

Prime Asset Cover Disclosure Document

COMPANY DETAILS

Company Name: Protector Plan CC t/a Prime Asset Cover
Address : 7 Selkirk Avenue
Blairgowrie
Randburg
2154
Postal Address: P.O. Box 78518
Sandton
2146
Telephone No.: (011) 886-3200
Fax Number : (011) 886-7303

Website address: www.primeasset.co.za

Registration number: **CK92/26005/23**

Category of Licence : Short – Term Insurance Personal Lines

Authorised Financial Services Provider Licence No: 8315

VAT Number 4240214348

Managing Member: R. G. Scott

Compliance Officer : Mr. Craig Ormrod

Pretium Services

Contact No.: (011) 463 1573

Underwritten by: RTU Managers (Pty) Ltd.

Address : 7 Selkirk Avenue

Blairgowrie Randburg 2194

Postal Address : P O Box 144

Randpark Ridge 2156

Authorised Financial Services Provider Licence no.: TBA

(Registered representative of Renasa Insurance Company Limited

FSP no: 15491)

Prime Asset Cover has a mandate with RTU Managers (Pty) Ltd., to underwrite Income Protection and Hospital Cover, insured by Renasa Insurance Company

Limited. 100% of Prime Asset Cover income is derived from Renasa Insurance Company Limited. via RTU Managers (Pty) Ltd.

Insurance Company : Renasa Insurance Company LTD

Address Renasa House

170 Oxford Road

Melrose

2196

Postal Address: P.O. Box 412072

Craighall

2024

Telephone No.: (011) 380-3080

Fax Number : (011) 380-3088

Shareholding in Insurer – 0%

P.I. Insurance Yes – Etana

F.G. Insurance N/A

IGF Guarantee N/A

The Short – Term Insurance Ombudsman

P.O.Box 32334

Braamfontein

2017

Tel: (011) 726-8900

Fax: (011) 726-5501

The Financial Services Board

P.O.Box 35655

Menlo Park

0102

Tel: (012) 428-8000

Fax: (012) 347-0221

IMPORTANT INFORMATION

WE UNDERTAKE:

1. To keep all information you tell us about yourself confidential,
2. Not to alter any documents you provide us with when submitting to an insurer,
3. Never to ask you to sign a blank document,
4. Never to take away any rights you have in terms of any legislation that governs the way we transact business.
5. To be the one who provides the reason for any claim that is repudiated.
6. To ensure that we write to you should the Insurer wish to cancel your policy and to give you at least 30 days notice of their intention to do so.

INFORMATION:

1. You must notify us immediately of any changes. Policy cover, premiums and terms are based on what you told the Insurer, and we need to advise them of any changes that could affect their view of you and your policy.
2. You have the right to cancel a policy in writing within 30 days after receipt of the summary contemplated in section 48 from the Insurer. The same applies to certain changes you may make to a policy. The Insurer is obliged to confirm to you whether you have this right and to explain how to exercise it. Please bear in mind you may not exercise your right of cancellation if you have already claimed under the policy or if the event, which the policy insures you against, has already happened.
3. Do not sign any blank or partially completed application form.
4. Keep all documents in a safe place.
5. All premiums receipt accounts are held by the Insurer.

PREMIUM PAYMENTS:

1. The debit order may only be in favour of one person /entity.
2. It may not be transferred.
3. You are entitled to 30 days notice of cancellation of debit order.
4. You are entitled to a period of 15 days grace in which to pay the premium (other than the 1st month premium).

COMMISSIONS AND FEES:

1. Standard Short-term commission of maximum 20% of premium is payable as brokerage commission.
2. A policy administration fee of R50,00 is payable to Prime Asset Cover.

CLAIMS:

1. You must advise us immediately, preferably in writing.
2. Your policy will contain conditions that relate to the early reporting of potential claims and it is important that you do not breach this responsibility.
3. The Insurer must give reasons for rejecting the claim.

COMPLAINTS

1. The client must send as much information on the complaint in writing to the offices of Protector Plan CC t/a Prime Asset Cover
2. (contact person Robin Scott).
3. This includes all
 - I. Contact numbers
 - II. Postal Address
 - III. Policy number
 - IV. Claim number if available
4. All complaints can only be considered with established facts only. No hearsay or unsupported evidence will be accepted.
5. The Managing Member will complete the investigation.
6. The client must be given a clear explanation of the role of the Ombudsman and when he can or cannot act.
7. The client must be given the knowledge that they have the right to seek appropriate redress in law.
8. The client must have access to the procedures for the resolution of their complaint.
9. Once a complaint has been resolved the client must get a full explanation of the outcome of the resolution.
10. In the explanation to the client , the Managing Director must disclose any redress towards the staff that was involved with the complaint.