

KEY FACTS STATEMENTS (KFS) AND DISCLOSURES REGARDING LIFE INSURANCE SERVICES OFFERED BY SANLAMALLIANZ LIFE INSURANCE PLC

1. Introduction

The National Bank of Rwanda which regulates the conduct for insurance business requires the Insurer to disclose key facts statements (KFS). This KFS intends to provide you with relevant information pertaining to life insurance products and services we offer. It is advisable to read it scrupulously and keep a copy of it for future reference. For more clarity to have an informed consent, SanlamAllianz Life Plc will shed light upon your concern.

In case you are interested with SanlamAllianz Life Plc products and services, you need to fill this KFS accordingly. Upon issuance of the insurance contract, you will be provided with a copy, and such contract contains the terms and conditions opposable between you and SanlamAllianz Life Insurance Plc.

2. About our life insurance products

We offer life insurance covering events which may lead to death or total and permanent disablement of the insured resulting from accident or disease medically certified that it occurred after insurance subscription. The death resulting from accident is immediately insured after payment of the first premium whilst for death arising out of disease is covered after expiry of three (3) months following effective date.

Similarly, we cover the partial permanent disability and/or loss of income as a result of accident or disease, evidence of which is the filled proposal form and particular conditions of the contract issued thereon.

The insurance cover takes effect from the first premium payment and matures on the date mentioned on the proposal form. In case we realize that you are not eligible for our insurance product, we notify you within 30 days upon filling the insurance proposal form. In this case, the premiums already paid are refunded instantly. If deemed necessary, we may request you to undergo medical checkup/examination prior to contract issuance. The cost of that medical check-up is borne by SanlamAllianz Life Insurance Plc.

Some of our products such as saving for retirement and education policies have a saving value which can be recoverable upon expiry of three (3) years contribution.

3. Rights and obligations of the Policyholder

In case you decide to subscribe for insurance with SanlamAllianz Life Insurance Plc, you must truly disclose all your past and present health related information while filling-in the health questionnaire appended to the proposal form. Note that false declaration is a cause of nullity of the contract.

The policyholder has an obligation to regularly pay the premiums. After the expiry of successive ninety (90) days or non-successive arrears of premiums amounting to six (6) months but not paid within the last two (2) years, the insurance cover is considered suspended. In this period of insurance suspension, any insured event which may occur is not payable. In case of suspension while the policyholder had already paid the premiums of at least three (3) years, he/she is entitled to surrender value as determined by particular conditions of contract or to re-activate the insurance cover by paying the arrears.

In case of re-activation (resuming) of the insurance cover, the policyholder must undergo three (3) months waiting period for the cover to become effective again. Except for insurance subscribed by an employer on behalf of employee (s), the insurance policies with a saving value can only be surrendered after the expiry of three (3) years and regular payment of premiums for that period.

The subscription to an insurance policy is an informed consent decision. Therefore, you are eligible to reconsider the commitment you took within 30 days effective from the first payment of the premiums. If there is no notification after a lapse of that period, you are considered as having accepted the terms and conditions of the policy, failure of which SanlamAllianz Life Insurance Plc refunds the premiums with a deduction of administration charge of FRW 5,000. The policyholder is eligible to suggest some amendments to the contractual terms.

4. Other disclosures

Other information in relation to SanlamAllianz Life Insurance Plc products and services can be obtained from our Sales Managers, our licensed agents (intermediaries) or on our website. The agents are paid the commissions in counterpart of their services rendered to the policyholders. In all undertakings, our agents are required to act diligently with due care and put forward the policyholder's interests before theirs. The agents are responsible for acts performed in and on behalf of the policyholder.

5. Exclusions from insurance

SanlamAllianz Life Plc does not cover the following risks: suicide, death/disability of the insured caused by the beneficiary or the rightful heirs/successors, war related death or disability, death, or disability from aviation, except for staff travelling as passengers and crew of the airline not meant for transport purposes (commercial flight), risks from military aviation, be it in declared war or martial training, risk from unauthorized flight by the competent authority, jumping from airplane via parachute, Occurrence of a covered risk medically diagnosed and certified that such covered risk results from pre-existing health conditions of the insured, drunkenness, intake of illegal drugs, professional sport related risks, self-inflicted risk through provocation.

6. Complaint notification channel

The policyholder has the right to access the information on the insurance contracted, to suggest an amendment to the policy, lodge a complaint via Cellphone n° 0727555333 or via email: infolife@rw.sanlamallianz.com or access the website www.rw.sanlamallianz.com.

Once you have paid the first insurance premium, we will provide you with the insurance agreement within 30 days. You will receive the insurance agreement by clicking the link sent to you via SMS, or you can access it through the website (<https://customer.sanlamallianzlife.rw/login>). If you receive the message and do not respond within 30 days to express dissatisfaction with the contents of the agreement, we will consider that you have accepted its terms.

In case you are not satisfied of how your complaint was settled, the policyholder can notify the Office of Ombudsman through a toll free number 199 or email: ombudsinfo@ombudsman.gov.rw, or P.O. Box 9269 Kigali of Ombudsman, or www.ombudsman.gov.rw.

On behalf of Sanlam:
Name+Signature:

Name of the Policyholder
Signature+ Date: