

## Tanaka Life Cover

### ***Who is it for?***

**Tanaka Life** cover is for all residents of South Africa. We cover both citizens of South Africa and foreign nationals.

### **Who is your underwriter?**

Tanaka life is underwritten by Liberty Life and African Unity Life. Tanaka Life is a juristic representative of Executive Underwriting Managers FSP 33564 and SA Life Benefits FSP Number 27738.

Please see more frequently asked questions on page 7

## **PLANS**

### **Family plan** (For you your spouse and children)

*The R10 000 and R15 000 packages offer cash only. No service provided*

Cash Amount if you do not want services	R10 000	R15 000	R20 000	R25 000	R 30 000
Premium	R110	R150	R194	R208	R224
Hearse	NO	NO	Yes	Yes	Yes
Casket /Coffin	NO	NO	Casket	Casket	Casket
Grocery allowance	NO	NO	R1200	R1300	R1500
Airtime	NO	NO	R250	R250	R250
Documentation Assistance	NO	NO	YES	YES	YES
Tombstone (Cash)	NO	NO	2500	3000	3500

## **Terms and conditions**

- All members must 64 years or less when joining.
- Children may be insured on their parent's policies up to the age of 21 years;
- Students at a recognized institution may be insured up to the age of 25 years.
- 6 months waiting period for natural causes on cover of R20 000 or less
- 9 Months waiting period for natural causes of death on cover of R25 000 - R30 000.
- 24 Month waiting period for suicide;
- No waiting period for accidental death if your 1<sup>st</sup> premium has been received by insurer.
- Tombstone paid as cash into a South African bank account
- Transport for body and 12 people to anywhere in SADC
- Foreign Nationals without a permit may not get cover of more than R10 000

## The Extended Family Plan

- Covers your extended family members both in SADC and South Africa. To cover your extended family members outside South Africa you must be legally residing in South Africa.
- Your extended family members are your parents, in-laws, siblings, aunts and uncles. Your extended family must be financially dependent on you.

## Premiums and benefits

The benefits for this plan are cash or actual funeral services.

### How to read the table

- Count the total number of people you want to cover. (Column with heading Number of people)
- Find the age of the oldest member (column titled Age of oldest member)
- Check the cover amount you want R10 000- R30 000.
- Your premium is in the row age of oldest member under the chosen cover amount.

*Example: You want to cover 8 people and the oldest member is 73. You go the first column and select the row 7-10 people. Your oldest member is 73. Select the row 71-74 under Age of oldest member. So, your premiums could be R220, R295 or R380. Check the benefits offered and take the premium that suits your needs*

Number of people	Age of oldest Member	R10 000	R15 000	R20 000	R25 000	R 30 000
<b>1+5</b> (2-6 people)	18-64	R130	R150	R200	R210	R220
	65-70	R185	R240	R290	R350	R400
	71-74	R290	R295	R340	R390	R480
<b>1+9</b> (7-10 people)	18-64	R155	R195	R260		
	65-70	R195	R255	R330		
	71-74	R220	R295	R380		
<b>1+13</b> (11-14 people)	18-64	R190	R250	R360		
	65-70	250	R375	R480		
	71-74	R380	R530	R670		
<b>Benefits</b>						
<b>Hearse</b>		No	No	Yes	Yes	Yes
<b>Casket/Coffin</b>		No	No	Casket	Casket	Casket
<b>Grocery Allowance</b>		No	No	R1200	R1300	R1500
<b>Airtime</b>		No	No	R250	R250	R250
<b>Tombstone (cash)</b>		No	No	R2500	R3000	R3500
<b>Documentation</b>		No	No	YES	YES	YES



## **Terms and conditions**

- All members must be under the age of 74 when on joining the scheme
- All foreign members in South Africa must be legal residents to get this cover.
- 6 Months waiting period for natural causes of death on cover up to R10 000
- 9 Months waiting period for natural causes of death on cover of R15 000-- R30 000.
- 24 Month waiting period for suicide;
- No waiting period for accidental death as long as your 1<sup>st</sup> premium has been received by insurer.
- Tombstone paid as cash
- Transportation of insured deceased, should a member be transported more than 100km from death to place of burial. Including repatriation to the SADC countries.
- Transport is provided for up to 12 people on cover of R20 000 and above.

## **The Extended Family Plan**

### **No Visa/work permit**

Members without valid permits can only cover a maximum of 4 extended members. Covered members should have a valid passport.

The table below shows premiums for each extended family member. This can be added to a family policy

AGE	R5 000	R8 000	R10 000
18-64	R40	R40	R40
65-75	R50	R85	R90
76-85	R70	No cover	No cover

## **Terms and conditions**

Extended members get cash only

No repatriation benefits for extended family members

All cash payouts are to be deposited into a South African bank account.



## Cash Benefits

These are the amounts payable should you opt for cash payout.

### Family Policy

Benefit Scale						
Single, Single Parent, Married and Family						
Member	Spouse	Child 14 –21 Years	Child 6 – 13 Years	Child 1 – 5 years	Stillborn	Waiting Period
R5 000	R5 000	R5 000	R2 500	R1 250	R1 250	6 Months
R10 000	R10 000	R10 000	R5 000	R2 500	R2 500	6 Months
R15 000	R15 000	R15 000	R7 500	R3 750	R3 750	6 Months
R20 000	R20 000	R20 000	R10 000	R5 000	R5 000	6 Months
R25 000	R25 000	R25 000	R12 500	R6 250	R6 250	9 Months
R30 000	R30 000	R30 000	R15 000	R7 500	R7 500	9 Months
No waiting period for unnatural causes of death, provided inception premium was paid.						
24 Month Waiting period on all plans for suicide						

### Extended Family

Should you decide to take cash on this plan these are the amounts you will get. Cash is paid into a South African account for the main member.

Benefit Scale				
1 + 5, 1+9 and 1+13 Plans				
Member	Extended Members from 7 years and up	Child 1 month – 6 years	Still Born	Waiting Period
R10 000	R10 000	R10 000	R2 500	6 Months
R15 000	R15 000	R10 000	R3 750	9 Months
R20 000	R20 000	R10 000	R5 000	9 Months
R25 000	R25 000	R10 000	R6 250	9 Months
R30 000	R30 000	R10 000	R7 500	9 Months
No Waiting Period for unnatural causes of death, provided that inception premium was paid				
24 Month Waiting Period on all plans for suicide				

Each nominated extended family member gets the same amount as the main member.



## **Terms and conditions**

### **Funeral benefits**

The policy provides a benefit to be paid if the principal or any of the nominated members die.

### **Client**

Any person (policyholder) who requires funeral insurance for his/her family, the policyholders legal or common law spouse, biological children and direct or extended family members.

### **Cover Start Date**

Cover starts on the 1<sup>st</sup> of a month after receipt of your 1<sup>st</sup> premium

### **Premiums**

A monthly premium per policy, is payable monthly in advance. If any premium is not paid timeously, to Tanaka Life, the administrator or the insurer, the liability in terms of the policy will lapse. The insurer may reinstate your policy with conditions that may change from time to time.

### **Premium Refunds**

All premiums paid will be refunded if you cancel your policy within 30 days of payment.

### **Exclusions**

- Active participation in war, terrorism, any illegal activity and not
- No benefit is payable if the insurer is notified of a claim later than 6 months after date of death.
- No client or any members may be insured more than once on the same policy, if additional benefits are requiring a separate application must be done. Each benefit is limited to a maximum of R30 000 per life.
- Still born benefits are only payable to the biological parents, who must also be the policyholder/main member.

### **Right to cancel**

The member may at any time cancel the policy. There will be no refund of premiums in respect of risk cover already enjoyed and all premiums due must be payable before a policy is cancelled.

### **Cashback**

You will get 10% of your total paid premiums every 5 years. Cashback is only paid to accounts that have been up to date throughout. If you miss a payment your cash back start date resets to zero. Waiting periods are included in calculating cashback.



### **POLICY CONTINUATION**

If you relocate back to Zimbabwe, you may choose a new service provider. You will remain covered by Tanaka Life until you complete your waiting periods with the new service provider. The policy continuation is available to members who have been covered by Tanaka Life for at least 12 months. Tanaka Life requires 1 months' notice before the member relocates. Tanaka Life may require proof of cover from your new service provider before paying out any claim.

### **COVER CEASATION**

Cover for the member and their dependents ceases on:

1. The main member's death unless the spouse is prepared to continue paying the monthly premium in which case, we must be notified within 15 days of the date of death.
2. On non-payment of one premium.

### **General information**

- Each main member must complete an application which forms part of the policy document. The main member and family members will be insured according to the information provided on the application form.
- Any incorrect information provided to Tanaka Life or the insurer may result in a claim not being paid by the insurer.
- Waiting periods are **actual calendar months** served. Cover starts on the 1<sup>st</sup> of the month after we have received your payment. For example, if you pay on the 7<sup>th</sup> of January your cover will start on 1 February and if you are on 6 months waiting period your waiting period ends on 31 July.

### **Claim Procedure**

- Completed claim form
- Certified and clear ID copy of the main member or policyholder
- Certified and clear ID copy of the deceased member
- Certified and clear death certificate (serial numbers must be visible)
- Copy of BI1663
- Copy of signed and dated application form
- If the deceased died of unnatural causes a completed police report

Claims may take up to 72 hours to process after all information has been submitted.



### **Complaints**

Should you not be satisfied please send your complaints to [complaints@tanaka.co.za](mailto:complaints@tanaka.co.za).

### **Important Contact Details**

#### **Financial Services Conduct Authority**

41 Matroosberg Road  
Ashlea Gardens  
Pretoria  
0001  
Tel: 012 428 8000

#### **Details of the Intermediary**

Executive Underwriting Managers  
113 Van Rensburg Street  
Park Town  
Pretoria  
Tel: 012 546 9977

#### **Financial Ombuds**

Kasteel Park Office Park,  
Orange Building, 2nd Floor,  
546 Jochemus Street,  
Erasmus Kloof,  
Pretoria,  
Tel: 012 762 5000

#### **Tanaka Life**

222 Smit Street  
Braamfontein  
Johannesburg  
Tel: 081 590 1227  
010 005 4530  
email:ask@tanaka.co.za

### **FAQ**

- 1. When does my cover start?** Your cover starts on 1<sup>st</sup> of the month after we have received your 1<sup>st</sup> premium
- 2. How many members can I cover?** You can cover as many members as you want. For more than 14 members please submit details for a personalized quote.
- 3. What happens if I skip a payment?** If you skip a payment you lose your cover for that month. If you skip 2 payments your policy is automatically cancelled and may be re-activated with conditions on re-payment. Once you skip your payment, your start date for the premium refund resets to Zero.
- 4. What happens if I am not satisfied with your service?** Please contact us on [complaints@tanaka.co.za](mailto:complaints@tanaka.co.za). We will do our best to address your complaint.
- 5. Can I pay for 6 months once so I can serve my waiting periods?** No you can't, waiting periods are actual calendar months, starting from the 1<sup>st</sup> of the month after we receive your payment.
- 6. How do I know you have received my payment?** We send you an SMS once we receive your payment. If you don't receive your payment within 3 days let us know. We also send you monthly statements.