/her cover from any package to the policy package, the benefits will be paid as follows:
 - If death is by natural causes the benefits shall be payable as follows:

Time of Death after Upgrade	0 to 6 months	6 to 9 months	After 9 months
Maximum Benefit Payable	According to previous package	M 15 000	M 25 000

- If death is by accident the new cover level will take effect immediately and any claim will be payable as per the new cover level.

G. PREMIUM PAYMENT

- Cover is for funeral expenses provided the premiums are paid in accordance with the rules below:
 - The first premium is due upon registration, while the premiums that follow thereafter are due on the 1st day of each month.
 - Premiums will be paid via the EcoSure Airtime Balance.
 - The exact premium amount must be paid. Part payments are not possible.
 - There will be no claim settlement if the policy has lapsed.
 - The Grace Period for this policy is a maximum of ten (10) days from the due date within which the premium should be paid after which the policy will automatically lapse.

H. LAPSE AND REINSTATEMENT OF COVER

- The policy will lapse on the 10th day after the Premium Due Date if the premium is not paid by the foretold date.
- A lapsed policy can be reinstated upon payment of the premium. Where a policy is reinstated no claim shall be paid for death by natural causes for each month the policy was lapsed up to a maximum of three months following the reinstatement of the policy.
- The policy shall not have a surrender value.

I. NOTICE PERIOD FOR PREMIUM INCREASE

- Sixty (60) days' notice will be given by us for any increases in premium.

J. MISREPRESENTATION AND FRAUD

- Any misrepresentation or non-disclosure of a material information by the insured person may result in the policy being cancelled, a claim rejected or the policy being voided from inception without any refund of premiums.
- Any fraudulent act used to obtain any benefit by a beneficiary under the policy may render the policy cancelled or void from inception and any claim or premiums paid in such event will be forfeited.

K. CHANGES IN THE POLICY

- Any changes to the policy must be done at an Econet Service Centre with proof of identification.
- Such changes are limited to:
 - Change of mobile number; and
 - Corrections of any personal details on the policy
- There can be no change in the identity of the insured person on a given policy other than official changes in name in accordance with the laws of Lesotho.
- A cancelled policy can never be reinstated. An applicant will have to make a new application for a new policy.

L. BENEFICIARY

- A main insured person can only appoint two (2) beneficiaries. A principal beneficiary who shall receive the death benefit upon the insured person's death and an alternate beneficiary who is the second-choice person the main insured person nominates to receive the benefits of the policy in the event that the principal beneficiary is incapacitated or has died.
- The beneficiary could only be an individual.
- No provision in any will or testament will have the effect of varying the beneficiary appointed in the policy.
- If the principal beneficiary has died, the death benefit will be paid to the alternate beneficiary selected by the main insured person.
- If both principal and alternate beneficiaries have died or where the main insured person did not appoint any beneficiary, the death benefit will be paid to the insured person's surviving spouse on submission of a Marriage Certificate and ID.
- If the insured person does not have a surviving spouse the death benefit will be paid to a beneficiary nominated per the instruction from District Administrator's office
- If the beneficiary selected is an individual and is under the age of 18 the proceeds of the claim will be paid per the instruction from the Office of the Master of the High Court.

M. INDEMNITY

- Upon the death of an insured person, we will pay the amounts stated in section A to a beneficiary, but subject to the exclusions and conditions in this policy.
- If we claim that the payment is not due and payable by virtue of the exclusions or non-compliance with any of the terms and conditions stated herein, onus shall be on the beneficiary to prove the contrary.

N. CLAIMS PROCEDURE

- A claim must be presented as soon as possible from the date of any insured person's death. A claim will be paid into the beneficiary's bank account or payment made by cheque.
- A claim will be submitted through Econet Service Centres only.
- We must be notified that a claim is being made as soon as reasonably possible after the death of an insured person but in any event no later than 180 (one hundred and eighty) days from date of death.
- In addition to a fully completed Econet Death Claim form, certified copies of the following documents must be provided at Econet Service Centres Econet:
 - Death Certificate;
 - Mortuary Certificate;
 - Medical Certificate of the Cause of Death (if the deceased died in hospital);
 - Police Report (in the case of unnatural causes of death);
 - Deceased's proof of identity;
 - Beneficiary's proof of identity;
 - Beneficiary's banking details; or
 - Beneficiary's contact cell number.
- Pay out to the beneficiary will be into their bank account or a cheque payment will be made.
- Where a death certificate has not been submitted with the initial claim, it MUST be submitted to us within 180 (one hundred and eighty) days from date of death.
- The claim pay-out will be within 72 (seventy-two) hours after submission of all documents
- In the event of death of an insured person, the benefit is paid to the main insured person.
- In the event the main insured person dies, the insured persons may be transferred to another main insured person as advised by beneficiary and after consultations with new main insured person failure of which the insured person's cover will lapse.
- Any premiums paid in advance by the deceased main insured person in respect of the insured persons shall be reimbursed and paid to the beneficiary.

O. REPUDIATION OF CLAIMS, CONFLICT AND DISPUTE

- In the event of repudiation by us of a claim or portion of a claim hereunder, (and after receiving a written objection from the beneficiary within thirty (30) days after such repudiation) the decision shall be reviewed by an appraiser. The appraiser's view will not be binding on us but may serve as a basis for a reappraisal of the decision to repudiate.
- In the event of the beneficiary not agreeing with our reappraisal, the beneficiary will notify us in writing within thirty (30) days.
- Thereafter the matter shall be referred to arbitration by us in terms of the relevant legislation, within a period of sixty (60) days.

P. COMMUNICATIONS

- We are entitled to address any written communication in the manner it deems most expedient by SMS or through other means such as the Econet website (www.etl.co.ls) or social media pages.

P. LIMIT OF INDEMNITY

- Any claim brought by the beneficiary as a result of the EcoSure Funeral Plan for whatever reason shall be limited to the benefit the insured person is entitled to in terms of their policy and these terms and conditions.
- The insured person may benefit from EcoSure Funeral Plan as long as we continue to offer the EcoSure Funeral Plan to the insured person. Any claims made after the discontinuation of EcoSure Funeral Plan for whatever reason shall not be valid. We shall pay-out all claims that meet the terms and conditions and are submitted no later than 180 days after discontinuation of EcoSure Funeral Plan.

Q. WHOLE AGREEMENT

- These Terms and Conditions shall constitute the sole agreement between us and the insured person.
- No contrary representations or agreement to amend the Terms and Conditions shall be of any force or effect unless reduced to writing and signed by someone specifically authorized thereto in writing by us.



Underwritten by Lesotho National Life Assurance Company Limited

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