Optimum Credit Shortfall - Coverage

Credit Shortfall • Deposit Protector

Underwritten by Guardrisk Insurance Company Limited. Administered by IUA Business Solutions (Pty) Ltd.

This key information document summarises the main coverage, terms and conditions of your policy. Read your full policy document for complete information and contact us if you need clarification.

Part 1 Credit Shortfall

What is covered

✓ When your comprehensive motor insurer pays a lump sum after your vehicle is damaged beyond repair or stolen, this policy pays the balance between that payment and the amount you owe the bank, subject to the deductions listed alongside.

✓ Loyalty Bonus, When Your Vehicle is stolen and not recovered or is stolen and recovered but damaged beyond economical repair and is written off by the Underlying Insurer or is damaged beyond economical repair following an accident and written off by the Underlying Insurer and Your Credit Shortfall settles Your claim, You may receive a Loyalty Bonus towards the purchase of Your new/used vehicle. This bonus will only be applicable if You purchase Your new/used vehicle through any of the dealerships within the group (NMI).

Deductions from your claim

✗ The shortfall between your vehicle's Settlement Balance in terms of the Credit Agreement at the time of loss and the amount your comprehensive motor insurer pays.

✗ The excess payable on your comprehensive insurance cover if over R10,000.

✗ Any premium refund or other income due to you because of the loss.

✗ Additions to the principal debt after the start date on your transaction schedule.

✗ A proportion of the claim if your vehicle is underinsured.

Part 2 Deposit Protector

Applicable only if included on your transaction schedule.

Cover and benefit

✓ Benefits apply after your comprehensive motor insurer pays a lump sum because your vehicle is damaged beyond repair or stolen.

✓ Cash payment of 10% of your vehicle's market value at the date of loss, or the actual deposit paid, whichever is less, subject to a maximum of R100,000.

What is not covered

✗ Force majeure events beyond the insurer's control, including war, strikes, riots, public disorder, terrorism, natural disasters, nuclear radiation and the effects of various weather phenomena.

✗ Loss or damage outside South Africa, Namibia, Botswana, Lesotho, Swaziland and Zimbabwe.

Part 3

What is not covered

✓ Hiring out your vehicle or giving driving instruction for reward.

✓ Use of the vehicle for business.

✓ Motor racing, rallies, speed or other contests.

✓ Use by the motor trade other than for overhaul, upkeep or repair.

✓ Tyre damage caused by braking or punctures.

✕ Suspension damage due to inequalities of the road or other surface.

✕ Loss of or damage to sound equipment.

✕ Injuries or third-party damage.

✕ Damage while driven by someone who is not properly licensed.

✕ Damage while driven by someone under the influence of alcohol or a drug.

✕ Loss or damage outside South Africa, Namibia, Botswana, Lesotho, Swaziland and Zimbabwe.

Making a claim

Contact IUA's claims department: 031 570 7600 | stclaims@iua.co.za

Visit: 19 Crewkerne Close, Somerset Park, Umhlanga Rocks, 4319.

Provide the following:

- Your policy details.
- The address where the vehicle can be inspected, unless stolen.
- All documents received from your comprehensive insurer, including an agreement of loss where applicable and a copy of your claim form.
- Your credit agreement or similar agreements and a statement showing the full transaction history.
- Any other proof, information and affidavits required to process the claim.

The administrator will keep you informed. You must assist with recovery action against any third party that caused the loss or damage.

Your policy information

Your rights

- You have 15 days from the premium due date to pay your premium.
- You may complain about any aspect of the administrator's service.
- Cancel at any time by giving 30 days' notice to the administrator at cancel@iua.co.za.
- Cancel within 30 days after the policy is issued without cost, unless you have made a claim.

Your obligations

- Do not sign blank or partially completed forms.
- Take all reasonable steps to keep your vehicle efficient and roadworthy and to minimise loss.
- Maintain adequate comprehensive motor insurance. Discuss the adequacy of cover with your financial adviser if unsure.
- Pay your premium before obtaining cover.
- Never misrepresent or fail to disclose any material fact or particular.

Your premium

Your monthly premium is shown on your transaction schedule. From this premium, commission has been paid to the dealership that advised you. A fee continues to be paid to the administrator for claims handling and other administration.

Cover start and end

Cover starts on the date shown on your transaction schedule. It ends when your finance contract is cancelled or when you decide you no longer want the cover. Contact the administrator if you wish to end cover.

Your insurer

GUARDRISK INSURANCE COMPANY LIMITED

The Marc, Tower 2, 129 Rivonia Road, Sandton, 2196.

PO Box 786015, Sandton, 2146.

Main office: 011 669 1000
info@guardrisk.co.za

Compliance: 011 669 1104
compliance@guardrisk.co.za

Your administrator

IUA BUSINESS SOLUTIONS (PTY) LTD

PO Box 1800, Umhlanga Rocks, 4320.

031 570 7600
General information: admin@iua.co.za

IUA provides support services, including claims handling. If you consider its service unfair, tell the insurer what happened and how you would like it resolved.

Complaints and escalation

All complaints are welcome, even those you consider minor.

The insurer aims to respond positively, put mistakes right and make changes to prevent similar complaints.

Start with the administrator

If your complaint concerns claims handling or service quality, first contact IUA with your concerns.

031 570 7600
complaints@iua.co.za

Visit: 19 Crewkerne Close, Somerset Park, Umhlanga Rocks, 4319.

Escalate to the insurer

If you are unhappy with the administrator's response, contact Guardrisk's complaints department.

0860 333 361
complaints@guardrisk.co.za

Independent complaint channels

Insurance contract complaints: National Financial Ombud Scheme
0860 800 900 | info@nfosa.co.za | www.nfosa.co.za

Advice complaints: FAIS Ombud
012 762 5000 | Sharecall: 0860 663 247
info@faisombud.co.za | www.faisombud.co.za

Unfair treatment: Financial Sector Conduct Authority (FSCA)
012 428 8000 | Fax: 012 346 6941
info@fsca.co.za | www.fsca.co.za