

**Description of Cover**

- 1 Owner**  
BlueBean a division of Standard Bank of South Africa Limited, Registration number 1962/00738/06, owns this policy.
- 2 Insured Person**  
You, the insured person, is the main cardholder for the BlueBean credit card, who is between 18 and 74 years old.  
You must be between the ages of 18 and 64 when cover starts for you.  
Your authorised second cardholder on the account is automatically covered for death only at no extra premium.  
**Note: Customers who have turned 65 before cover starts are not eligible for the policy.**
- 3 Benefit Plans**  
You get different benefits from this policy depending on your age:
- 3.1 Between ages 18 and 64**  
Covers you, the main cardholder, with benefits on death, accidental death, total and permanent disability and retrenchment.  
When you turn 65, the plan converts to death cover only for you.  
The second cardholder does not have these benefits, but has free death cover until turning 75. The second cardholder is not covered for accidental death.
- 3.2 Between ages 65 and 75**  
Provides death cover for you from age 65 until turning 75 when cover ends. The second cardholder has free death cover until they turn 75, when cover ends. The second cardholder is not covered for accidental death.
- 4 Benefits**
- 4.1 Payment of benefits**  
Liberty Group will only pay the benefits of this policy if:
- Your claim is valid;
  - You have paid all your premiums;
  - All the terms of cover have been met;
  - You correctly fill in your age and other important information on the application form; and
  - BlueBean is entitled to the benefit.
- 4.2 Important: Exclusions for pre-existing conditions**  
Liberty Group will not pay any claim in the first 12 months after the start (or reinstatement) of cover because of any pre-existing condition you had when cover started.  
Pre-existing conditions are:
- Any form of:
    - heart disease or heart attack, high blood pressure or high cholesterol;
    - cancer;
    - stroke;
    - kidney disease;
    - depression, epilepsy or fit;
    - pneumonia, asthma, TB (tuberculosis) or lung disease;
    - disability; and
    - diabetes.
  - The usage of any kind of chronic (long-term) medication continuously for at least six months.
  - Having had any special test (like a scan or X-ray) that was reported as abnormal and required medical treatment.
  - Any treatment during the past 12 months for any form of back illness, hip, knee, or shoulder problem.
- If the average monthly amount you owe on the card increases by 15% or more during any 12 months, the exclusion for pre-existing conditions applies to the increased amount for six months from the last increase.
- The exclusions applies only in the first 12 months of cover; thereafter the Insured Person will have cover.
- 4.3 Limit of cover**  
The highest cover for each insured person is **R120 000**.
- 4.4 Surrender benefit**  
This policy has no surrender cash value. This means it does not pay out anything if you cancel it.
- 5 Death Cover**  
If you die while this policy covers you and the claim is valid, Liberty Group will pay the benefit. All cover then ends, and Liberty Group is no longer liable under this policy. The death benefit ends on age 75.
- 5.1 Benefit**  
The death benefit on the claim date is the amount you owe on the BlueBean credit card loan when you die (excluding late payments), together with any interest for up to 90 days. The most Liberty Group will pay is **R120 000** for each insured person.
- 5.2 Accident**  
An accident is a sudden external, violent, unexpected event that results in injury or death.
- **Accidental death benefit**  
The accidental death benefit on the claim date is the same as the death benefit. The most Liberty Group will pay is **R120 000**.  
The second cardholder is not covered for accidental death.
  - **Double accident cover**  
If you die because of an accident and within 180 days of it, Liberty Group will pay the accidental death benefit to your estate, on top of the death benefit.  
The benefit has the same limit as the normal death benefit.
- 5.3 Suicide exclusion**  
If you die by your own deliberate actions (commit suicide) within two years of cover starting (or being reinstated), Liberty Group will not pay any benefit. If the average amount you owe on the loan in one month increases by 15% or more during any 12 months, the exclusion for suicide applies to the increased amount for 24 months from the last increase.
- 6 Total and Permanent Disability Cover**  
If you become totally and permanently disabled as described below, Liberty Group pays the total permanent disability benefit.  
Total and permanent disability is when any accident, or illness or operation:
- completely and continuously prevents you from doing any job or activity in return for money; or
  - causes you to lose, or permanently lose, the use of both hands, both feet, or one hand and one foot, or to lose sight in both eyes.
- 6.1 Benefit**  
The total and permanent disability benefit on the claim date is the amount you owe on the BlueBean credit card loan (excluding late payments), together with any interest for up to 90 days. The most Liberty Group will pay for each BlueBean insured person is **R120 000**.  
The benefit ends when you turn 65. The benefit plan then converts to Death only.
- 6.2 When the benefit is paid**  
Liberty Group will pay BlueBean the total and permanent disability benefit and is then no longer liable under this policy if the claim is valid and:
- Liberty Group is convinced the disability is permanent;
  - you gave Liberty Group proof of total and permanent disability;
  - the accident or illness that caused total and permanent disability happened during the period of cover and before the benefit expires; and
  - no claim for death, total and permanent disability, or dread disease for the insured person has been approved.
- 7 Important Conditions and Exclusions applicable to Death, Total and Permanent Disability and Dread Disease (critical illness) cover.**  
Dread Disease cover will only apply to qualifying customers – refer to point 8. **You must provide any reasonable medical evidence of death, total and permanent disability or dread disease (critical illness), (at your own cost), that Liberty Group needs.**  
**In addition to the pre-existing condition exclusion, this policy also does not cover any claim because you:**
- commit a crime;
  - take part in any riot, uprising, civil disorder, revolution, martial law, war or act to overthrow or influence any government or ruling body by force, terrorism or violence;
  - are exposed to any atomic energy, nuclear fission or reaction, biological or chemical hazards or weapons;
  - refuse to seek or follow medical advice;
  - drug and/or alcohol abuse;
  - try to kill or injure yourself on purpose; or
  - Take part in any dangerous sport or activity more than once a year.
- The current list of hazardous activities is:**
- Rock climbing/Mountaineering;
  - Underwater diving which includes Scuba diving; Snorkelling; Cave diving; Pot-holing;
  - Sink-hole dives and Wreck diving;
  - Aviation, which includes: Private aviation fixed wing and helicopter; Micro-light;
  - Ballooning; Sailplane; Parasailing; Gyro-copting; Gliding and hang-gliding; Paragliding; Aerobatics; Crop-dusting; Game spotting and so on;
  - Parachuting, sky-diving and sky surfing;
  - Speed contests, which include: Motor sport/racing; Powerboat racing and Motorcycle racing and so on; and
  - Fighting except in bona fide self-defence.
- If you die, or are injured or disabled because you committed a crime or did something illegal, you will lose all benefits. Liberty Group may cancel all cover and you will lose all premiums paid.**
- 8 Retrenchment Cover**  
Liberty Group will pay BlueBean the retrenchment benefit. But this does not cover any:
- contract, seasonal, part-time, temporary or casual workers; or
  - self employed people or workers that mostly earn commission;
  - employment by any business in which the Insured Person is a partner, member or director or owns a share exceeding 10%. Where the Insured Person cannot claim under the Retrenchment cover benefit because they fall into the above exclusions, the Dread Disease benefit as described in section 9 will be added to their policy at no extra cost.

- 8.1 Definition**
- Loss of Employment**  
Loss of employment is when you lose your job and remain unemployed because of redundancy or retrenchment and you do not earn money from any job or occupation.
  - Redundancy or retrenchment**  
Redundancy or retrenchment is if your employer ends your job for a fair reason based on the needs of the business and unrelated to your conduct, performance, health or injury.

**8.2 Benefit**  
The retrenchment benefit is your regular monthly credit card loan repayment, limited to the last amount you had to pay before you were retrenched. If your credit card loan repayment is paid other than monthly, the benefit is the equivalent monthly payment. Liberty Group will pay the benefit while you are unemployed, for **up to six months**. The waiting period for retrenchment benefit is six months.

- 8.3 When the benefit is paid**  
Liberty Group will pay the retrenchment benefit to Standard Bank while you are unemployed, on the following conditions:
- If you took the Credit Card Loan (with retrenchment cover), the retrenchment benefit for the first six months after the policy starts is not covered (waiting period).
  - The retrenchment benefit will not be paid for more than six months.
  - No death or total and permanent disability or dread disease claim has been approved for the insured person.
  - The loss of employment must happen while cover is in place and before you turn 65.

- 8.4 Important: Specific limits/restrictions to liability for Retrenchment**  
Liberty Group does not cover any claim if:
- you resign, agree to be retrenched or retire from your employment;
  - your fixed-term contract expires;
  - you finish the job you were specifically employed to do;
  - you work at a branch or office outside South Africa;
  - you knew or should have known when the cover started that you would become unemployed or be retrenched;
  - you had not been working continuously for at least 12 months before losing your job.
- You lose your job because:**
- you take part in an unprotected strike;
  - of misconduct, fraud or dishonesty;
  - you are sick or become disabled or have a medical condition;
  - you take part in a crime;
  - of nationalisation or other government action;
- Liberty Group does not pay any further amount under this benefit if you lose your employment again after the full benefit was paid. This benefit ends when you turn 65. The benefit plan then converts to a death only cover and the premium is adjusted accordingly.

- 9 Dread Disease (Critical Illness) Cover**  
Only available where the Insured Person is not able to claim for Retrenchment cover as set out in **section 8** above.  
Liberty Group will pay the dread disease benefit in full and final settlement at the date of the event, excluding late payments, and all cover will end, if:
- you are diagnosed as suffering from a dread disease as defined below;
  - you suffer impairment because of the dread disease as defined below during the period of cover; and
  - all other claim requirements are met.

**9.1 Benefit**  
The Dread Disease benefit at the date of claim is the amount outstanding on the loan, (excluding late payments), together with any interest for up to 90 days. The highest Dread Disease benefit is **R120 000** for each insured person.

Below is the Critical Illness (Dread Disease) Benefit Disclosure Grid as measured against ASISA Dread Disease (critical illness) definitions. The Grid below shows the percentage benefit payable per impairment (severity) level. Liberty Group pays 100% of the benefit at all levels of impairment or severity.

	<b>Level A</b> Most serious Impairment	<b>Level B</b> Moderate Impairment	<b>Level C</b> Mild Impairment	<b>Level D</b> Almost full recovery
Heart attack	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Coronary artery by-pass graft	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Stroke	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Cancer	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

- 9.2 When the benefit is paid**  
Liberty Group pays Standard Bank the Dread Disease benefit in full and final settlement of their liability under this policy, if the claim is valid and:
- Liberty Group is convinced by the proof of impairment;
  - The impairment happened during the period of cover and before this benefit expires;
  - No death or total and permanent disability claim has been approved for the insured person.

- 9.3 Impairments (Serious medical conditions) covered and definitions**
- 9.3.1 Heart attack (Myocardial Infarction)** is when part of the heart muscle (myocardium) dies.  
When you are diagnosed, you must suffer from at least the following:
- a history of typical chest pain;

- increased heart enzymes to at least double the normal laboratory level, in line with the diagnosis; and
  - electrocardiographic changes (changes in the electrical activity of the heart) typical of a heart attack.
- This policy does not cover sub-endocardial or non-Q Wave infarctions (less dangerous heart ailments). Liberty Group may ask for a radionuclide scan to support the diagnosis.

- 9.3.2 Heart Disease that needs surgery is:**
- open bypass surgery to treat coronary artery disease, using the saphenous vein (a large surface thigh vein) or internal mammary graft (a blood vessel in the chest); or
  - a heart transplant or implanting an artificial heart; or
  - correcting any physical heart defect using open surgery.
- A test called a coronary angiography must show that you need surgery. This policy does not cover any other operations (for example angioplasty, laser relief and stents).

- 9.3.3 Stroke is** when brain tissue dies because of inadequate blood supply or haemorrhage (bleeding) as shown on scan or Magnetic Resonance Imaging (MRI) with permanent appropriate signs of the stroke.  
This policy does not cover special investigations for example CT scan, without clinical signs and transient ischaemic attack (TIA) (when blood supply is momentarily interrupted, but restored before any permanent damage can occur).

- 9.3.4 Cancer is** a malignant tumour (uncontrolled cancerous growth that can spread into normal tissue), including leukaemia and Hodgkin's disease (cancer of the lymphatic system) proven by tissue samples.  
This policy does not cover:
- any skin cancers except invasive malignant melanomas (cancerous pigment cells).
  - any conditions diagnosed using a microscope as pre-malignant (not cancerous yet) or cancer-in-situ (cancer that has not spread).
  - Stage 1 Hodgkin's disease.

- 9.3.5 Kidney Failure is** when both kidneys fail totally and permanently, so that regular dialysis is needed.

- 9.3.6 Paraplegia/Paralysis is** when a person cannot use both arms or both legs forever, being paralysed.

- 9.3.7 Major Burn is** when skin is burnt right through to the tissue below, over at least 20% of the body.

- 9.3.8 Coma is** being continuously unconscious without any reaction to external stimulation or internal needs for at least 96 hours on a life support system. This state may not be deliberately induced, for example caused by a doctor using drugs.

- 9.3.9 Blindness is** losing all sight in both eyes forever.

- 9.3.10 Major Organ Transplant is** receiving one or more of these organs from a human donor in an organ transplant operation: kidney, heart, lung, heart-lung, liver, pancreas, or bone marrow.  
This policy does not cover transplants of any other organs, parts of organs, or any other tissue.

- 9.3.11 Loss of Speech is** permanently losing all ability to speak because of physical damage or disease, and this lasts for at least 12 months.  
Liberty Group must be told about the loss of speech within three months of the damage.

- 9.3.12 Multiple Sclerosis is** when a specialist neurologist (brain doctor) confirms clinically definite multiple sclerosis. Two separate clinical events must result in permanent neurological injuries involving at least two major areas of the brain for example, the optic nerves, the motor sensory or cerebellar areas.

- 9.4 Ending Dread Disease Cover**  
The Dread Disease benefit ends when you turn 65. The benefit plan then converts to Death only and the premium is adjusted accordingly.

- 10 Start of Cover**  
The policy covers you from when the first premium is received, as long as all other terms of the policy are followed.

Liberty Group will cover your debt to BlueBean if you die because of an accident, as defined in 5.2 above, before paying the first premium, as long as you had completed all appropriate proposals or applications for life insurance and Liberty Group had already decided to accept these proposals and the insurable risk.

- 11 Termination of Cover**  
**End of benefits for Retrenchment, Total and Permanent Disability and Dread Disease**
- The benefits for retrenchment, total and permanent disability and dread disease (critical illness) end when you turn 65. The benefit plan will then convert to a Death only plan and the premium will be adjusted. The death cover will end at age 75.
  - The second cardholder has free death cover until they turn 75, when cover ends.

**This cover ends as soon as any of these happens:**

- Your BlueBean credit card is cancelled.
- The 30 days of grace are over and you have still not paid any outstanding premium. You pay any premium late.
- A benefit for death, or total and permanent disability, or dread disease (critical illness) is paid for the main cardholder.

- You turn 75.
  - The policy is cancelled because of legal action to recover the credit card debt.
  - Death cover for the second cardholder ends when they turn 75.
  - The second cardholder's cover ends or is cancelled.
  - When Liberty Group cancels the policy.
- 12 Premiums**  
**Premiums you must pay**  
 The premiums are the monthly amounts you must pay for the insurance benefits cover.  
**Changes to monthly premium:**
- The premiums change according to the average amount you owe on your BlueBean credit card.
  - No extra additional premium applies for the death cover of the second cardholder.
- Premiums will be charged to the loan account and may attract interest. Premiums must be paid monthly, within 30 days of when they are due. A minimum premium of **R4.00** will apply.
- Debt Review and Legal status.**  
 If the account from which the premiums are debited from goes into a legal status, premiums for your policy will not be collected and the policy will end.
- Change of premium rates**  
 Liberty Group does not guarantee premium rates and reviews them at least once each year. BlueBean will let you know about any change at least 30 days before it happens.
- 13 Days of Grace**  
 If you do not pay a premium on time, Liberty Group allows you 30 extra days to pay it. If no premium is received for two months, then it will be taken that you don't want the cover anymore and the policy will be cancelled by giving you one month's notice of cancellation. If the policy is cancelled then no benefit is payable under this policy. The policy can be reinstated on the rules of Liberty Group.
- 14 Charges you must pay**
- Commission and administration is charged for each premium.
  - Commissions are worked out based on total charges of 22.5% plus VAT, according to the Regulations under Section 49 of the Long Term Insurance Act.
  - SBIB receives a binder fee per policy.
- 15 General Terms and Conditions (including conditions and exceptions)**  
**15.1 Changes to terms of the policy**
- No changes to this policy are valid unless made in writing and duly authorised by an official of BlueBean and Liberty Group.
  - Standard Bank and Liberty Group may change or cancel any terms of this policy. They will write to your last known address about the change at least 30 days before.
  - Standard Bank and Liberty Group may end this policy by giving you at least 30 days notice in writing. You must claim during the period of cover.
- 15.2 Important: Leaving out material information (Non disclosure)**
- If you do not disclose any material information that is relevant (for example about your health or medical history); or
  - If you disclose any information that appears to be wrong (for example, your date of birth).
- Liberty Group may regard any claim as invalid. It may also cancel the policy and you will lose all premiums you paid.
- 15.3 Important: Fraud**  
 If you are dishonest when you claim, you give up all benefits under this policy. Liberty Group may cancel this cover and you will lose all the premiums you have paid.
- 15.4 Territorial Limits**  
 This policy only covers South African citizens living in South Africa.
- 15.5 Jurisdiction**  
 South African law governs this policy. The South African courts may decide any dispute about this policy.
- 15.6 Currency**  
 Premiums and benefits are shown and are paid in rands.
- 16 Important: Consent to collect and share your personal information**  
 Liberty Group or Standard Bank or both of them may need to collect and share certain personal information about you, (and the other insured person in a joint policy), for administration purposes and to assess risks or consider claims for benefits under this policy.
- Liberty Group and Standard Bank may legally only collect, share and process information specifically related and relevant to this policy. Liberty Group and Standard Bank undertake to keep that information confidential and secure, and not to keep it for longer than it is needed.
- You consent to Liberty Group and Standard Bank, (including their staff, representatives and certain subcontractors):
- collecting any personal, medical or financial information about you that they regard as necessary from any person and processing it; and
  - Sharing information in any related policy or other document with any other insurance company, directly or indirectly.
- This consent may limit your right to privacy. But it applies only for the above purposes and you may ask at any time for access to the information collected, processed or shared. Your consent is effective after you die.
- Information on Unpaid or Unclaimed Benefits**  
 It is the responsibility of the owner/policyholder to ensure that Liberty and SBIB always have up to date contact information (including that of any potential beneficiary).  
 Where we become aware that benefits are payable, we will seek to communicate at the last address provided to us. If this is unsuccessful, we will take reasonable steps to find those who are entitled to the benefits, which steps may entail the appointment by us of external tracing agents. The policyholder/owner consents to us appointing an external tracing agent and providing them with the necessary personal information to conduct such tracing. A tracing and management fee as determined at time of tracing may be deducted by us from the benefits payable. Note that in certain circumstances, an additional amount may be payable in relation to any late payment.
- 17 Cooling-off period**  
 You may cancel this policy by writing to us within 30 days of receiving the terms and conditions. This is known as the cooling-off period, and we will return any premiums you have paid unless a claim has been submitted on this policy. If you do not cancel your policy within 30 days, you will be bound by the policy terms and conditions.
- 18 Cancellation**  
 You may cancel this policy anytime during the policy period. You can cancel the policy by writing to us, or letting us know and we will confirm the cancellation as per your request.
- 19 Claims, questions or complaints**  
 To claim a benefit on your policy please contact your Standard Bank adviser for the necessary documents or telephone the claims line on **0860 123 555**. You must report your claim within three years of the insured event after which your claim will no longer be valid.
- Queries or complaints**  
 Discuss your query or complaint with your Standard Bank adviser. If you are not happy with how the matter is handled, contact:
- the Credit Life Help Line on **0860 123 911**; or
  - Liberty Group's Care Line on **0860 102 013**; or (if the problem is still not sorted out)
  - the Liberty Group customer relations department on **011 408 3435**; or (if the problem is still not sorted out)
  - The Long-term Insurance Ombudsman or the Registrar of Long-term Insurance at the contact details shown below.

## Important Information

### Disclosures in terms of the Financial Advisory and Intermediary Services Act, 37 of 2002 (FAIS)

This document contains important information regarding Standard Bank Insurance Brokers (Pty) Ltd (SBIB, our, we, us). Please read the document carefully.

#### 1 About SBIB

- 1.1 SBIB (registration number, 1978/002640/07) is an authorised financial services provider. Our FSP licence number is **224**.
- 1.2 Our postal address is PO Box 32028, Braamfontein, 2017.
- 1.3 Our physical address is 4 Ellis Street, Constantia Kloof, 1709.
- 1.4 Our Share Call number is **0860 123 911**.
- 1.5 Our fax number is **011 858 7280**.
- 1.6 Our compliance department can be contacted on **011 636 8040** or email us at **Groupfaiscomplianceofficer@standardbank.co.za**.
- 1.7 We hold professional indemnity and fidelity insurance cover.
- 1.8 We are a wholly-owned subsidiary of Standard Bank Financial Services Holdings (Pty) Ltd. Standard Bank Financial Services Holdings (Pty) Ltd is part of Standard Bank Group Limited (Group).
- 1.9 Liberty Holdings Limited is a subsidiary of the Group. Liberty Holdings Limited in turn comprises of various subsidiaries including Liberty Group Limited and Stanlib Limited (of which Stanlib Collective Investments Limited, Stanlib Asset Management Limited and Stanlib Wealth Limited are subsidiaries).
- 1.10 The Group, through its preference shares in Liberty Group Limited, has entered into an arrangement with Liberty Group Limited for the marketing and promotion of insurance products. The profits from the sale of these products are shared by Liberty Group Limited with the Group.
- 1.11 We receive more than 30% of all remuneration, including commission, from Liberty Group.
- 1.12 We have no shareholding in any insurer.
- 1.13 We subscribe to the Group's FAIS Conflict of Interest Management Policy, which can be found on **www.standardbank.co.za** by clicking on the FAIS Conflict of Interest Policy.

#### 2 Our representative

- 2.1 Our representative, The Standard Bank of South Africa Limited (registration number 1962/000738/06), is authorised in terms of a written mandate to render an intermediary service (Service) on our behalf in respect of the product providers mentioned in this disclosure.
- 2.2 We accept full responsibility for the actions of our representative when it renders a Service to you in respect of the categories of financial products set out below.
- 2.3 We provide an advisory service through our call centre on **0860 123 911**.

#### 3 FAIS licence product categories

- We may provide Services in respect of the following product categories:
- 3.1 Long-term insurance products.

#### 4 Product providers

We may provide Services in respect of products offered by Liberty Group. SBIB also has contractual relationships with other product suppliers. For more information on the other product suppliers you can contact us on our Share Call number **0860 123 911**.

#### 5 Complaints resolution

- 5.1 If you have a complaint, please contact our Customer Resolution Centre on **0860 101 101**.
- 5.2 You can also log onto our internet page at **www.standardbank.co.za** for a copy of our complaints handling process.

#### 6 The FAIS Ombud

If your intermediary, such as a broker or financial services provider did not sort out a complaint about a policy you bought or that has been changed, replaced or ended, you may complain to the FAIS Ombud.

Postal address      The FAIS Ombud  
                                 PO Box 74571,  
                                 Lynnwood Ridge, 0040

Phone number      **012 470 9080** or **012 470 9099**

Fax number         **012 348 3447**

Sharecall number   **0860 324 766**

Email                 **info@faisombud.co.za**

#### 7 Underwriter or Insurer Liberty Group Limited

The insurer for this product is Liberty Group Limited (referred to as Liberty Group), company registration number 1957/002788/06.

Street address      Liberty Centre  
                                 1 Ameshoff Street,  
                                 Braamfontein, 2001

Postal address      PO Box 10499,  
                                 Johannesburg, 2000

Phone number      **011 408 3911**

Fax number         **0866 880 717**

Careline            **0860 102 013**

Email                 **help@liberty.co.za**

#### 8 Registrar of Long-term Insurance

Postal address      Financial Services Board  
                                 PO Box 35655,  
                                 Menlo Park, 0102

Phone number      **012 428 8000**

Fax number         **012 347 0221**

#### 9 The Long-term Insurance Ombud

Postal address      The Ombudsman for Long-term Insurance  
                                 Private Bag X45,  
                                 Claremont, 7735

Phone number      **021 657 5000**

Fax number         **021 674 0951**

Sharecall number   **0860 103 236**