

*This information sheet gives you important information about your Edgars Club VIP & Edgars Classic Club funeral benefit. It is not part of the summary. It is given to you for information only.*

*If you want details of the terms and conditions of this benefit, you must read the Edgars Club member benefit summaries 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 Club VIP or Edgars Club Classic 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.***

Edcon Edgars Club VIP or Edgars Club Classic Funeral Benefit – Info Hollard Insurance. 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 means 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 Club VIP & Edgars Club Classic claims for South African citizens initiated in a South African store will be paid out via EFT only.

All Edgars Club VIP & Edgars Club Classic 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.

## Edcon Insurance Services

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> Information you received when you got the benefit	<b>FOR COMPLAINTS ABOUT:</b> The summary Information you received after you got the benefit	<b>FOR COMPLAINTS ABOUT:</b> How a claim is handled A claim that is rejected
<b>STEP 1</b>  Who to contact if you have a complaint	Edcon Customer excellence department Edcon Head office Edgardale 1 Press Avenue Crown Mines Johannesburg Tel: 0800 20 39 25 customerservices@edcon.co.za	EIS Edgars Club Management Tel: 0800 20 39 25 customerrelations@edcon.co.za	Hollard Life Claims Manager PO Box 87428 Houghton 2041 Tel: 0800 25 24 67 Fax: 011 351 3003 lifeclaimsadmin@hollard.co.za
<b>STEP 2</b>  Who to contact if you are not happy with the outcome of Step 1	Edgars Club Manager 1 Press Avenue Crown Mines Johannesburg Tel: 011 495 6000 customerservices@edcon.co.za	Edgars Club Manager 1 Press Avenue Crown Mines Johannesburg Tel: 011 495 6000 customerservices@edcon.co.za	Edgars Club Manager 1 Press Avenue Crown Mines Johannesburg Tel: 011 495 6000 customerservices@edcon.co.za
<b>STEP 3</b>  Who to contact if you are not happy with the outcome of Step 2	FAIS Ombudsman P.O Box 74571 Lynwood Ridge 0040 Tel: 0860324766 or 0124709080 Fax: 012 348 3447 info@faisombud.co.za	Ombudsman for Long-Term Insurance Private Bag X45 Claremont 7735 Tel: 021 657 5000 Fax: 021 674 0951	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.