



Personal Plan

WELCOME

Thank you for choosing Ami - your Insurance Friend. We have tried to keep it brief. If there is anything you are unclear about, please contact us at hello@ami.co.za.

This document is your policy wording. Your application, this wording and your schedule form the basis of your contract with us.

This document covers:

- ✔ **WHAT YOU NEED TO DO**
- ✔ **WHAT YOU NEED TO KNOW**
- ✔ **IMPORTANT TERMS**
- ✔ **WHEN YOU CLAIM**
- ✔ **BUILDINGS**
- ✔ **CONTENTS**
- ✔ **MOTOR VEHICLES**
- ✔ **PERSONAL LIABILITY**
- ✔ **GENERAL EXCLUSIONS**
- ✔ **SASRIA**
- ✔ **DEFINITIONS (& CLARIFICATIONS)**
- ✔ **VALUE ADDED SERVICES**

With Ami you are insured against sudden, fortuitous, accidental, and unforeseen perils listed under each section as provided for in the wording and schedule. You will note that this policy contains a few conditions. All of these are conditions precedent to us having to pay any claim, which means that they must all be satisfied before you can receive any pay out under the policy.

We have a distinct feature to our insurance that is a little different to other insurance policies. We prefer to request our service provider to perform an onsite or digital risk valuation where we agree on the insured amounts with you. With most other insurers this process happens at claims stage. We prefer to request this upfront so that you know you are fully insured before you suffer a loss. You can choose not to follow this approach but then you may be under-insured, and your claim may be reduced when you suffer a loss. You can access our frequently asked questions about this process.

WHAT YOU NEED TO DO

At Ami we like to pay claims more than anything else we do, but in return we need something from you. You need to pay your premiums in return for cover. You pay for your cover in advance. You have a grace period of 15 days to pay your premium. If you don't make your monthly premium payment before the end of your grace period, you will not have cover.

You need to give us correct and complete information when you apply for cover and when your policy is renewed. We cannot pay your claims if the information you provide us is inaccurate or incomplete. Please make sure that you always provide us with the truth. We encourage you to read this document carefully so that you understand what is covered and what is excluded in the exclusions. Always check your schedule to make sure the information is accurate, up to date and complete. You need to notify us immediately if there are any changes required. If you fail to notify us or have provided us with incorrect, incomplete, or fraudulent information, we have the right to cancel or void this policy. This cancellation will usually be from the time that the inaccuracy occurred. If you fail to disclose facts material to the assessment of the risk insured against, we may choose to void the policy, which means that the policy is treated as if it had never existed. This also applies even if someone (like your broker or spouse) provided the information on your behalf.

You require our written authorisation before incurring any costs when you claim – please use our quick authorisation process for urgent authorisations. You must take all reasonable precautions to keep your insured property maintained and safe to avoid losses and to avoid incurring liability to a third party. This means that you must take reasonable steps to prevent or minimise loss, damage, death, injury, liability, and accidents. You may do emergency repairs to prevent further damage with our **prior consent**.

You need to have insurable interest in the property covered under this policy which means that you would have to suffer a financial loss if the property were damaged or lost.

WHAT YOU NEED TO KNOW

Your premiums may change at renewal when you amend your cover or when you claim. We may also adjust some cover types to provide for inflation which may also change your premiums. You will only be covered during the period of insurance noted on your schedule and for which you have paid a premium.

You need to pay the first amount payable before we settle your claim. This payment you make is called an excess. We will settle all reasonable claims, but we will not improve your position. You will have to pay a contribution where the condition or value of the insured property is improved because of the repair or replacement. If your claim is covered by more than one insurance policy, we only cover the proportionate share of the loss.

You cannot claim if your actions were not legal and lawful (for example unlicensed driving, driving intoxicated, trespassing, committing a crime).

Your cover is always limited to the benefits and maximum limits detailed in your schedule. Your property insured must be registered and permanently located in South Africa (unless specifically noted on your schedule for that property or section). You must have evidence of ownership and insurable interest, if you do not, we will be unable to settle your claim.

We do not cover wear and tear, maintenance related damage or any type of inevitable loss, EVER. The damage must be sudden, fortuitous, accidental, and unforeseen. We do not cover losses that result indirectly from the insured event. We do not pay interest on any amount that you claim. We will do everything in our power to ensure that your information shared with us will be protected. We will conduct a credit check. We may check information about you against public information and legitimate sources for underwriting and claims purposes. We only cover domestic use of insured vehicles (unless you selected BUSINESS USE for an insured vehicle and paid the additional premium) or property. Business use is otherwise excluded.

We may amend this wording, your benefit limits, sums insured or premiums at any time, but we will give you 31 days' written notice. We may cancel with 31 days' notice. You may cancel at any time. You also have a 14-day cooling-off period to consider whether you would like to keep the policy which you applied for (and for changes made after the start of the policy). We will inform you at least 31 days before your renewal date if we are unable to renew your policy for any reason or if different policy terms are required to provide you with enough time to find alternative cover.

INFORMATION

TIME BAR:

If we reject your claim or void your policy and you are not in agreement with the decision, you must advise us in writing within 90 days of receiving the letter of the reasons for disagreeing with the decision. You must also serve a summons on us within six months after receiving a letter of rejection, settlement, or avoidance. If you do not take these steps, you will no longer be able to claim, and we will be released from any liability under the policy as a consequence.

JURISDICTION AND GOVERNING LAW:

South African law applies to this policy. You agree that only the courts of the Republic of South Africa may deal with any dispute in respect of this policy.

CREDIT PROVIDER RIGHTS:

If we have noted the interest of a credit provider, we will pay the credit provider first in the event of a claim and that payment will release us from the responsibility for that portion of your claim. Any remaining amount will be paid to you.

CONTACT US:

Please share your feedback (compliments or

complaints) with us – *we would love to hear from you.*

PO Box: PO Box 2662, Durbanville, 7550
Tel: 087 700 9695
Email: hello@ami.co.za

SECURITY REQUIREMENTS

BUILDINGS AND CONTENTS:

Burglar bars on all opening windows AND Security gates on all exterior doors are required for buildings with a sum insured under R1,5 million. The security gates must be locked whenever your building is unattended. An active, used and in working condition monitored alarm system linked to armed response is required for buildings where the contents has a sum insured over R1,5 million. The alarm must be set when your building is left unattended. There will be no cover if these requirements are not met (unless specifically noted otherwise on your schedule for that building).

VEHICLES:

An active, in-use and approved early warning satellite tracking system is required for vehicles with a sum insured over R500 000. There will be no theft or hi-jacking cover if this requirement is not met (unless specifically noted otherwise on your schedule for that vehicle).

IMPORTANT TERMS

UNDER-INSURED	You must be insured for the correct replacement value. You must ensure that this value is always up to date and reflects on your schedule. If the amount which is required to replace your insured property is more than the amount for which it is insured, we will only pay the insured portion of the claim and you will bear the loss for the under-insured portion of the property. If you opt for our Risk Valuation, this under-insurance provision will NOT apply to your policy provided you update us when changes take place. Your schedule will show whether under-insurance applies. Under-insurance will not apply where the damages exceed the sum insured or where there is a total loss.
REPLACEMENT VALUE	The replacement value is what it will cost you to replace the property with similar new property at the time of the loss or damage. <ul style="list-style-type: none">• Replacement value for household contents is the new retail price. Household contents must include all the contents in your insured building, calculated at their replacement value.• Replacement value and conditions for vehicles are detailed in the Motor Vehicles section• Replacement value for other property must be enough to replace or rebuild such property.
AGREED VALUE	Agreed value is only used for vehicles and assets that do not have a retail or market value publicised in a recognised and current publication or database (for example imported sports cars, vintage cars or fine art). The agreed value will remain unchanged on the anniversary of this policy unless you instruct us to change the value. If the condition of the asset deteriorates after the agreed value valuation, but before a claim, we may pay you less if there is a claim. We do not apply the under-insured principle where the agreed value reflects on the schedule.
RETAIL VALUE	Retail value is based on the retail value of the vehicle as publicised in a recognised and current motor trade publication or database. The vehicle's age, condition and odometer readings may affect the value. Vehicles that are registered with SAPVIN numbers or as a Code 3 (for example rebuilt vehicles) have a lower retail value than the published value for that vehicle type and will be settled at the lower value. We use an independent trade authority in the motor vehicle industry to determine the retail or market value of your vehicle and any extras you have specified. Where there is no retail or market value readily available, or where the retail or market value available is older than six months, we will determine the value by taking the average retail value, or market value (whichever one you have chosen), including the specified extras, given by three independent motor industry sources of our choice. If the schedule shows that your vehicle value is retail value, we will automatically adjust your vehicle sum insured and premium each anniversary date to align to the retail value on the anniversary date.
GUARANTEED VALUE	Guaranteed value promises the retail value in the event of a total loss from the start date until renewal date of the policy. This means that the limit of compensation shown in the schedule will not be reduced to the retail value at the time of the total loss.
PERILS	Perils are specific damages or losses that your policy will cover. Please remember to read this with the exclusions because the exclusions limit the extent of the cover.
EXCESS	This is the first amount payable for any claim that you must pay before we can settle your claim. If we settle the claim in cash, we will deduct the excess. It's your contribution to the settling of claim. It applies to just about every claim. Excesses are there to encourage you to be a bit more careful with your belongings and to keep the cost of policies low for everyone.
EXCLUSIONS	Exclusions are provisions in the policy which eliminates cover for certain events or situations. They are included to outline the boundaries of your cover. There are general exclusions that apply to the whole contract and then there are specific exclusions that apply only to certain sections. You need to read the whole document to understand all the exclusions.
LIABILITY	This means you are legally liable to a third party to pay compensation.
PREMIUMS	This is the amount which you need to pay to be covered under the policy. We adjust the sums insured (on property and vehicles insured on the sum insured or retail value basis) annually but it remains your responsibility to ensure that you are not under-insured. This means your premiums could also increase.
SCHEDULE	This is the document that shows your premium, benefits, and limits which you are covered for. You are not insured under a particular section if the limit in the schedule is blank, has no amount next to it, or is shown as nil, not applicable or not insured or if there is no information under the heading. All amounts are in South African Rand, including premiums and the amounts we pay to you. All Rand amounts include VAT (except the international travel section which is 0% VAT).
WE, US, OUR	Ami Underwriting Managers Pty (Ltd) is an authorised financial service provider and underwriting manager with registration number 2021/756367/07. Products are underwritten by Lombard Insurance Company Limited,, a licenced non-life insurer and an authorised FSP.
YOU, YOUR	The Insured and members of the Insured's household who normally live with the Insured (does not include tenants or employees).
TERRITORIAL LIMITS	You will only have cover for an insurable event which occurs within these Territorial Limits. For claims related to vehicles, the territories are Republic of South Africa, Lesotho, Botswana, Eswatini, Namibia, Zimbabwe, Mozambique, Malawi, Tanzania, Zambia, Kenya, Angola and Uganda. For claims related to contents and buildings, the territory is limited to the Republic of South Africa.
FORTUITOUS	Means happening by chance.
CONSEQUENTIAL LOSS	Means any indirect loss or damage that happens because of the insured loss or damage.

WHEN YOU CLAIM

We may choose to repair, replace, or pay you cash for lost or damaged property (where your choice will delay the claim resolution, we may decide to settle your claim differently). If you choose to arrange your own repairs, we will limit your claim to the cost we would have incurred if we arranged the repairs. If you choose to take cash, we will limit your claim to the cost we would have incurred if we had repaired the property. If you opted for cash settlement and do not make the repairs, future losses resulting from or aggravated by the initial claim event will not be covered. We will pay for your reasonable costs for getting any documentation, proof, details which you need or professional fees which you incur to prepare for a building or vehicle claim, but only if we choose to settle your claim.

We may cancel your policy. We could also increase your premiums or exclude certain covers or increase your excesses. If we cancel your policy other Insurers may also refuse to offer you cover in future. We only pay claims if you have met the terms and conditions of your policy.

Proof of ownership and proof of value is always required when you claim. Please make sure that you have a valuation certificate for all jewellery, watches and gifts insured over the value of R15 000. If you do not have a valuation your claim will be limited to R15 000 per item (up to a maximum of R100 000 for all items claimed per single event).

DO THIS

- Advise us of your claim as soon as possible (within 24 hours) but no later than 30 days after the date of loss. You can submit your claim online.
- Report any criminal activity and motor vehicle accidents to the police immediately.
- Provide us with copies of affidavits, supporting information and any other proof that may be relevant for the assessment of your claim as and when we require this. Share any information related to the claim event with us immediately (even after we have settled your claim).
- Advise us immediately if you become aware that you may be prosecuted, or if legal proceedings or any claims may be instituted against you.
- Pay the excess for each claim event (before we can settle your claim). Remember there may be more than one excess that applies. If we settle the claim in cash we will deduct the excess.
- Provide a detailed list of items, the details of any other insurance which you may have, the police report number and any other information relating to the event so that we can assess and finalise the claim without unnecessary delays.
- If you are involved in an accident, please obtain (if it is safe to do so):
 - A copy or photo of the driver's licence of everyone involved in the accident
 - Names, addresses and contact details of witnesses
 - Licence plates & pictures of all vehicles involved
 - Pictures of the road surface, weather conditions and road markings
 - Details of injuries to any passengers or other persons
- If we have settled your claim, we may conduct legal proceedings in your name to recover any amount which we have paid. If a claim is made against you, we may defend the legal action on your behalf in your name. You must give us reasonable assistance to attempt any such recovery and defend any claim. We will reimburse you for any reasonable expenses paid.

DON'T DO THAT

- Do not instruct your own attorney, admit legal responsibility, make any admissions, statements, offers, promises or payment to or negotiate or settle any claim (including a claim against you), under any circumstances.
- Do not repair, replace or dispose of any item that you have (or intend to) claim for without our written consent.
- Do not abandon any property, whether taken possession of by us or not. If we settle your claim the salvage and any proceeds from the sale of the items is ours.
- You cannot claim under more than one section for the same event or the same item.
- We strongly encourage you to get authorisation from us before your vehicle is towed. If you do not your cover will be limited to the amount shown in the schedule.
- Repairs and replacements must be completed within two months of the date on which we approve your claim. If you delay the repairs or replacements after this period, we will only pay the agreed amount at the date of our authorisation of the claim, and you will be responsible for the balance of the cost of repairs or replacement increase.

BUILDINGS

Please tell us before you extend, renovate, build, or demolish any part of the buildings. You must ensure that the contractor which you appoint has comprehensive insurance to cover any loss or damage or claim resulting from extending, renovating, building, or demolishing any part of the buildings as this is excluded from your cover.

If your building is unoccupied or unfurnished for more than 60 consecutive days you must tell us and we will only cover theft and malicious damage losses if there are signs of violent, forcible entry. An additional excess will also apply. If you do not tell us we may reduce your claim by the premiums you should have paid.

Your cover is always limited to the benefits and maximum limits detailed in your schedule.

We cover the following perils:



WHAT WE COVER

We only cover buildings that are correctly described in your schedule. If your buildings are accidentally damaged due to an insured event, we will cover the damage unless it is excluded.

- If your building is unliveable due to an insured event, we will cover:
 - Loss of rent (excludes guesthouse or holiday accommodation rental) OR
 - Alternative accommodationWe will only pay for the period reasonably needed to make your building suitable to live in again. We will also cover emergency accommodation for your pets
- We cover the reasonable costs that the fire brigade charges you for putting out or preventing a fire.
- We cover repair and replacement to water, sewerage, gas, electricity and telephone connections between your building and the public supply or mains that are accidentally damaged or destroyed but only if the repairs are your responsibility.
- We will cover amounts that you owe the authorities for water lost due to sudden and unforeseen leaking pipes if the reading is at least 50% more than the average of the previous four readings and you took immediate steps to trace and repair the leak once you discovered the leak.
- We will also cover leak detection costs. We will not pay more than two claims in any 12-month period.
- We will cover damage to trees, plants, shrubs and irrigation systems on the grounds of the building if it arises from a fire or explosion or if it is caused by the impact of a vehicle or aircraft.
- We cover the costs of removing trees that pose a risk to your building limited to two claims per year.
- We will cover the cost to remove fallen trees
- We will cover loss of or damage to new fixed fittings, interior decorations, or fixtures but you must let us know within 30 days after installation and pay the additional premium.
- We will cover sudden and unexpected damage to domestic-use fixed machinery installed at your building
- We will cover loss of or damage to extensions or alterations you made to your building even if you did not inform us of the increase in the value of your buildings, but you must let us know within 60 days after completion date and pay the additional premium.
- We will cover damage to a building before the property is transferred to you if:
 - you have signed a deed of sale, and
 - you have insured the property you buy on this policy, and
 - the building is not insured by the seller or on the seller's behalf.
- We will cover your choice to rebuild on the same site or on another site and in the way you want but we will not be responsible for any additional amounts required because of your choice.
- If we decide that security guards are needed to protect your buildings, we will arrange and pay for security guards.
- We will cover you for reasonable alterations made to your home if you become permanently disabled due to an accident and are wheelchair bound.
- We will cover your costs to trace a water, gas or oil leak in your building.
- We will cover reasonable costs of repairing or rebuilding to meet the requirements of public authorities after an insured event
- We will cover you for subsidence and landslip in limited circumstances up to a maximum of the building sum insured.
- If your building is damaged from an insured event, we will cover necessary costs of demolishing your building, taking debris away and putting up hoardings needed for building operations. We will also cover architects', quantity surveyors' and consulting engineers' and Local authorities' fees.

- If keys to outside doors, windows, safes or alarms of your building are lost or damaged we will replace them and we will change the locks.
- We will cover loss or damage to buildings caused by wild baboons or monkeys.

WHAT WE DO NOT COVER

- All the general exclusions**
- Wear and tear, gradual deterioration, or operating causes such as rust, mildew, insects, corrosion, rising damp or decay.
- Any loss or damage caused by insects, vermin or pests.
- Servicing, maintenance, cleaning, repairing, restoring, dyeing, bleaching or alteration.

We will not cover loss, damage or liability that is directly or indirectly caused by or worsened by or in any way connected to:

- Normal settlement, shrinkage or expansion of any building or part of a building
- Poor design or construction of any building or failure to comply with South African building regulations
- Poor or Faulty materials or workmanship
- Removal or weakening of support to any building
- Poor compaction or infill
- Excavations above or below ground except excavations done during mining operations
- Contraction, shrinkage, or expansion of soil caused by the moistness or dampness or moisture content of clay and other similar soils
- Any process of heating or drying of the building
- Movement of solid floor slabs or any other part of the building, unless the foundations supporting the outside walls of the building are damaged at the same time.
- Demolition, alteration, construction, renovating, repairing, restoring, dyeing, cleaning, or maintenance

We will not cover:

- Any work needed to prevent more destruction or damage due to subsidence or landslip.
- Any loss or damage occurring while your building is abandoned or illegally occupied.
- Theft, attempted theft or malicious damage while your building is lent, let or sub-let and the damage or loss is caused by the tenant.
- We don't pay for matching building materials. We will match as closely as possible but only for the part of the building where the damage occurred.
- Any loss or damage caused by storm, wind, hail or snow during renovations, additions, or extensions if the loss or damage is caused or made worse by or in any way contributed to these actions.
- Any loss, damage or claim caused or in any way connected to by weeds or roots.
- Chipping, scratching, disfiguration, or discolouration.
- Loss or damage caused by, or in any way connected to insects.
- Loss of water from swimming pools.

We will not cover Subsidence & landslip damage related to:

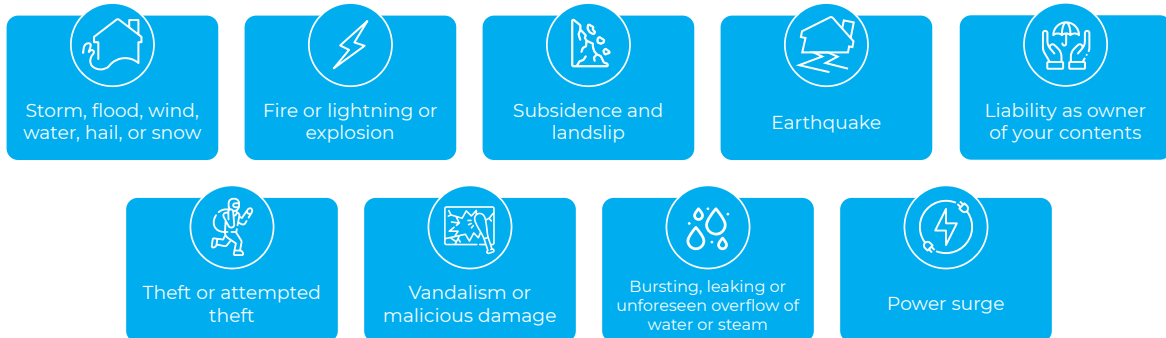
- Drains, water courses, boundary walls, garden walls, screen walls, retaining walls, gates, posts or fences, driveways, paving, paths, patios, terraces, swimming pool surrounds and tennis courts unless the damage occurs to the building at the same time
- Cost of underpinning the foundations.
- Surface or subterranean excavations except those performed during mining operations.
- Consequential loss because of subsidence and landslip except loss of rent.

CONTENTS

We will cover you for the replacement cost of your household contents detailed in your schedule. This includes fixtures and fittings that belong to you as a tenant. Your cover is always limited to the benefits and maximum limits detailed in your schedule.

If your building is unoccupied or unfurnished for more than 60 consecutive days you must tell us and we will only cover theft and malicious damage losses if there are signs of violent, forcible entry. An additional excess will also apply. If you do not tell us we may reduce your claim by the premiums you should have paid.

We cover the following perils:



You need to take care of your contents and the level of care must be appropriate for the value thereof.

Proof of ownership and proof of value is always required when you claim. Please make sure that you have a valuation certificate for all jewellery, watches and gifts that you insure that are over the value of R15 000. If you do not have a valuation your claim will be limited to R15 000 per item (up to a maximum of R100 000 for all items claimed per single event).

Jewellery and watches that you are not wearing must be locked in a securely locked wall- or floor-mounted safe. The keys (or codes) to your safe must also be kept away, secured, and hidden from sight. There must be signs of forced entry into the safe or threat of force against you. Your claim will be limited to R25 000 per item (up to a maximum of R100 000 for all items claimed per single event) if these requirements are not met unless you have insured them under the specified section.

WHAT WE COVER AT YOUR BUILDING

- We cover sudden and unforeseen loss or accidental damage to your contents at your insured building unless it is excluded.
- We will cover new contents you buy but you must pay any additional premium due.
- We will cover your guests' (non-paying) or full-time domestic employees' household goods and personal items for losses occurring at your building provided that the items are not insured elsewhere.
- If the contents in refrigerators or freezers inside your building is accidentally spoiled by a change in temperature (due to reasons other than loadshedding) but we will not pay for more than two claims in any 12-month period. This excludes losses relating to National Grid failure.
- We will cover the loss of or damage to keys, locks, and remote-control units for the insured building.
- We will cover amounts that you owe the authorities for water lost due to sudden and unforeseen leaking pipes if the reading is at least 50% more than the average of the previous four readings and you took immediate steps to trace and repair the leak once you discovered the leak provided that the building has not been unoccupied for longer than 60 days. We will not pay more than two claims in any 12-month period.
- Replacement of your identity document, driving licence and passport.
- If we decide that security guards are needed to protect your household contents after an insured event, we will arrange and pay for security guards.
- We will cover loss of or damage to gifts and additional provisions (new contents) at your building that occurs between one month before and one month after a wedding, anniversary, religious or other celebration.
- We will cover you for your household contents while on the grounds of your building provided that the item is suitable for outside use (this includes clothes hung out to dry).
- If your building is unoccupied or unfurnished for more than 60 consecutive days you must tell us and we will only cover theft and malicious damage losses if there are signs of violent, forcible entry. An additional excess will also apply. If you do not tell us we may reduce your claim by the premiums you should have paid.
- We cover the reasonable costs that the fire brigade charges you for putting out or preventing a fire.
- We will cover you for reasonable alterations made to enable you to access to your home if you become permanently disabled due to an accident and bound to a wheelchair.
- We will cover loss or damage to contents caused by wild baboons or monkeys.

We will cover loss or damage to your contents & personal items that are not at your INSURED BUILDING address:

- Moved by professional movers when you permanently move to a new building. The contents must be packed by the professional movers with care that is in accordance with the value and fragility of the various items. We do not pay for loss or damage caused by defective packing. Laptops, precious stones, metals, coins, watches and jewellery must be kept safely in close personal custody of the insured while in transit and we will only cover loss if there was threat of force or violence against you. If articles like glass, crockery and china break when packed by a registered removal company, the amount we will pay for these items are limited.
- Inside a building where you temporarily live.
- Deposited for safe keeping at any hotel, guesthouse, club, bank or safe deposit.
- At any registered furniture storage depot if you have told us of this change.
- Inside a building or office where you are employed.
- Being transported to or from a bank or safe deposit facility when a hijack or armed robbery occurs.
- If the vehicle carrying your groceries and other

household goods is damaged due to fire, explosion, collision, overturning, high-jacking, or theft of the entire vehicle.

- We will cover the reasonable costs to store your contents if this is necessary to protect your contents after an insured event
- Hole-in-one at any recognised golf club in South Africa (Club secretary confirmation required)
- Full house at any recognised at any bowling club in a game of bowls in any competition following the rules of the South African Bowling Association (Club secretary confirmation required)
- We will cover your parents' personal belongings while they live away from you at a registered nursing home.

WHAT WE DO NOT COVER

- All the general exclusions listed below
- Theft or attempted theft from the building while lent, let, sublet or being renovated, unless there is forcible, violent, entry or exit
- Any loss or damage in connection with the wrongful or unlawful use of the building by a tenant
- Any loss or damage occurring while your building is abandoned or illegally occupied.
- Accidental damage while lent, let or sublet
- Any loss of or damage to motor vehicles, motorcycles, golfcarts, caravans and trailers including their fitted accessories (this must be covered under the vehicle section)
- Any loss of or death or injury to animals
- Chipping, scratching or denting
- Chipping or scratching of glass, glassware, or any similar breakable article
- Any loss or damage caused by insects, vermin or pests
- Theft of laundry from communal washing lines
- Any loss or damage caused by your tenants' domestic pets
- Any loss, damage, liability caused by, during or arising from demolition, alteration, construction, cleaning, renovating, repairing, restoring, dyeing, maintenance or any process needing the use of water unless by public authorities in putting out a fire.
- Damage or loss caused by falling trees cut by non-professional tree fellers
- We will not cover loss or damage after an intentional cut by the power or gas provider due to non-payment
- Chipping or denting of furniture or domestic appliances
- Deterioration of stock
- We do not cover any additional, special value that an item has because it forms part of a pair or set. We only cover the proportionate value of the part of the set that is lost or damaged unless that item cannot be replaced
- Contents from vehicle unless the vehicle was locked, and the contents was hidden and out of sight. This does not apply if you can show that non-forcible and violent entry into vehicle or remote jamming took place.
- Loss of stock-in-trade that you own or are responsible for.
- Cameras and other photographic equipment used for professional purposes or for reward. We will cover these items if you use them only for a hobby or part-time income;
- Musical instruments and sound or audio-visual devices used for professional purposes or for reward. We will cover these items if you use them only for a hobby or part-time income.
- Sporting equipment whilst in use, other than golf clubs or pedal cycles whilst taking part in social events. We do not cover if you are a professional golf player or cyclist.

WHAT WE COVER OUTSIDE OF YOUR BUILDING ANYWHERE IN THE WORLD

THESE ARE OPTIONAL BENEFITS:

These benefits must reflect on your schedule, and you must pay the additional premium for it.

ASSETS OUTSIDE YOUR INSURED BUILDING - GLOBAL ALL RISKS

- We will cover you for loss of or damage to your clothing and personal effects (while you are away from the grounds of your building) that are normally worn or designed to be carried on or by the person (loss of clothing and personal effects from the grounds of your building must be claimed for under the contents section). The maximum amount you can claim for per item is 25% of the Global All Risks sum insured noted in your schedule. You can claim up to the sum insured for multiple items.
- The Global All Risks Cover excludes cover for bicycles, all handheld electronic devices and mobile phones as well as firearms. These items must be specified on your policy at an additional premium for you to enjoy the cover.
- We will cover theft from vehicles provided that the vehicle is locked, windows are closed, insured items are hidden out of sight and there are signs of forcible or violent entry.
- We will also cover theft from vehicles provided that the vehicle is locked, windows are closed, insured items are hidden out of sight and if you can show that non-forcible and violent entry into vehicle or remote jamming took place. Your claim will be limited to the amount shown in the schedule.
- You must ensure that your items are safe or secured when you are not using them. Do not leave these items unsecured even if you can see the item from where you are.

SPECIFIED ITEMS COVERED ANYWHERE IN THE WORLD

- We cover loss of or damage to your specified items that you take out of your insured building subject the limits shown in your schedule.
- You must specify any item where the value is more than 25% of the sum insured, to ensure you enjoy the appropriate level of cover considering the Global All Risks item limit of 25% of the sum insured.
- We will cover your hand-held electronic devices (including cell phones and laptops) when these items are specified on your policy, without applying an item limit, up to sum insured that you have selected (which must show on your schedule). You need to select an appropriate level of cover to ensure that your total exposure for electronic devices away from your building is provided for.
- We will cover licenced Firearms only if they are specified on the schedule. All firearms and ammunition must be kept in an approved locked safe while not being used or carried by a licensed owner. Failure to do so will result in the rejection of a claim in respect of any loss to such firearms.
- We will pay for the loss of or damage to items that are kept in a safety deposit box at a registered bank vault, or similar registered institution but you must tell us immediately if you take these items out of the safety deposit box, so that the items can be appropriately covered. If items are removed from the safety deposit box without informing us, the cover will be limited to 20% of its sum insured.
- Bicycles used outside your home must be specified on your schedule and locked securely when you are not using it. Do not leave these items unsecured even if you can see the item from where you are. It must be secured to an immovable object – ensure that it cannot be lifted or removed from the object. If you do not practice the required due caution your claim will be limited to R25 000.

WHAT WE DO NOT COVER

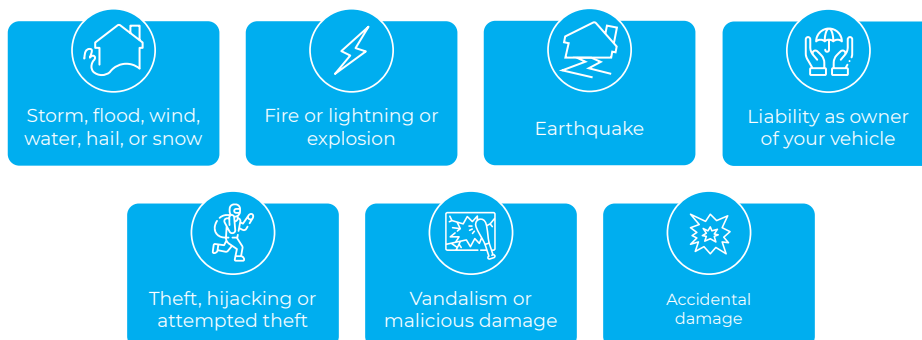
- All the general exclusions listed below
- All the exclusions under the contents section (unless specified on your schedule under the Global All Risk section)

MOTOR VEHICLES

We will cover you for the accidental damage or loss to your motor vehicle. If your vehicle is repairable, we will pay the cost of the repairs to your vehicle. If your vehicle is less than 12-months old from first registration and has less than 30 000km's we will replace your vehicle with a vehicle of similar make and model at the date of loss. If not, we will pay the insured value at the date of loss, depending on the cover option that you have chosen.

Your cover is always limited to the benefits and maximum limits detailed in your schedule.

We cover the following perils:



It is very important that the correct regular driver is detailed in the schedule for vehicles under the value of **R1 million**. If the regular driver is someone other than the listed regular driver, we may apply premium prejudice to the claim amount. The excess for vehicle claims is calculated using the driver information (and not the insured).

Vehicles valued over R1 million and Classic vehicles may only be driven by named drivers. If the vehicle is driven by anyone else than a named driver specified on the schedule, we will reject your full claim. This does not apply if your vehicle is driven while it is being serviced, repaired or collected by registered motor trade provider or when you use registered valet or chauffeur services. You must ensure that the values and details of all non-factory accessories that you add to your vehicle value are noted on your schedule. They are not covered if you do not.

COVER TYPE	COMPREHENSIVE	THIRD PARTY, FIRE & THEFT	THIRD PARTY
Car hire	✓ (Limited to car type noted on schedule)	Not covered	Not covered
Extra equipment fitted to the standard model of your vehicle	If noted on schedule	Not covered	Not covered
Windscreen and window glass damage	✓	Not covered	Not covered
Theft of sound equipment (only if forcible and violent entry into the vehicle)	✓	Not covered	Not covered
Fire, lightning or explosion	✓	✓	Not covered
Theft or attempted theft	✓	✓	Not covered
Hijacking or attempted hijacking	✓	✓	Not covered
Third party liability	✓	✓	✓

OPTIONAL BENEFITS:

Optional benefits must be paid for in addition to comprehensive cover premium and must reflect on your schedule.

WHAT WE COVER

We only cover vehicles for the purpose and cover type indicated on your schedule if the vehicle is correctly described and specified on your schedule.

We cover your vehicle for Domestic or Business use. You must inform us immediately if the use of your vehicle changes. If you use the vehicle for trade, transport or any other commercial purpose, it cannot be covered under this policy, and you must take out commercial cover for the vehicle.

You may choose to insure your vehicle for one of the following:

- Retail value
- Agreed value
- Guaranteed value

You may change this at any time before a claim event.

If your vehicle is insured on the agreed value basis it is your responsibility to give us the current retail value of your vehicle at each anniversary or when the condition of the vehicle changes. If you do not do so you will be under-insured.

If the vehicle is damaged outside the Republic of South Africa (but within the territorial limits) we will cover the costs to repatriate the vehicle back to South Africa. Repairs other than emergency repairs can only be done in the Republic of South Africa.

- Car hire** – If you have a valid claim under this section, we will hire a car if your vehicle:
 - cannot be driven
 - is being repaired, or
 - is stolen and not recovered

The type of car we will arrange is shown in the schedule. We must arrange the car hire for you from an approved car hire company of our choice. You must pay the fees and deposits required by the car hire company on collection of the vehicle and accept the Car Hire Company terms, exclusions and conditions.

The period of car hire is limited to a maximum of 30 days (unless specified otherwise on your schedule) and will start from any of the following dates:

- the date the vehicle cannot be driven
- the date the vehicle is handed to the motor trade for repair. or
- the date the theft of the vehicle was reported to us.

The period of hire ends at the earliest of the following dates:

- The day your vehicle has been completely repaired
- The day we pay you for the total loss of your vehicle, or
- The last day of the number of days shown in the schedule

If any vehicle you hire is lost or damaged while you are using it, you must pay the excess and the claim fee. We will cover the difference of the excess in hired vehicle up to the limit shown in the schedule. You must pay any fines and related costs. You must pay the cost of delivery or collection of the vehicle should this exceed 25km from the nearest Car Rental branch. The rental vehicle may not be utilised outside of the Republic of South Africa.

- If you replace a vehicle insured on this policy with a new vehicle we will cover the vehicle for the first 72 hours after you take possession of the vehicle but you will need to pay the additional premium.
- We cover loss or damage to insured vehicle locks, keys and remote-control units.
- We cover accidental damage of head, tail & fitted spotlights.
- We cover the reasonable costs to protect your vehicle after an insured event
- We cover replacement of tracking device if your vehicle was written off or replaced due to insured event
- We cover limited emergency repairs without our consent, but you must give us a detailed invoice from the repairer immediately
- We cover limited emergency accommodation
- We cover recovery costs (towing, release fees, storage costs, wreckage removal, extinguishing) that result from an insured event
- We will compensate you for the manufacturer's list price

and the reasonable cost to transport the part to South Africa if a part needed to repair your vehicle is unavailable in South Africa.

- We will cover the cost of delivery of your vehicle to your hometown after it has been repaired due to an insured event.

We also cover these as OPTIONAL BENEFITS:

These benefits must reflect on your schedule, and you must pay the additional premium for it.

- Credit shortfall** - If we declare your vehicle a total loss after an insured event and there is a gap between the value of the vehicle and the amount that you owe the finance company, we will settle the difference
- Extended Car hire** – you may elect to upgrade the car type and you may increase the number of days for an additional premium. These must be detailed on your schedule.

WHAT WE DO NOT COVER

- All the general exclusions listed below
- Claims more than R1 million if a named driver was not driving the vehicle.
- Non-factory fitted accessories (unless these are noted on the schedule)
- Damage to tyres caused by application of brakes, distortion of the tyre or road hazards unless there is also damage to the rims. We do however cover damage to your tyres caused by potholes.
- Any loss or damage resulting from or in any way connected to electrical, electronic, or mechanical breakdown
- If you drive your vehicle after an accident before repairs have been done, you will be responsible for the cost of repairs for any further damage to the vehicle related to the accident.
- For damages that happened before the start date of cover (pre-existing damages).
- Any loss or damage resulting from or in any way connected to any unauthorised changes to the software of the on-board computer systems or your failure to update these systems.
- We do not cover any loss of or damage to your vehicle that takes place outside the Territorial Limits except while your vehicle is in transit by water between ports in these countries.
- Do not allow anyone to tow your vehicle without our authorisation. You will be liable for the additional tow costs and any damage resulting from the tow operator you appointed. If you do arrange your own towing service, we will not cover any damage if the vehicle is being towed by any vehicle other than a flatbed tow truck.
- Any loss, damage or claims resulting from or in any way connected to road traffic violations or your reckless disregard of the possible consequence of your acts or omissions (including speeding or being under the influence of intoxicating liquor or drugs).

We do not cover any loss, damage or liability incurred while your vehicle is used for any of the following:

- Commercial travelling, such as couriers, plumbers, electricians and garden services.
- As an armed response, armed reaction, paramedic or reservist vehicle or for any other law enforcement activities.
- Any income generating purposes.
- 4X4 trails or courses with a 4 or 5 difficulty grade.
- Racing or speed contests.
- Rallies or trials involving driving of any kind, including use on test circuits.
- Gymkhanas, fun-day events or any events held on a racetrack sanctioned by or under the auspices of a motoring club.

- ☒ Commercial travelling, such as couriers, plumbers, electricians and garden services.
- ☒ As an armed response, armed reaction, paramedic or reservist vehicle or for any other law enforcement activities.
- ☒ Any income generating purposes.
- ☒ Racing or speed contests.
- ☒ Rallies or trials involving driving of any kind, including use on test circuits.
- ☒ Gymkhanas, fun-day events or any events held on a racetrack sanctioned by or under the auspices of a motoring club
- ☒ Any purpose relating to the motor trade, except when your vehicle is in the care of a member of the motor trade for maintenance, repairs.
- ☒ Travel in neighbouring country for more than 3 days per week on a regular basis ((this must be taken as an optional benefit, specifically noted on your schedule and

the additional premium must be paid).

We do not cover any loss, damage or liability for:

- ☒ Vehicles on rails
- ☒ Vehicles that do not travel on a firm surface
- ☒ Motor Third Party Liability for airport vehicles and vehicles used airside
- ☒ Vehicles that are not registered for road use
- ☒ We do not cover any liability between one Insured to another Insured on the same Ami policy.

Credit shortfall - We do not cover:

- ☒ Payments or interest that are in arrears before the date of loss or damage
- ☒ Early settlement penalties
- ☒ Any other amounts that can be refunded to you (for example, extra payments you have made to reduce your credit)
- ☒ Any legal costs you owe the finance company

PERSONAL LIABILITY

WHAT WE COVER

- ☑ We cover your legal liability, legal costs and fees if you accidentally damage property of others or cause accidental death, illness or injury to others (up to the maximum limit detailed in your schedule):
 - while you are at your insured building or in your motor vehicle, or
 - because of your ownership of your insured building or motor vehicle
 This limit applies to any single event or series of events that are the result of a single incident. You need our consent before you incur legal costs and fees.
- ☑ Liability (as a member of neighbourhood watch or block watch group, or a similar non-profit organisation) to any person resulting from wrongful arrest or frisking of a person, including assault, relating to the wrongful arrest or frisking.

WHAT WE DO NOT COVER

- ☒ All the general exclusions listed below
- We do not cover claims by, or damage caused intentionally by anyone any of the following people:**
- ☒ You or any member of your family who normally lives with you.
 - ☒ Your directors, members, trustees, beneficiaries, and members of their families who normally live with them (if you are a company, close corporation or trust).
 - ☒ Your employees acting in the course of their employment with you at the time of the event. This exclusion does not apply to your domestic employees.
 - ☒ Business related guests
 - ☒ We do not cover any liability between one Insured to another Insured on the same Ami policy.

GENERAL EXCLUSIONS

These exclusions apply to all sections of this wording. We do NOT cover:

- ☒ Loss or damage caused by chewing, tearing, denting, vomiting or fouling by your pets.
- ☒ Any indirect or consequential loss or damage that happens because of the insured loss or damage.
- ☒ Any loss or damage related to business use (except for limited optional benefits if you selected these such as:
 - Business use for an insured vehicle if you selected business use, or
 - Work at Home if you selected the optional Work at Home benefit
- ☒ Any loss or damage where compliance, local authority or legal requirements were not met
- ☒ Any event where compensation is provided for by Legislation (like the Road Accident Fund).
- ☒ Any loss or damage based on, or in any way connected to, fraud, dishonesty or misrepresentation (giving misleading or incorrect facts). This includes exaggerated claims or misrepresenting the facts relating to the circumstances of a claim.
- ☒ Loss or damage arising from, or in any way connected to, scams, fraud or theft by false pretences.
- ☒ Any loss, damage, bodily injury or liability if a lawful authority takes the insured items, for example, by nationalising, commandeering, seizing, confiscating, attaching, or impounding.
- ☒ Any punitive damages, fines or penalties, or any other loss or damage uninsurable by law, that you are held liable for.
- ☒ Any liability from an agreement or contract unless you would have been liable if the agreement did not exist
- ☒ Anything covered by any guarantee, service contract, purchase contract or similar type of agreement.
- ☒ We will not cover loss or damage that relates in any manner to exchange, cash or credit agreements. This includes fraud or theft by trickery, under false pretences or fraud.
- ☒ Any loss, damage or liability caused by, during or arising from:
 - Wear and tear, gradual deterioration or operating causes such as rust, mildew, insects, corrosion, rising damp or decay
 - Faulty design, construction, materials used or defective workmanship
 - Depreciation
 - Any illegal activities
 - Your deliberate actions or actions with your knowledge or consent
 - Reproduction, recovery or repair of sound, data, image on tape, records, films or magnetic media
 - Not following the manufacturer's instructions or not using the item for its real purpose
 - Pollution and contamination including impairment with dust.
 - Mould, fungi, mildew, or spores
- ☒ We do not insure any loss or damage directly or indirectly caused by or related to (actual or perceived) communicable disease regardless of any different cause or event contributing jointly to the loss or damage. This includes any cost to clean-up, detoxify, remove, monitor or test. Where the Insurer rejects any claim based on this exclusion the responsibility

of proving the opposite rests on the Insured.

If you are renovating or rebuilding your building, you must make sure that the contractor has the necessary insurance cover.

- ☒ Alternatively, you must arrange insurance because it is excluded from your cover.
- ☒ Any loss, damage or claims where you were aware of the circumstances giving rise to such loss, damage or liability before inception or renewal of the policy and failed to inform us thereof.
- ☒ We do not insure any loss or damage directly or indirectly related or caused by any Malicious Code, virus, Trojan Horse, worm, spyware or other disabling, invasive or destructive computer code.
- ☒ We do not insure any loss or damage directly or indirectly related or caused by cyber or impersonation regardless of any different cause or event contributing jointly to the loss or damage. This includes any action taken in controlling, preventing, suppressing, or remediating any cyber act or cyber incident.
- ☒ We do not insure any loss or damage directly or indirectly related or caused by data regardless of any different cause or event contributing jointly to the loss or damage. This includes loss of use, reduction in functionality, alteration, corruption, repair, replacement, restoration, or reproduction of any data, including any amount pertaining to the value of such data. This exclusion also includes programmes, software and code instructions for processing of data.
- ☒ We do not insure any loss or damage directly or indirectly related or caused by an interruption or suspension of the electricity supply resulting from Electricity Grid Failure of for any reason. Electricity Grid Failure means a total or partial interruption to or suspension of any source of electricity supply, in any manner and for any reason (whether fortuitous, deliberate or malicious) which affects an entire municipality (including local, district, regional or any other level that is created by law) or province or the country as a whole, at substantially the same time, including any interruption, power surge or suspension at the reconnection or reinstatement of electricity supply. This exclusion also applies to consequential losses arising in respect of;
 - i) any public utilities (including utility companies under sole or partial private ownership) including, but not limited to, gas, water, communications, data, steam, fuel, oil, refrigerant, sewerage, waste disposal, or other similar service that are affected by Electricity Grid failure, and/or
 - ii) the deterioration of stock, food or other items as a result of Electricity Grid failure.
- ☒ We do not insure any loss of or damage to Aircraft, Hang gliders or Small Leisure Craft and their fitted accessories and equipment.
- ☒ We do not insure any condition directly or indirectly caused or associated with Human Immune Virus (HIV) or the mutants, derivatives or variations or in any way related to Acquired Immune Deficiency Syndrome or any Syndrome or condition of a similar kind

ADDITIONAL EXCLUSIONS APPLICABLE TO ALL SECTIONS:

- ☒ Any loss, damage or claims that is caused by,

results from or is in any way connection to:
Civil commotion, labour disturbances, plundering, looting, riots, strikes, lock outs or public disorder or any act or activity which is calculated to bring about any of the above.
War, invasion, act of foreign enemy, hostilities or war-like operations (whether war is declared or not) or civil war.

- ☒ Mutiny, military uprising, martial law or state of siege, insurrection, rebellion or revolution.
- ☒ Any act of terrorism, which means the use or threat of violence by any person or group of persons acting alone, on behalf of or any organisation or government for political, religious, personal, ethnic or ideological reasons even if this does not include an act that is harmful to human life.
- ☒ Any act that is committed with the intention to influence any government or inspire fear in the public.
- ☒ Any act calculated to overthrow or influence any state, government or any provincial, local or tribal authority with force or by means of fear, terrorism or violence.
Any act calculated or directed to bring about loss or damage to further any political aim, objective or cause, or to bring about any social or economic change.
- ☒ Any act in protest against any state or government, or any provincial, local or tribal authority, or for the purpose of inspiring fear in the public.
- ☒ Any event for which a fund has been established under the War Damage Insurance and Compensation Act 85 of 1976 (as changed or substituted) or any similar Act in place in any of the territories to which this plan applies.
- ☒ Nationalisation, confiscation, commandeering requisition, wilful destruction, forfeiture, attachment, impounding seizure or preservation or any similar actions or processes by any court order, customs officials, police, crime prevention units, or lawfully constituted authority or officials.
- ☒ Any attempt to perform any of the above acts or events is also excluded.
- ☒ The act of any lawfully established authority in controlling, preventing, suppressing or in any other way dealing with any event referred to above.
- ☒ Any loss, damage or legal responsibility that is caused by or results from or relates to nuclear weapons, nuclear explosion, nuclear material, radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste, or from the combustion of nuclear fuel which includes any self-sustaining process of

nuclear fission or fusion.

- ☒ Any legal responsibility, loss, damage, cost or expense relating to your insured property being permanently or temporarily dispossessed. This will be the case when customs, police services, crime and prevention units or other lawfully constituted officials or authorities lawfully detain, confiscate, forfeit, impound or requisite your possessions.
- ☒ We do not cover legal responsibility, loss, damage, cost or expense caused by or relating to the hazardous nature of asbestos in any way, form or quantity. This includes any exclusions, exceptions, extensions or other provisions which would otherwise override this exclusion.
- ☒ We do not cover any loss, damage or event which would expose us to any sanction, prohibition or restriction under United Nations regulations or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America if applicable (and are not in contradiction to EUROPEAN or GERMAN legislative provisions.).
- ☒ Terrorism or the threat of terrorism, or the attempt to cause terrorism or the threat of terrorism regardless of any different cause or event contributing jointly to the loss or damage. Terrorism includes the use of violence or threat of violence to bring about any political aim, or to bring about any social or economic change, or in protest against any state or government or any provincial, local or tribal authority. It includes acts whether harmless to human life or not, by any person or group of people, whether acting alone or in a group. It includes any acts committed for political religious, personal or ideological reasons.
- ☒ Labour disturbances, riots, civil commotion, strikes, lockouts or public disorder, or any acts that are aimed to cause these.
- ☒ War and warlike activities, for example invasion, acts of foreign enemies, and civil war (whether war is declared or not).
- ☒ Martial law, mutiny, military uprising or a state of siege, or any event which may cause these.
- ☒ Revolution, including protests, rebellion, civil disobedience, and inciting fear in the public.
- ☒ Acts or attempts to overthrow the government or any local or tribal authority by force or by means of fear, terrorism or violence.
- ☒ Any damage relating to derangement of firearms (derangement means using something in a way it was not designed for, that leads to breakdown or incorrect alignment of parts)

SASRIA

Sasria SOC Ltd covers you for any accidental or intentional damage to your insured property caused by any person or group of people taking part in a riot, strike, lock-out, public disorder, civil commotion or committing any act which has a political, social or economic aim, objective or cause, or in protest against any state or government. This cover is limited to events in the Republic of South Africa – Access your SASRIA master policy.

DEFINITIONS & clarifications

Definitions provide clarity on what exactly is included in your cover.

- BUILDINGS** Buildings mean permanent structures (including fixtures and fittings) which belong to you or for which you are legally responsible. This includes outbuildings, fixed fuel tanks, underground service pipes, cables, drains, sewers, walls (including retaining walls), fences and driveways. It does not include gravel driveways, or any structures or driveways made of earth.
- OUTBUILDINGS** Outbuildings mean structures made of brick, stone or concrete with a slate, tile, metal, concrete or asbestos roof which are not connected to the main building or not of the same construction standard or construction material (e.g. thatch) of the main building. Outbuildings must be constructed as a permanent structure and be approved by the municipality.
- VEHICLES** Vehicles mean self-propelled road vehicles (including electric vehicles).
- DOMESTIC USE** Domestic purposes relating to vehicles mean you may use it for social and private travel, travel to and from work, as well as travel for business or occupation purposes once a week (if more than once a week, it cannot be covered under domestic use).
- BUSINESS USE** Business use relating to vehicles mean you may use it for social and private travel, travel to and from work, as well as travel for administrative, professional or occupational purposes. If you use the vehicle for trade, transport, or any other commercial purpose where the use of the vehicle is integral to generating the income or used as a movable workshop, office, or outlet, it cannot be covered under this policy, and you must take out commercial cover for the vehicle. Business use relating to all other sections means intended for trade, transport, or any other commercial purpose. It cannot be covered under this policy, and you must take out commercial cover.
- UNDERLYING POLICY** Underlying policy means an active insurance policy you have with an insurer in or outside the Republic of South Africa that insures you for:
- Personal liability.
 - Motor liability.
 - Property owner's liability.
 - Watercraft liability.
 - Tenant's liability.
- COMMUNICABLE DISEASES** Communicable Disease means any disease which can be transmitted by means of any substance or cause from any organism to another organism including (but is not limited to) a virus, germ, parasite, or other organism (living or not). Transmission includes (but is not limited to) airborne release, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms. where the disease can cause or risk damage to human health, welfare or damage (including threat of damage), deterioration, loss of value, marketability or loss of use of property insured.
- CYBER** Cyber act means an unauthorised, malicious, or criminal act or threat or hoax involving access, processing or use any computer system. Cyber incident means any error or omissions involving access, processing, or use of any computer system or partial or total unavailability or failure to access, process, use or operate any computer system.
- COMPUTER SYSTEMS** Computer system means any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration including any associated input, output, data storage device, networking equipment or back up facility, owned or operated by the Insured or any other party.
- DATA** Means information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a computer system.

VALUE ADDED SERVICES

Ami value added services and benefits follow all the exclusions of the Ami policy unless the benefit specifically states otherwise. Some benefits may be excluded under this section but included in the underlying policy benefits under buildings or contents. The services are provided by GLOBAL CHOICES LIFESTYLE Pty Ltd (an authorised FSP). These services are not underwritten by a non-life insurer.

HOME ASSIST

Home Assistance refers to emergency assistance related to the home covered in the policy only and not home maintenance services.

- Fixtures, Fittings and Services - An appropriate repairer (electrician, plumber, locksmith and glazier) will be called out to address the problem at one nominated address. Limit: Call Out Fee and first hour of labour. Thereafter costs will be for the policy holder. Please note that all parts and materials used are excluded and will be for the insured's account. Maintenance related issues are not covered. See table below for included and excluded benefits.
- Emergency Services Notification - At the policy holder's request, a notification of an emergency will be sent out to the police, traffic, fire brigade, ambulance, security, or any other emergency service provider.

Call outs - A summary of this product is illustrated in the table below:

EMERGENCY	COVERED	NOT COVERED
Electrical	Distribution boards, circuits, main cables causing power failure	Electrical gates and doors
	Earth-leakage relays causing power failure	Jacuzzi, swimming pool and borehole pumps
	Geyser connections, thermostats and elements	Air conditioners and commercial refrigeration
	Multiple plug points causing power failures	Repairs not complying with regulated specifications such as SABS and others
	Lightning strikes on wiring causing power failures	All electrical motors (electric gate motors etc)
	Multiple burnt connections on wiring or plug points causing power failure	Appliances (Stove, Refrigerator, Dishwasher etc)
	General House Wiring	
	Connections to all electrical motors causing power failure	
Plumbing	Municipal connections inside the property causing power failure	
	Burst water connections and pipes that are concealed and are causing further structural damage	Concealed pipes are not covered.
	Overflowing blocked drains (internal & external) that can cause further structural damage	Specialists are not covered e.g. Leak Detectors
	Geyser Problems (No hot water – dependent on case circumstances, water pressure, overflowing geyser)	Specialists are not covered e.g. Drain specialist like Roto- Rooter & Drain Surgeon
Locksmith		Repairs not complying with regulated specifications such as SABS and others.
		Replacement of a burst geyser Jacuzzis, swimming pools and boreholes
		Leaking tap that runs into a basin/sink or shower
Glaziers	If a child is locked inside the house or any room within the house	Outbuildings, bedrooms, and garages
	If keys are broken off or lost for a main entrance or exit of the house	Padlocks
	Any glass that has been damaged or broken and is causing a security risk to your premises	Mirrors or any specialized glass

Annual limit: up to 3 incidents per annum (1st Hour of labour and call out fee) or up to R2000 per annum
For any other cases or parts not mentioned above, we will be able to assist the member with referrals, but they will be liable for ALL the costs.

WHAT WE COVER

ROADSIDE & ACCIDENT ASSIST

Overall limit 2 incidents per category

- ☑ Patrol Assistance (Annual Limit: Up to R750.00 per incident or R1500.00 annually)
 - Flat battery - jump start only (replacement of battery will be for the member's account)
 - Flat tyre (assistance with changing a tyre - member needs to have a spare tyre available)
 - Fuel assistance (limited to five litres per incident)
 - Transmission of urgent messages
 - Locksmiths
 - A locksmith will be dispatched in the event where keys (vehicle and home) are locked in a vehicle. (Annual Limit: Up to R900 per incident or R1800.00 annually)
- ☑ Tow-in service to the nearest approved dealership (if under warranty), repair centre or panel beater in the event of:
 - **Mechanical breakdown** – We will arrange for the towing of the vehicle to the nearest repairer up to the limitation of R1500.
 - **Electrical breakdown** – We will arrange for the towing of the vehicle to the nearest repairer up to the limitation of R1500.
 - **Accident damage** – We will tow the vehicle to the nearest approved panel beater up to the limitations of R3750, should the exceed the limitations authorisation should be requested.
- ☑ Courtesy Transport - Where the vehicle needs to be towed to a repairer, occupants of the vehicle (up to a maximum of two persons) will be transported to a nominated destination. Destination needs to be within a 100km radius of your normal place of residence or work.
- ☑ Hotel Accommodation - Where the breakdown has occurred outside a radius of 100 km from the place of residence, resulting in an overnight delay, hotel accommodation for the occupants of the vehicle will be arranged (up to a maximum of four persons). Limit: Contribution of R500.00 per group per incident or R1000.00 annually. **OR**
- ☑ Car Rental - Where the breakdown has occurred outside a radius of 100 km from the place of residence, a rental car will be arranged, subject to an occupant qualifying for a rental vehicle in terms of the car rental company's general terms and conditions. The costs incurred will be confined to rental charges, delivery and collection of the hire vehicle, and the vehicle must be surrendered on arrival the occupant's destination. Limit: Contribution for up to R500.00 per incident or R1000.00 annually and subject to availability.
- ☑ Vehicle Repatriation - In the event of a vehicle being left for repairs, we will pay up to R500 for 24-hour, Group-B car rental or a flight ticket to collect the vehicle after repairs. Alternatively, should the vehicle have been towed to a dealership closer to the occupant's place of residence, the additional tow costs will be supplemented with the costs of car rental or flight.

WHAT WE DO NOT COVER

- ☒ All the general exclusions listed above
- ☒ This cover excludes all vehicles over 3 500kg. A member will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by the member without prior authorization shall not be reimbursed. Assistance is only available in South Africa, Lesotho and Swaziland.

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Ami Underwriting Managers (Pty) Ltd is an authorised financial services provider (FSP 52315).
Underwritten by Lombard Insurance Company Limited, an authorised financial services
provider (FSP 1596) and insurer conducting non-life insurance business