

<<To be inserted on broker letterhead>>

<<Insert date>>

Dear <<client details>>

Presenting Hollard Private v3.6 – Product and documentation updates (Cardinal C360 system)

We are pleased to announce that your current Private v3.5 policy will move to our enhanced Private v3.6 product, featuring a power surge update and new refinements, designed to further elevate our offering.

This communication aims to provide you with clear, concise information about these improvements and updates and reinforce our commitment to offering competitive, tailored cover for you.

What are the key product updates for Private v3.6?

- Power surge
 - Included cover: We have introduced automatic cover, with a limit of R25 000 under both the Buildings and Household Contents sections. No excess applies if a surge arrester meeting our requirements is installed on the home's main distribution board; otherwise, a Basic excess is payable.
 - Optional cover: Additional cover can still be provided to you at an extra premium. A surge arrester is required for a combined sum insured above the threshold amount of R50 000. The threshold is assessed based on the combined total of your included Power surge benefit as stated in the Excess and limit section and any optional Power surge cover you select that is shown in your policy schedule.
 - Threshold limit:
 - For cover up to R50 000 (the threshold limit), no surge arrester is required. There will be a Nil excess if an approved surge arrester is installed on the main distribution board of the home. If not installed, an excess of R2 500 will apply.
 - For cover above R50 000, it is a condition of cover that an approved surge arrester must be installed on the main distribution board of the home and a Nil excess will apply if there is loss or damage. If an approved surge arrester is not installed, the cover will be limited to R50 000 and an excess of R2 500 will apply.
- Third-party claims (subrogation): We have updated this section to the wording to extend our recovery rights beyond common law (we can pursue a third-party recovery even if you have not been fully indemnified).
- Towing after mechanical or electrical breakdown: A new clause has been included, advising that if you suffer a mechanical or electrical breakdown, we will not cover the claim if the benefit is available on another policy.
- New for old (Vehicles younger than 12 months): We have clarified in the wording that, in the event of your vehicle being declared a total loss, the policy schedule may show the retail value, but we will replace the vehicle on a new-for-old basis, provided all conditions are met.
- Windscreen, fitted glass and lights: An excess has been introduced for the replacement of windscreen glass. Please refer to the Excess and limit comparison for details.
- Sasria: The Motor and Material Damage (Fire) cover sections have been updated with the latest Sasria wording, effective 1 August 2026 and any new policies concluded (or renewals) will be subject to the revised policy wording and Sasria regulations.

Which documents are attached?

We have attached your updated policy documents, including details on the product updates. Please read them carefully to familiarise yourself with the changes and to understand how they affect your cover.

- Policy wording – including all the terms, conditions and exclusions of your policy.
- Excess and limit section – outlining the updated applicable excesses and limits of your cover.
- ‘Important information about your cover’ document – highlighting the material aspects of the cover to help you understand your policy, key factors that affect your premium, exclusions, special terms and conditions and other relevant aspects of the policy.
- Policy wording and Excess and limit comparisons – reflecting colour-coded updates to show you the main differences between the cover and excesses and limits of your current Private v3.5 and enhanced Private v3.6 products.

We hope you are as excited as we are about your enhanced policy and look forward to continuing our Private journey with you.

You are welcome to contact us if you have any queries or concerns that you would like to discuss.

Kind regards

<<Brokerage and contact details>>