

Payback Bonus

with Premium Relief

Terms & Conditions

dialdirect

Dialdirect Payback Bonus

You are responsible, you make good choices and don't take unnecessary risks. That's why you included our Dialdirect Payback Bonus product in your policy, which puts cash back in your pocket.

This option entitles you to a cash payout of 25% of all your premiums paid over four years, or your entire first year's premiums, whichever amount is lower. Your payout excludes any broker fees and commissions. All you have to do is stay claim-free for four consecutive years and keep your premium payments up-to-date for the same four-year period.

Premium Relief

Life is unpredictable. What would happen to your monthly motor and household policy commitments if you are retrenched, fall victim to a dreaded disease or unexpectedly pass on?

With this premium waiver offer, we will waive your motor and household policy premiums for a total of up to six months (over the lifetime of the policy), giving you and your family peace of mind that your personal possessions will stay covered until your or your family can afford to pay for the cover.

Your **Dialdirect Payback Bonus** pay-out will also remain valid during this period. This means that should your four-year cycle end within this premium waiver period, or you continue your motor and household policy after this premium waiver period, you will still be entitled to your cash back reward, provided that your cover did not lapse and you remained claim-free.

Total permanent disablement premium waiver

The reality is that we are all at risk of being involved in an accident at some point in our lives. The unfortunate result of something terrible happening could be total permanent disablement. What could make matters worse is a loss of income due to being unable to fulfil your work requirements.

For the purpose of this policy, disablement means the first occurrence or appearance of a medically diagnosed impairment or condition that leads to the loss of all your income, before the age of 65. This impairment or condition would totally and permanently prevent you from pursuing any occupation and must have been experienced continuously for at least six months from the date of the injury or the first appearance of the condition. Disablement will be deemed to exist if you have lost the use of any combination of two of your hands or feet.

What does this product offer

- Payment of your short-term insurance premium for a total of up to six months (over the lifetime of the policy) should you suffer from total permanent disablement.
- Protection of your **Dialdirect Payback Bonus**. This means that you will still be entitled to a cash reward if your cover remains claim-free and uninterrupted for four years.
- Only a six-month waiting period.

How to claim

- Call **0861 555 580**.
- All claims must be submitted in via email within **60 days** of the insured member's disablement.

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Retrenchment Premium Waiver

You can claim this premium waiver when you, as the insured, are retrenched.

For the purpose of this policy, retrenchment means the termination of your position by your employer, based on business decisions that result in staff reduction.

Please note that there is a six-month waiting period on this benefit. This means that you must wait the first six months from the policy's start date for this cover to take effect. You will not receive this benefit for claims filed during this waiting period. We will activate this benefit after your **Dialdirect Payback Bonus** offer has been active for six consecutive months and six consecutive premiums have been received.

Exclusions

The Retrenchment Premium Waiver will not provide cover if you:

- are self-employed;
- are retrenched from a family-owned business;
- accept voluntary retrenchment;
- are retrenched due to ill health;
- are dismissed;
- are at the end-of a fixed-term contract;
- are retiring; or
- were made aware before the start of the cash-back benefit or had reasonable grounds for believing that you would be retrenched, in the six months before the start of the cash-back benefit.

How to claim

Call **0861 555 580** as soon as you receive notice of retrenchment. All claim forms and supporting documents must be submitted via email within **60 days** of the insured member's retrenchment.

Death Premium Waiver

Your estate can claim this premium waiver when you as the insured unexpectantly pass on.

You must ensure that your next of kin and/or beneficiary is aware of this process.

- Simply call **0861 555 580** in the event of a claim.
- Please note that all claim forms and supporting documents must be submitted via email within **90 days** after the death of the insured.

Exclusions

There will be no benefit payable, or premiums waived, on any claim for the above benefits which is directly or indirectly caused by or attributed to:

- attempted suicide or intentionally self-inflicted injury. In these instances, you will not have access to any premium waivers within 24 months of entering into this policy;
- involvement or participation in any violation of criminal law;
- refusal to attend or undergo surgery, other medical treatment or other appropriate and reasonably required treatment;

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- excessive use of alcohol or drugs other than as prescribed by a medical practitioner;
- any medical impairment or condition which occurred or was diagnosed prior to your policy start date, which we regard as resulting directly or indirectly from a condition for which you received treatment, or of which you were aware at or any time prior to your policy start date;
- any dread disease which first occurred or was diagnosed prior to your policy start date.

Getting in touch is easy

- Tel: **0861 555 580**
- Connect with us via the **Dialdirect Insurance App** or **online**

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www.dialdirect.co.za

Your Total Permanent Disablement, Retrenchment and Death premium waivers are underwritten by 1Life Insurance Ltd, a licensed life-insurer and financial services provider. Dialdirect Insurance Ltd is a licensed non-life insurer and financial services provider.

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