



CLIENT FULL AUTHORISATION

I, **[Name of client], [identity number]** (the "Client") hereby appoint and authorise Switch2 ("Switch2"), a division of Clientèle Life Assurance Company Limited, FSP 15268 an authorised financial services provider an registered insurer to provide me with financial services with regard to my credit life insurance needs. .

I am a consumer under one or more credit agreements under the National Credit Act 34 of 2005 (the "NCA") and one or more credit providers may have required me to maintain credit life insurance during the term of the relevant credit agreement(s). I believe I have accordingly entered into one or more credit life insurance policies (the "Policies").

Switch2 has conducted a preliminary assessment on my existing credit life policies and the premiums that I am paying for the credit life insurance on my accounts and Switch2 determined that it may be able to procure a one single combined credit life insurance policy (the " **Replacement Policy**") with additional benefits and at a lower premium than the premium under the current Policies.

Appointment and authorisation

- I appoint and authorise **[Agent Name]** a representative **[working under supervision]** to act as my agent and, as a representative in terms of the Policyholder Protection Rules, to obtain the following information and documentation from each of my lenders and credit life insurers for each of my credit life insurance policies:
 - A copy of each credit life policy schedule, including terms and conditions;
 - The premium payable under each credit life policy;
 - The reference number, the duration, the current outstanding balance, and the instalment amount payable under each insured credit agreement;
 - A copy of the credit agreement.

Replacement Policy Authorisation

The Replacement Policy will be issued by Clientèle Life Assurance Company Limited ("Clientèle"), an Authorised Financial Service Provider and registered insurer, FSP 15268.

I understand that if I have more than one existing credit life insurance policy, the Policies will be merged or combined into one single policy (the Replacement Policy) and each relevant credit provider will be a "loss payee" (which means in the event of payment being made under the Substituting/Switch2 policy in relation to the insured risk, that payment will be made to the credit providers and any remaining proceeds of the policy will be paid to myself), under the Replacement Policy up to the settlement value at the occurrence of an insured contingency only.

I understand that Switch2 offers a combined credit life insurance policy which will provide me with the following minimum benefits:

- Payment of the outstanding balance directly to the lender in the event of my death or permanent disability;



- Payment of the full monthly instalment for a period of up to 12 months in the event I suffer a loss of employment, through retrenchment or any other cause through no fault of my own;
- Payment of the full monthly instalment for a period of up to 2 months in the event that I or my partner give birth or legally adopt a child, and one full monthly instalment if I am hospitalised for a period of 7 days or more.

I understand that the Switch2 policy may offer me the following additional benefits, where specified:

- Short time or compulsory unpaid leave cover will pay the full monthly instalment for a period of 36-Months, on expiry of the 36-Month period payment of the outstanding balance directly to the lender.
- Payment of the outstanding balance directly to the lender in the event of the diagnosis or a critical illness.

I am aware of the following exclusions

- The policy is only available to people who are earning an income, so I will need to be able to demonstrate that I was earning an income prior to claims stage.
- Suicide is not covered in the first 24 months of the policy being replaced.
- I will not be covered if an insured event occurs:
 - On or after I refuse medical treatment
 - On or after I drive under the influence or otherwise breaking the law
 - As a result of war or armed conflict
 - With respect to retrenchment, should I resign or accept voluntary retrenchment or redundancy despite the fact that alternative employment was offered to me
- These exclusions will in some cases exclude cover for certain conditions, but I accept these on the basis that the policy is more suited to my need of saving money on my credit life premiums
- Waiting periods are carried over from the policy being replaced. These do not start again, but continue running from where I left off on your current policies.
- I have offered to send Switch2 a copy of my existing policies, where I am easily able to locate them.

On condition that the monthly premium under the Replacement Policy will be at least less than the aggregated of the monthly premiums under the Policies and the Replacement policy is more suited to my need of saving money on my credit life premiums , I authorise and instruct Switch2 that Clientèle Life issues the Replacement Policy to the me; and authorise that my existing credit life Policies, be cancelled.

In such regard, I authorise Switch2 to replace the existing credit life insurance Policies with the replacement policy, and authorise that any and all relevant credit providers and insurers, must provide personal information about my credit life insurance policies to Switch2.

This authorisation includes (without limitation) the authority to represent me in communicating with any and all of the relevant credit providers and insurers to sign any document for and on my behalf including (without limitation) to sign any relevant document under the NCA (including regulations under the NCA), including written directions under section 106 of the NCA, for and on my behalf to enter into the Replacement Policy, to cancel the existing credit life insurance Policies, and to inform credit providers of the substitution of the Policies for the Replacement Policy, and to



provide to credit providers details of Clientèle Life and of the Replacement Policy.

SIGNED at _____ on [Date]

Signature



ANNEX 1

FAIS DISCLOSURE NOTICE

Switch2 ("Switch2), a Division of Clientèle Life Assurance Company Limited, FSP 15268, an authorised financial services provider and registered insurer, licenced to sell long-term insurance products/credit life insurance policies

Our business address is GF-02, Parc Du Cap Building 3, Mispel Road, Bellville, 7530. Our telephone number is 087 700 0022 and our email is info@switch2.co.za.

We have professional indemnity cover in place and all our calls are recorded. If you ever need a copy of this call, you can request it from our call centre.

INVESTIGATION

You authorise [Agent Name] as your agent and as a representative, in terms of the Policyholder Protection Rules, to obtain the following information and documentation from each of your lenders and credit life insurers for each of your credit life insurance policies:

- A copy of each credit life policy schedule, including terms and conditions;
- The premium payable under each credit life policy;
- The reference number, the duration, the current outstanding balance, and the instalment amount payable under each insured credit agreement;
- A copy of your credit agreement.

Please note that your telephonic authority to Switch2 is valid and binding.

WHAT WE DO

What we do at Switch2 is look at all your credit life insurance policies with all of your lenders, and do a comparison on:

- The premiums you are paying
- The policy terms and conditions
- The benefits as well as
- The exclusions and circumstances under which benefits will not be provided.

All waiting periods are carried over from the policy being replaced. These waiting periods do not start again, but continue running from where you left off on your current policies.

After we have compared all of the above, we combine all your current policies into a single credit life insurance policy which is more suitable to your need of saving money on your premiums. If you allow us to assist you, you won't pay any charges to replace your policy and you won't go through any new waiting periods, and all your policy terms will either be the same or better than what you currently have, unless we clearly stipulate otherwise.

It makes sense to replace your existing policies first to save money, but also because all administration is centralised - you and your loved ones don't have to run around between your lenders and insurers to make a claim.



PRODUCT BREAKDOWN

The main benefits of the policy are set out below, but it will be important for you to read your policy documents to confirm and clarify, as your policy documents will form the basis of your cover.

Our policy includes the following minimum benefits on each of your insured accounts:

- Payment of the outstanding balance directly to the lender in the event of your death or permanent disability;
- Payment of the full monthly instalment for a period of up to 12 months in the event you suffer a loss of employment, through retrenchment or any other cause through no fault of your own;
- Payment of the full monthly instalment for a period of up to 2 months in the event that you or your partner give birth or legally adopt a child, and one full monthly instalment if you are hospitalised for a period of 7 days or more.

Possible additional benefits, where specified

- In limited instances where clearly specified in the Policy Comparison, short time or compulsory unpaid leave cover will pay the full monthly instalment for a period of 36-Months, on expiry of the 36-Month period the policy will pay a lump sum directly to the Credit Provider equal to the value of the outstanding debt in terms of a credit agreement.
- In limited instances, and only where clearly specified in the Policy Comparison, the policy will pay a lump sum directly to the Credit Provider equal to the value of the outstanding debt in terms of a credit agreement in the event of the diagnosis or a critical illness.

Our policy has certain exclusions that I must make you aware of

- This policy is only available to people who are earning an income, please note that you will need to be able to demonstrate that you were earning an income prior to claims stage.
- Suicide is not covered in the first 24 months of the policy being replaced.
- You will not be covered if an insured event occurs:
 - On or after you refuse medical treatment
 - On or after you drive under the influence or otherwise breaking the law
 - As a result of war or armed conflict
 - With respect to retrenchment, you resign or accept voluntary retrenchment or redundancy despite the fact that alternative employment was offered to you

These exclusions will in some cases exclude cover for certain conditions, but given that we've identified your needs than those currently contained in your existing credit life

Waiting periods are carried over from the policy being replaced. These do not start again, but continue running from where you left off on your current policies.

You have offered to send us a copy of your existing policies, if you are easily able to locate them.

REPLACEMENT

If Switch2 can save you at least <R[Minimum Savings Threshold]>, while providing you with benefits more suited to your need of saving money on my credit life premiums, we will start the switching process, and commence replacement of your credit life policies with a policy offering similar terms under a combined Switch2 policy, underwritten by Clientèle Life, and which is more suitable to your identified need of saving money on your premiums.

We must inform you that your existing credit life policies <state names of lenders> will be replaced with this policy.



We will be contacting your lenders and insurers on your behalf to investigate the current insurance and if the saving exceeds stipulated minimum savings and we can provide you with similar or better benefits to your current credit life insurance policies, but one which is more suitable to your need of saving money on your credit life premiums, we will replace it with a Switch2 policy, underwritten by Clientèle Life.

You will not undergo any new waiting periods, any or any new fees, and any of the benefits that you had or exclusions which apply that will change in providing a Switch2 policy will be clearly communicated to you.

There are certain exclusions, waiting period, and limits on your policy. Your policy wording will detail all of these and will be sent to you please make sure you have read your policy wording to understand the extent of your cover. If you do not receive it, please contact us at any time and we will gladly resend it to you.

Only once we've provided you our investigation findings, the terms and conditions of your replacement policy, and your debit order date has been agreed, will we begin to replace your policies.

Please note that your electronic authority to Switch2 is valid and binding, in the form of a data message, as contemplated in the Electronic Communications and Transactions Act 25 of 2002, and is of full legal force and effect.

A full financial analysis has not been conducted under the circumstances, so please take particular care to consider whether my advice is appropriate taking into account your financial position.

If you would like to contact us for any reason, whether it be a query, a complaint or to lodge a claim, you can call us on 087 700 0022, or visit our website www.swich2.co.za.

Please note that you have the right to cancel this policy, but you will may need to have an alternative policy in place should you wish to do so.

Switch 2 pays [Agent Name] a salary and commission, however, this does not change your premium from what has been quoted.

Please note that all our policy documents will be written in English.

If you have any queries, our Compliance Department and Public officer's details are all available through our call centre on 011 320 3000.

You authorise and appoint Switch 2 as your agent for Credit Life Insurance product. This will allow us to pay any of your lenders that you have covered under this policy if you die, become disabled, or lose your income.

We will be emailing a record of advice, which is a brief summary of the recommendations in terms of replacement of your existing credit life insurance policies. You will receive this record of advice within 30 days of this transaction.

PAYMENTS

Your monthly instalment will fluctuate as we receive feedback from the credit providers and insurers and as we can switch over more of your individual Credit Life Policies.

Should you miss an instalment, we will collect it by debiting an additional instalment in the following month.

During the time an instalment has not been paid, you will not be covered.



Premium rates are calculated against the outstanding balance and are fixed for a minimum of 2 years.

You authorise Switch 2 to conduct a quarterly review of your loan balance, including getting an updated record at the bureau for any accounts updated as paid in full. This will help us reduce your premium as your loan reduces.

Upon doing the quarterly review Switch2 will access your credit profile, notify you via text of any changes in the premium and use those premiums during the next Debit Order Run and update the system with the necessary changes.

DEBIT ORDER

To ensure peace of mind for you and your family, Clientèle will use reasonable premium collection methods. We want to make sure that premiums are not missed so you and your family will enjoy uninterrupted cover. To do this, we may also track and debit your account up to 10 working days early.

Should the total premium be adjusted by Clientèle or yourself as a general increase / decrease, you confirm that the adjusted premium may be deducted from your bank account in the same manner. This instruction will remain in force until cancelled by you.

PENALTY FEE

Please ensure that you have sufficient money in your bank account on your selected debit date as your bank may charge you a penalty fee for unsuccessful collections.

RESUBMISSION

If Clientèle is not successful in obtaining your premium, we will resubmit the debit instruction to your bank at any time. This could potentially result in a double deduction on the next debit date.

COOLING OFF

Provided that you have not claimed or received any benefits under the policy, you have a 30-day period to review the policy. If you are not satisfied, you can contact us to cancel the policy, obligation free. Please note that depending on your credit provider, you may need to have an alternative policy in place should you wish to cancel.