

## Edgars Classic Club Member Information Page

**This information sheet gives you important information about your Edgars Classic Club funeral benefit.**

**It is not part of the summary. It is given to you for information only.**

### About the summary

If you want details of the terms and conditions of this benefit, you must read the Edgars Classic Club member benefit summary available to you on the Edgars Club website.

### How to claim

#### Go to any Edgars store to get a claim form

To claim, you must have been:

- an Edgars Classic Club member for 3 consecutive months;
- the account payments for the account that carries your Edgars Club membership should be up to date at the time of death.

Edgars Club should be notified of your claim within 12 months of the date of death.

When there is a valid claim a claimant or executor must go to any Edgars store to get a claim form. We will also tell them what other documents are needed from them.

These documents are:

- Certified copy of the death certificate;
- Certified copy of the deceased and claimant's identity documents;
- Certified copy of the marriage certificate;
- Certified copy of valid relationship status document in the event of a traditional marriage, or a letter of appointment from the magistrates court;
- Proof of the claimant's relationship with the deceased.

#### Complete the claim form and attach the required documents we listed above

Fill in the claim form and sign it, and give it to us with all the other documents we ask for. **To make sure we can pay the claim as quickly as possible, please read the claim form carefully for any extra requirements.**

We will start the claim in any Edgars store. You will need to sign the store copy of your claim initiation. You will also receive a copy of the store's claim initiation as proof that your claim has been started. Your claim initiation copy you will need to use if you have any future queries.

You will receive a claim status update via sms from Hollard. Please make sure you include the correct contact number on your claim form and give it to the cashier who captures the information when the claim is started in any Edgars store.

## **Give us the claim documents in any Edgars store**

You, your claimant or executor must give all the documents to us at any Edgars store.

### **For claim qualifying criteria contact:**

Phone number: 0800 20 39 25

Website: [www.edgars.co.za/club](http://www.edgars.co.za/club)

### **For existing claim queries contact:**

Phone number: 0800 252 467

We will carefully review the documents for the claim, and will tell you, your claimant or executor if there are any problems. We will only accept original documents or certified copies.

If we ask for a certified copy of a document, it mean you, your claimant or executor must make a photocopy of the document and take it with the original document to a lawyer, accountant, bank manager or police station. Ask for a person known as a Commissioner of Oaths to stamp the copy to say it is a true copy of the original.

We have the right to see all documents relating to the benefit. We will tell you, your claimant or your executor if there are any problems with the documents.

## **You have to provide valid bank details**

All Edgars Classic Club claims for South African citizens initiated in a South African store will be paid out via EFT only.

All Edgars Classic Club claims for foreign citizens initiated in a foreign country (Lesotho, Botswana, Namibia, Swaziland, Mozambique) will be paid out in the Edgars store where the claim was initiated in the currency of that country. No EFT can be done in foreign countries

## **Important information about your benefit**

There is certain information that we must give you in terms of the law. This part of the document contains that information.

## **About EIS Edgars Club VIP**

Edcon Insurance Services (“EIS”) is the company that bought the benefits from Hollard. EIS is a juristic representative of Hollard and does so in terms of Hollard’s role as a Financial Services Provider (FSP). Hollard is authorised to sell insurance products.

EIS has professional indemnity and fidelity insurance.

EIS does not hold more than 10% of Hollard’s shares.

EIS receives no remuneration, including commission, from Hollard.

Physical address Edcon Head office, Edgardale, 1 Press Avenue, Crown Mines,  
Johannesburg  
Telephone 011 495 6000  
Email customerrelations@edcon.co.za

**To ask any question, *you* must contact Edgars Club customer services:**

Physical address Edcon Head office Edgardale 1 Press Avenue Crown Mines  
Johannesburg  
Telephone 0800 20 39 25  
Email customerservices@edcon.co.za

**About Hollard – the insurance company**

Hollard Insurance Company Limited (Reg. No 1993/001405/06) (“Hollard”) is a registered insurer and a licensed Financial Services Provider (FSP) that is allowed to sell long-term insurance products. Hollard has professional indemnity and fidelity insurance.

Physical address 22 Oxford Road, Parktown, 2193  
Postal address PO Box 87428, Houghton, 2041  
Telephone 011 351 5000  
Fax 011 351 3139

## How to complain

	<b>For complaints about:</b>	<b>For complaints about:</b>	<b>For complaints about:</b>
	<ul style="list-style-type: none"> <li>Information you received when you got the benefit</li> </ul>	<ul style="list-style-type: none"> <li>The summary</li> <li>Information you received after you got the benefit</li> </ul>	<ul style="list-style-type: none"> <li>How a claim is handled</li> <li>A claim that is rejected</li> </ul>
<p><b>Step 1</b></p> <p>Who to contact if <i>you</i> have a complaint</p>	<p>Edcon Customer excellence department Edcon Head office Edgardale 1 Press Avenue Crown Mines Johannesburg</p> <p>Tel: 0800 20 39 25 Email: customerservices@edcon.co.za</p>	<p>EIS Edgars Club Management</p> <p>Tel: 0800 20 39 25 Email: customerrelations@edcon.co.za</p>	<p>Hollard Life Claims Manager PO Box 87428 Houghton 2041</p> <p>Tel: 0800 25 24 67 Fax: 011 351 3003 Email: <a href="mailto:lifecycleclaimsadmin@hollard.co.za">lifecycleclaimsadmin@hollard.co.za</a></p>
<p><b>Step 2</b></p> <p>Who to contact if <i>you</i> are not happy with the outcome of Step 1</p>	<p>Edgars Club Manager 1 Press Avenue Crown Mines Johannesburg</p> <p>Tel: 011 495 6000 Email: customerservices@edcon.co.za</p>	<p>Edgars Club Manager 1 Press Avenue Crown Mines Johannesburg</p> <p>Tel: 011 495 6000 Email: customerservices@edcon.co.za</p>	<p>Edgars Club Manager 1 Press Avenue Crown Mines Johannesburg</p> <p>Tel: 011 495 6000 Email: customerservices@edcon.co.za</p>
<p><b>Step 3</b></p> <p>Who to contact if <i>you</i> are not happy with the outcome of Step 2</p>	<p>FAIS Ombudsman P.O Box 74571 Lynwood Ridge 0040</p> <p>Tel: 0860324766 or 0124709080 Fax: 012 348 3447 Email: info@faisombud.co.za</p>	<p>Ombudsman for Long-Term Insurance Private Bag X45 Claremont 7735</p> <p>Tel: 021 657 5000 Fax: 021 674 0951</p>	<p>You can take legal action to enforce the claim by going to a lawyer. The lawyer must serve a summons on Hollard not more than 270 days after you received the claim rejection letter.</p>