

## 17\_09\_2020\_OAKSURE\_Cancellation\_and\_Refund\_Policies\_

### CANCELLATION POLICY

- All policy cancellations must be carried out by the policyholder who will be required to provide the necessary identification.
- In circumstances where the policyholder is unable to cancel the policy, the individual acting on behalf of the policyholder will need to produce:
  - An Identification document.
  - A sworn affidavit from the policyholder.
  - The Last Will and Testament of the policyholder in the case of death presented by the legally appointed Executor.
- A policyholder may choose to cancel a policy at any time during the month.
- The policy and benefits will cease at the end of the month if the cancellation is submitted on or after the 15th of the month and the premium for that month has been paid.
- A policy can be reinstated within 30 days of cancellation.

### REFUND POLICY

- No premiums will be paid back from the date of implementation of the policy up to and including the date of cancellation.
  - Premiums paid by the 15th of the month will see the policy coverage extended to the end of the month.
  - If a cancellation is submitted on or before the 14th, the policyholder will be covered until the end of the month. If the waiting period has expired but premiums are up to date, then any premiums received after the month of cancellation will be refunded.
  - Any cashback rewards which would have been due will be forfeited unless the date of the payout falls within the remaining timeframe of the policy following the cancellation of the policy.
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- **All transactions are South African Rand (ZAR).**