

The BMW Group 36 Month Top Up Plus Policy (To a maximum specified sum of R1 500 000)

BMW Financial Services (South Africa) (Pty) Ltd., is an Authorised Financial Services and Registered Credit Provider (NCRCP2341).

This document contains the BMW Group Top Up Plus Cover Policy wording. The details of this Policy document have been set out for Your information. This Policy is underwritten by Guardrisk Insurance Company Limited (License No. 75), hereafter referred to as (Guardrisk) and administered by PinnAfrica Insurance Underwriting Managers (Pty) Ltd. (FSB No. 39123), hereafter referred to as (PinnAfrica) which are Authorised Financial Services Providers.

In the Event of the total loss of The Vehicle (By theft or write off), Top Up Plus will pay the difference, less any excess, between the Market Value (Paid out by the Comprehensive Underlying Insurer) and the Retail Value as determined by the TransUnion Auto Dealer Guide at date of purchase of the policy or the new list price as stated by the vehicle manufacturer.

TERMS AND CONDITIONS.

In return for the Insured paying the Premium and continuing to meet all the conditions for cover, Guardrisk will provide insurance cover under the BMW Group Top Up Plus Cover Policy as described in this document.

Guardrisk agrees and undertakes in favour of the Insured's named in the Schedule of Insurance to pay the benefits described in the Policy subject to:

- the actual receipt by Guardrisk at its head office of the correct and sufficient premium or premiums;
- the truth and accuracy of the information given in the Insured's Schedule of Insurance;
- the Terms and Conditions contained herein or endorsed hereon.

OTHER MATTERS OF IMPORTANCE.

You will be informed of any material changes to the information about the intermediary, insurer and or underwriter provided above.

If any of the information reflected above was given to you orally, this disclosure notice serves to provide you with the information in writing. Should you not be satisfied with the policy, you are entitled a period up to 30 days within which you may cancel your policy in writing at no cost. Cover will cease upon cancellation of the policy.

If we fail to resolve your complaint satisfactorily, you may submit your complaint to the Ombud of Short-Term Insurance.

You will always be given a reason for the repudiation of your claim.

If the insurer wishes to cancel your policy, this will be done in writing, to your last known address.

You will always be entitled to a copy of your policy at no extra charge.

WARNING.

Do not sign any blank or partially completed application form.

Keep notes of what is said to you and all documents handed to you.

Don't be pressurised to buy the product.

Failure to provide correct or full relevant information may influence an insurer on any claims arising from your contract of insurance.

WAIVER OF RIGHTS.

The General Code of Conduct stipulates that no Financial Services Provider may request or induce in any manner a client to waive any right or benefit conferred on the client by/or in terms of any provisions of the said Code, or recognise, accept or act on any such waiver by a client. Any such waiver is null and void.

DEFINITIONS.

“Balance of Indebtedness”

The value of The Vehicle as determined at the time of the purchase of this policy, as determined by that month's TransUnion Auto Dealer Guide, less the Retail Value as at the Date of Loss as at that month's subscription of the TransUnion Auto Dealer Guide less any excess or additional costs determined by the Comprehensive Underlying Insurer.

“Comprehensive Underlying Insurance Policy”

The fully comprehensive enforceable motor vehicle insurance Policy entered into by You with any registered domestic insurance company (The Comprehensive Underlying Insurer), which covers The Vehicle against, and obliges the Comprehensive Insurer to pay, for all possible motor vehicle risks (including theft and hijacking) occurring at least in the whole of the Republic of South Africa. The Vehicle and its accessories and extras must be correctly Insured in terms of the TransUnion Auto Dealer Guide for at least its full Market Value, Retail Value or New List Price at Date of Loss.

“Credit Agreement”

The Agreement as defined in the National Credit Agreements Act 34 of 2005 (Or as Amended) and referred to in the Schedule of Insurance, which shall be a valid and current Credit Agreement or loan agreement to which the Insured's shall be bound either as a debtor or as surety for the debtor.

“Credit Provider”

The institution granting the finance.

“Date of Loss”

The date upon which the damage to or loss of The Vehicle occurs, which must fall within the Period of Insurance.

“Date of Occurrence”

The date on which Your account with the Credit Provider is credited with the payment from the Comprehensive Underlying Insurer in settlement of Your claim in terms of Your Comprehensive Underlying Insurance Policy.

“Days”

Ordinary Days, including weekends and public holidays. A Day shall also mean a continuous 24 (Twenty-Four) hour Period.

“Deposit”

A contractual monetary amount as described in the National Credit Agreements Act 34 of 2005 (Or as Amended).

“Dual Insurance”

Situation in which the same risk is Insured by 2 (Two) overlapping but independent Insurance Policies.

“Event”

The Event which gave rise to Your claim in terms of the Comprehensive Underlying Insurance Policy, on the Date of Loss.

“Ex Gratia”

Where liability under the Comprehensive Underlying Insurance Policy is denied and a non-contractual partial or full settlement of the claim is made without prejudice.

“Excess”

An amount to be borne by You in respect of each and every claim.

“Extras”

Any tangible addition to the financed asset, all insurance policies and fees are excluded from this description.

“His / Her”

For “his” and “he” where the Insured is male, and read “her” and “she” where the Insured is female.

“Insured”

An Insured shall mean a person or legal entity who has successfully applied for this Policy Schedule of Insurance and paid for it in full.

“Insurer”

Shall mean Guardrisk Insurance Company Limited's Licence No. 75.

“Market Value”

The average of the recommended retail value and trade value of The Vehicle (Including its accessories and spare parts as specified in the Invoice/Offer to Purchase) at the Date of Loss, as determined by that month's issue of the TransUnion Auto Dealer Guide, and adjusted according to the Kilometre reading, at the time of the Event, and Condition chart contained in the Guide. Where the particular make and model of The Vehicle is not reflected in the “Auto Dealer's Guide” (or “Auto Dealer's Digest for Cars Over 10 (Ten) Years Old” or “Commercial Vehicle Dealer's Guide”) then the average value given for The Vehicle by three independent motor industry sources of Our choice will

be used as the Market Value of The Vehicle. The Market Value is limited to 10% (Ten Percent) over the Market Value as stated above.

“Maximum Indemnity”

Our Maximum Indemnity is equal to R500 000 (Five Hundred Thousand Rand). Should The Vehicle be under insured in terms of its Sum Insured under this Policy, Our benefit payment will be adjusted in the same proportion as the proportion of under insurance.

“Misrepresentation”

Conscious decision to change the facts as they are, to mislead an interested party. This shall also mean the failure to disclose material information at the date of application that had the Insurer been aware of would have resulted in the Policy not being issued.

“Period of Insurance”

As stated in the Schedule of Insurance issued in terms of this Policy.

“PinnAfrica Insurance Underwriting Manager”

The Underwriting Manager is PinnAfrica Insurance Underwriting Managers (“PinnAfrica”) who is mandated by Guardrisk to underwrite and administer the Policy. PinnAfrica is an authorised Financial Services Provider (FSP No. 39123)

“Policy”

The Schedule of Insurance.

“Premium”

The monthly amount payable as stated in the Schedule of Insurance or any endorsement issued in terms of this Policy.

“Premium Due Date”

The Premium payment date on or before the date appearing on the Schedule of Insurance.

“Purchase Value”

The value of The Vehicle as stated on the original purchase invoice, before deduction of the Deposit, including tangible extras.

“Schedule of Insurance”

The schedule containing Your details and the details of The Vehicle, Period of Insurance, Premium payable, Sum Insured, bank details and address.

“Selling Price”

The Selling Price of The Vehicle, is the price, including physical extras which You paid for The Vehicle at the time. This Policy will not cover more than 10% (Ten Percent) above the new list price or retail value of The Vehicle as stated in that month’s issue of the TransUnion Auto Dealer Guide. The Selling Price is limited to a minimum of R50 000 (Fifty Thousand Rand) and a maximum of R1 500 000 (One Million Five Hundred Thousand Rand) excluding any insurance Premiums and fees, warranty costs, fuel and delivery charges, interior and paintwork protection applications, administration charges or other additional refundable or finance amounts included in the invoice.

“Statutory Settlement Balance”

The payment due by You as at the Date of Loss which would liquidate Your outstanding liability to the Credit Provider in Terms of the Credit Agreement and entitle You to retain The Vehicle unencumbered, excluding any arrear instalments due as at the Date of Loss, interest and/or finance charges on such arrear instalments and any early settlement penalties.

“Sum Insured”

The equivalent of the Selling Price.

“Suspensive Condition”

A condition of the Comprehensive Underlying Insurance Policy which suspends cover, either partly or wholly, pending the implementation of a requirement in terms of that Policy.

“Term Cover”

Where the full premium for the period of the cover has been received in advance.

“The Vehicle”

The Vehicle described in the Schedule of Insurance and which may be any of the following: light motor vehicles, minibuses (Maximum 16 (Sixteen) Seater), caravans, light delivery vehicles and panel vans all with a gross vehicle mass of not more than 3500kg (Three Thousand Five Hundred Kilogram), and trailers with a carrying capacity of not more than 750kg (Seven Hundred and Fifty Kilogram).

“Total Loss”

Whereas the result of an accident, fire or theft the cost of repair or recovery of The Vehicle exceeds its Market Value.

“We, Us, Our”

Guardrisk Insurance Company Limited (“Guardrisk”). An authorised Financial Services Provider, FSP No. 26/10/75.

“You, Your”

The person or entity named as the Insured in the Schedule of Insurance. You must be 18 (Eighteen) years of age and be a permanent resident of South Africa and/or permanently residing in South Africa or a properly constituted and registered company or trust.

BENEFITS PAYABLE IN TERMS OF THIS POLICY.

Where The Vehicle is stolen and not recovered or damaged beyond economical repair and is written off by the Comprehensive Underlying Insurer, who has settled Your claim by means of a lump sum payment, We will pay, subject to the maximum of

R500 000 (Five Hundred Thousand Rand), the Sum Insured as defined, or Selling Price, whichever is the lesser, or

The Selling Price/ Sum Insured (Whichever is the lesser), as defined, MINUS:

1. The Excess payable by You in terms of the Comprehensive Underlying Insurance Policy;
2. The amount paid by the Comprehensive Underlying Insurer; (Which We will be deemed to be never less than the Market Value of The Vehicle at the Date of Loss), as defined in this Policy.

No benefit will be payable if The Vehicle is not a Total Loss.

GENERAL CONDITIONS.

The following conditions are applicable to all sections of this Policy.

1. Comprehensive Underlying Insurance Policy

- 1.1 You must ensure that The Vehicle is comprehensively insured for its full Market Value in terms of the Comprehensive Underlying Insurance Policy, in particular at the Date of Loss. If The Vehicle is not the subject of an enforceable fully Comprehensive Underlying Insurance Policy (Which covers The Vehicle against, and obliges the Comprehensive Underlying Insurer to pay for, all motor vehicle risks including theft and hijacking), then this Policy does not operate;
- 1.2 You must comply with all the terms and conditions relating to the Comprehensive Underlying Insurance Policy;
- 1.3 Where the Comprehensive Underlying Insurance Policy is unenforceable, cancelled or for any reason is void or invalid or should be treated as such by the Comprehensive Underlying Insurer, or where it is not fully comprehensive, this Policy does not operate;
- 1.4 We will only settle the claim if the Comprehensive Underlying Insurance Policy has fully indemnified You in terms of the Comprehensive Underlying Insurance Policy.

2. Conditions Precedent to Liability

- We shall have no liability under this Policy and You shall not be entitled to be indemnified under this Policy unless:
- 2.1 subject to Condition 17 under General Conditions, the Premium has been received by Us by the Premium Due Date;
 - 2.2 You comply with the Claims Procedures set out under Condition 11 under General Conditions;
 - 2.3 You comply with the Claims Procedure set out under Condition 5 under General Conditions.

3. Comprehensive Underlying Insurance Policy Indemnity

- 3.1 You shall use Your best endeavours to obtain a **full indemnity** in terms of Your Comprehensive Underlying Insurance Policy, including if necessary, the institution of legal proceedings against the Comprehensive Underlying Insurer to enforce Your rights in terms of the Comprehensive Underlying Insurance Policy, and referring the matter to the Ombud for Short-Term Insurance;

3.2 You must notify Us of rejection of Your claim in terms of the Comprehensive Underlying Insurance Policy within 60 (Sixty) Days, notwithstanding that such claim may be the subject of pending legal action, and advise Us of the status of such legal action.

4. Arbitration

Should any dispute arise between You and Us as to the amount of any claim under this Policy, liability having already been admitted by Us for the claim in principle, You may refer such dispute to arbitration within 90 (Ninety) Days of the dispute arising in accordance with the Arbitration Act 42 of 1965 (As Amended).

5. Rejection of Claim and Time Bar

In the Event of a claim being rejected or You dispute the benefit amount paid by Us, You are entitled to make representations to Us in respect of Our decision to reject the claim or as to the manner in which the benefit amount was calculated for a period 180 (One Hundred and Eighty) Days from the date of receipt of the letter of rejection or the date of the claim payment.

The dispute should be raised with the Insurer prior to disputing the matter with the Ombud.

Representation must be submitted in writing to:

PinnAfrica Insurance Underwriting Managers

PO Box 98758, Sloane Park, 2052

Fax Number: 086 648 8744

Email: compliance@pinnafrica.co.za

Guardrisk Compliance Officer

Guardrisk Insurance Company Limited

PO Box 786015, Sandton, 2146

Email: compliance@guardrisk.co.za

complaints@guardrisk.co.za

Tel: (011) 669 1039

Fax (012) 675 3856

Where You are not satisfied with the response from the Insurer You are entitled to make further representation to:

The Ombud for Short-Term Insurance

PO Box 32334, Braamfontein, 2017

Tel Number: 011 726 8900, Fax Number: 011 726 5501

In terms of Section 15 of the Financial Services Ombud Schemes Act No. 37 of 2004 that on the receipt of the official referral to the aforementioned Ombud, any applicable time barring clause in terms of this Policy or the running of prescription in terms of the Prescription Act No 68 of 1969, from the date of referral to the date of withdrawal of the referral or determination of the referral by the Ombud shall be stayed. If the dispute is not satisfactorily resolved in this manner, legal action may be instituted against the Insurer for the enforcement of the claim by way of the service of summons against the Insurer. Summons must be served on the Insurer within 6 (Six) months from the date You receive the outcome in respect of the representations You have made, failing which all benefits in respect of such claim shall be forfeited and no liability can arise in terms of such claim.

6. Misrepresentation

If any claim under the Comprehensive Underlying Insurance Policy or this Policy is in any way misrepresented or if any fraudulent means are used by You or anyone acting on Your behalf to obtain any benefit under this Policy, or if any of the Events Insured against are occasioned by Your intentional act, or with Your connivance, all benefits under and the Premiums paid in terms of this Policy shall be forfeited, and the Policy will be voidable at Our option.

7. Jurisdiction

This Policy is subject to South African law and to the jurisdiction of a competent South African court.

8. Noting of The Credit Provider Interests

The interests of the Credit Provider in this Policy are hereby noted. Any payment in terms of this Policy shall be made first to reduce any liability due by You to the Credit Provider in terms of the Credit Agreement and their receipt shall be an effectual discharge of Our liability for that portion of Your claim. Any balance thereafter shall be paid to You. This Policy is ceded to the Credit Provider where applicable.

9. Termination of this Policy

The end date will be the earliest of:

- 9.1 the date at the end of the Period of Insurance;
- 9.2 the date of expiry of the period, as selected on the Schedule of Insurance;
- 9.3 where the Credit Provider is the owner of The Vehicle, the date on which The Vehicle is repossessed;
- 9.4 the date on which The Vehicle is sold by You;
- 9.5 the date on which a benefit is paid under this Policy;
- 9.6 when We do not receive Your Premium, subject to Condition 17 under General Conditions and Premium under Definitions;
- 9.7 when either You or We cancel the Policy, subject to Condition 10 under General Conditions.

10. Cancellation and Refund of Premiums

This Policy may be cancelled by You or Us at any time on 30 (Thirty) Days written notice to the last known address. In the case of term policies Your Single Premium will be refunded on a scale determined by Our actuary based on Our calculation for the unexpired portion of the Term Policy, provided that no claim was submitted, in which Event No Premium shall be refunded. No Premium will be refunded in the case of monthly Premiums.

11. Claims Procedures

On the happening of an Event which may result in a claim under this Policy, You shall at Your own expense:

- 11.1 Notify Us immediately that Your claim in terms of Your Comprehensive Underlying Insurance Policy has been settled and within 60 (sixty) Days of the Date of Loss, submit to Us full details in writing of Your claim by means of a claim form;
- 11.2 Provide Us with or authorise Us to obtain a copy of the Credit Agreement or other agreements between Yourself and The Financial Institution and a statement of Your account with The Financial Institution, reflecting a full transaction history;
- 11.3 Provide Us with such proof, information, documents and affidavits as We may require to process the claim, which includes copies of the original sales invoice relating to The Vehicle;
- 11.4 Provide Us with a copy of the signed agreement of loss or Ex Gratia agreement or letter accompanying the Ex Gratia payment, whichever is applicable, between You and the Comprehensive Underlying Insurer;
- 11.5 Be responsible for the Excess in terms of Your Comprehensive Underlying Insurance Policy;

In the Event of a claim being rejected, the Insured is entitled to relief through a court action, the Ombud for Short Term Insurance and the complaints process as detailed.

Guardrisk Compliance Officer

Guardrisk Insurance Company Limited
PO Box 786015, Sandton, 2146
Email: compliance@guardrisk.co.za

complaints@guardrisk.co.za
Tel: (011) 669 1039
Fax (012) 675 3856

No benefit will be paid if The Vehicle is not a Total Loss.

12. Authority to Complete Claim Forms

If it should come to the knowledge of the Credit Provider that The Vehicle has been damaged in an accident during the Period of Insurance and You are unable, refuse, fail or cannot be traced to complete, wholly or partially, the claim form in terms of this Policy, a Regional Manager, Credit Manager or a Collections Manager of the Credit Provider shall be and is hereby authorised to complete and sign such claim form to the best of his or her knowledge and belief on Your behalf and provide Us with a copy of Your Credit Agreement and a statement of Your account with the Credit Provider, reflecting a full transaction history.

13. Contract

The application for this Policy, the Schedule of Insurance, this Policy and any endorsements or amendments together comprises Your Policy with Us.

14. Reasonable Precautions

You shall take all reasonable precautions to avoid and to minimise any loss, failing which We shall have no liability under this Policy.

15. Territorial Limits

Cover is limited to Events occurring in the territorial limits as specified in Your Comprehensive Underlying Insurance Policy.

16. Repatriation Costs

If The Vehicle is damaged outside the Republic of South Africa, the cost of repatriation will be borne by You.

17. Period of Grace for Premium Payment

You shall be entitled to a period of 15 (Fifteen) Days from the Premium Due Date in which to pay Your Premium. In the case of monthly policies, this period of grace only applies from the second month of the currency of the Policy. No relaxation by the Insurer of this period; will be deemed to be a change in this condition.

18. Roadworthy Condition

You shall maintain The Vehicle in a roadworthy condition in compliance with the National Road Traffic Act 93 of 1996

(As Amended or Substituted) and the Regulations promulgated there under. We will not accept liability for any loss or damage if the condition of The Vehicle contributed to or caused the Event.

19. Prescription

There shall be no liability for any claim under this Policy after the lapse of 12 (Twelve) months from the Date of Loss unless such claim is the subject of a pending legal action.

20. Amendments or Endorsements

We may amend or endorse this Policy at any time by giving You 30 (Thirty) Days' notice in writing at Your last known address.

21. Vehicle Substitution

Where The Vehicle is substituted on an existing Credit Agreement, You must advise PinnAfrica immediately of such a change to the Credit Agreement and within 30 (Thirty) Days' supply PinnAfrica with the new vehicle details. The Sum Insured and the General Conditions as indicated at inception of the Policy will be applicable and all claims will be subject to the original Sum Insured and the General Conditions as at the inception of the Policy.

22. Hold Cover

We will provide full cover until the first premium payment is received, limited to 30 (Thirty) days, however all waiting periods are still applicable and all exclusions still apply.

23. Dual Insurance"

In the Event of Dual Insurance, the Insurer who has the earlier Policy Inception Date and has received Premium will be liable for the claim. In the Event where PinnAfrica does not have the earlier Inception Date, We shall refund Premium from Inception Date.

The Onus is on the Insured to Establish where more than 1 (One) Insurer on the assets exist. Therefore, no Interest will be included in the refund payment.

In the Event where an Insurer has already paid under a similar Policy, The Insured must supply proof of the Inception Date of the latter Policy to establish a refund due, any cover where Dual Insurance did not exist will not be refunded.

GENERAL EXCLUSIONS.

The following exceptions are applicable to all sections of this Policy except as they may be varied by specific exceptions under a particular section.

We shall not be liable for:

1. Liability to any passenger or third party whatsoever, including third party vehicles, for loss, damage or personal injury.
2. Any loss or damage caused, sustained or incurred whilst The Vehicle is being driven by You or by another person with Your consent, unless duly and fully licensed to drive The Vehicle in terms of any applicable legislation, or

whilst the concentration of alcohol howsoever measured, in Your or such person's blood or respiratory system exceeds the statutory limit in force at such time, or whilst You or such person is under the influence of alcohol or a drug having a narcotic effect.

3. Any claim arising out of any contractual liability.
4. Consequential loss of any nature whatsoever, depreciation, wear and tear, mechanical or electrical breakdown, failures breakage.
5. Loss or damage related to or caused by civil commotion, labour disturbances, riot, strike, lock-out or public disorder, war, invasion, acts of foreign enemy, hostilities or warlike operations, or any risk which is covered by the Policy issued by SASRIA Limited (formerly the South African Special Risks Insurance Association). If We allege that the loss or damage is covered by the SASRIA Limited Policy the burden of proving the contrary shall rest on You.
6. Loss or damage caused directly or indirectly by or through or in consequence of or contributed to by nuclear weapons material or by ionising radiations or contamination by radioactivity or by any nuclear fuel or waste.
7. Any claim in terms of this Policy, unless You have complied with all the Policy terms and conditions.
8. Any loss or claim arising where there is misrepresentation, non-disclosure or a misdescription of any fact or circumstance, whether in connection with:
 - 8.1 Your Comprehensive Underlying Insurance Policy;
 - 8.2 Your Comprehensive Underlying Insurance Policy claim;
 - 8.3 This Policy; or
 - 8.4 Your claim in terms of this Policy.
9. Any claim where You reside permanently outside the Republic of South Africa, in which case this Policy shall be deemed to be void from inception and the Premium refunded.
10. More than Our rateable proportion of any loss or claim which is covered under another enforceable Comprehensive Underlying Insurance Policy.
11. Loss or damage, consequential loss or any legal liability arising from the failure or malfunction of any computer, data processing equipment or media microchip, integrated circuit or similar device or any computer software" the computer equipment".
12. Where the loss or damage or liability is attributable to more than one proximate cause, this exception will not apply if any other such cause is an Insured Event.
13. In the Event of the mechanical breakdown of any machinery, equipment or vehicle. We will not pay for the replacement or repair or modification of any part of the computer equipment causing the Event but We will pay for any resultant loss, damage or liability covered under this Policy.
14. Damage to The Vehicle which existed prior to the Event (pre-existing damage), or loss, damage or liability arising from any other Event unrelated to a particular claim, unless such Event is subject of a valid claim registered separately and in accordance with the terms and conditions of this Policy.
15. The hiring of The Vehicle to other parties for the purpose of reward, driving instruction for reward; any speed trials, motor vehicle speed contest or racing; demo vehicles or loan vehicles; emergency response or security vehicles; taxis; or any use excluded by the cover provided in the Insured's Comprehensive Underlying Motor Insurance Policy.
16. Damage to tyres caused by the application of brakes or by road punctures, cuts or bursts.
17. Damage to the suspension due to inequalities of the road or other surface or to impact with such inequalities.
18. Loss or damage to any sound equipment.
19. A negligent, wilful or criminal act by the You.
20. Lack of scheduled maintenance as determined by the manufacturer.
21. No benefit will be paid if You have not met all the terms and conditions of the Comprehensive Underlying Insurance Policy and if Your claim under the Comprehensive Underlying Insurance Policy is rejected.
22. Loss or damage if The Vehicle has been modified or if it is used for the haulage/transportation of goods, invalid carrier or driving instruction vehicle.
23. Any breach of conditions as stipulated in the Credit Agreement if The Vehicle is subject to such a Credit Agreement,
24. Non-standard or voluntary excess deductions are not covered by this Policy.
25. Specifically excluding taxis/vehicles used to transport fare paying passengers. Vehicles also excluded are emergency vehicles like ambulances, security vehicles, military vehicles etc. as well as vehicles used for, racing or rallying, speed testing, tow trucks, couriers and motor homes. The Vehicle must not be older than 10 (Ten) years of age. Any leathers, helmets, other riding accessories and any other Extras purchased under the Credit Agreement are all excluded with regards to motorcycles.

MATTERS OF IMPORTANCE.

You must accurately, fully and properly disclose all material facts. All information provided by You or on Your behalf is Your own responsibility. You need to be satisfied with the accuracy of any transaction submitted by anyone on Your behalf.

Misrepresentation, incorrect or non-disclosure by You of any material facts or circumstance may impact negatively on any claims arising from this insurance contract.

GENERAL DISCLOSURES.

Insurance products developed by PinnAfrica are sold, on licence, under the Independent Intermediaries brand for which the intermediary is appropriately compensated.

Complaint Resolution Process.

All complaints are forwarded to the Insurer's Compliance Officer who will forward the matter to the responsible department for investigation. Once the matter is resolved, the outcome is communicated to the complainant. If the complainant is satisfied with the response, the matter is concluded. Should the complainant be dissatisfied with the response, the Ombud for Short-Term Insurance may be contacted.

Guardrisk Compliance Officer

Guardrisk Insurance Company Limited
PO Box 786015, Sandton, 2146
Email: compliance@guardrisk.co.za

complaints@guardrisk.co.za
Tel: (011) 669 1039
Fax (012) 675 3856

CONFLICT OF INTEREST POLICY.

It is generally accepted practice within Our industry that "entertainment" and "gifts and incentives" collectively referred to as an immaterial financial interest in the Conflict of Interest regulations, are often provided by the product provider and their agents to various intermediary, independent intermediaries and brokers (All of whom must be registered as Financial Services Providers) and vice versa and also potentially from and to various other Financial Service Providers in the supply chain.

The Rand value of such interests are limited, by legislation, per calendar year, to R1, 000 (One Thousand Rand) in respect of any one individual be they the provider of or beneficiary of such immaterial financial interest. Such limitations are dealt with and managed by Our Conflict of Interest Management Policy. A full copy of Our Overall Conflict of Interest Management Policy can be obtained from www.pinnafrika.co.za or Our offices upon written request to the PinnAfrica Compliance Officer.

TREATMENT OF VAT.

You are, in terms of a SARS ruling issued in terms of section 20 (7) of the VAT Act, able to claim input tax only if You are in possession of a Policy document and proof of payment.

TREATING THE CUSTOMER FAIRLY.

We have created a superior solution – encompassing products, processing and service – tailored to each of Our customers' requirements. We will at all times, deliver a superior customer experience, simplifying and improving both Our clients and their customers' lives. We will achieve this through a motivated team of skilled people, absolute fairness in Our treatment of Our clients and partners and complying with the 6 (Six) Treat Your Customer Fairly Outcomes, namely;

- You are confident that Your fair treatment is key to Our culture;
- Products and services are designed to meet Your needs;
- We will communicate clearly, appropriately and on time;
- We provide advice which is suitable to Your needs and circumstances;
- Our products and services meet Your standards and are of an acceptable level;
- There are no barriers to access Our services or to lodge any complaints.

VARIATIONS.

No variation to this Policy shall be binding on the Insurer unless made in writing and signed by a Director or Public Officer of the Insurer and confirmed thereafter by payment of the Insured of the Premium whether varied or not.

This Policy is issued on the basis that the statements and information made and set forth in the application and all declarations made in respect thereof are true and correct and constitute a full disclosure of all facts and circumstances likely to materially affect the assessment of the risk at the time of the issue of this Policy.

The Company reserves the right to amend, add or change the Terms and Conditions of this Policy by giving 1(One) month's written notice of its intention to do so. Any variations and or changes will be binding on both the Insurer and the Insured and can be applied at any time to the existing Terms and Conditions after written communication of these changes has been sent to the Insured's last known address as it appears in Our records at that time.

Underwritten by Guardrisk Insurance Company Limited an authorised Financial Services Provider.

FSP License Number – 26/10/75
VAT Number: 4250138072
2nd Floor, 102 Rivonia Road
Sandton
2196

Tel: (011) 669 1000
Fax (012) 675 3856

The Compliance Officer

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2146
Email: compliance@guardrisk.co.za

Tel: (011) 669 1039
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complaints@guardrisk.co.za

Adminstrated By PinnAfrica Insurance Underwriting Managers (Pty) Ltd an authorised Financial Services Provider.

FSP License Number - 39123
Block A, 1st Floor
The Ambridge Office Park,
1 Vrede Avenue, Epsom Downs
Douglasdale, 2021

PO Box 98758
Sloane Park
2152

The Compliance Officer

PinnAfrica Insurance Underwriting Managers (Pty) Ltd
PO Box 98758,
Sloane Park, 2152
Email address: compliance@pinnafrica.co.za

Tel: 010 007 0069
Alternative: 011 047 4400
Fax: 086 415 6308

PinnAfrica Insurance Underwriting Managers (Pty) Ltd holds Professional Indemnity and Fidelity Guarantee insurance cover.

The Ombud Short-term Insurance

PO Box 32334
Braamfontein
2017

Tel: (011) 726 8900 or 0860 726 890
Fax: (011) 726 5501
Email address: info@osti.co.za

The Registrar of Short-term Insurance

PO Box 35655
Menlo Park
0102

Tel: (012) 428 8000
Fax: (012) 347 0221

The FAIS Ombud

PO Box 74571
Lynnwood Ridge
0040

Tel: (012) 470 9090 or 0860 324 766
Fax: (012) 348 3447
Email address: info@faisombud.co.za

For BMW Financial Services (South Africa) (Pty) Ltd.

1 Bavaria Avenue
Randjespark Ext. 17
Midrand
1685

Tel: 0860 100 269
Email address: VAPS.BMW@BMWfinance.co.za

For Alphera Financial Services (South Africa) (Pty) Ltd.

1 Bavaria Avenue
Randjiespark Ext. 17
Midrand
1685

Email address: VAPS.Alphera@Alpherafinance.co.za
Tel: 0860 100 269

For MINI Financial Services (South Africa) (Pty) Ltd.

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