

UPENDO LIFE PRODUCT

Policy Benefits, Terms and Conditions

1. Introduction

This document outlines the Policy Terms and Conditions for the Upendo Life Product, the details that you provided to the Upendo (Prudential) registered agent during your application, and the text message (SMS) sent to you, form an insurance contract between “You” as the Policyholder and “Us” as Prudential Life Assurance Zambia Limited (Prudential).

Your policy is active immediately upon the payment of the first premium. It will remain active as long as you continue paying the premiums by their due date, but eligibility for benefits will cease immediately when a premium is not paid.

PLEASE ENSURE TO READ THE TERMS AND CONDITIONS OF THIS CONTRACT WHICH SPELLS OUT THE BENEFITS.

2. What this policy entails

This policy provides you with the risk benefits described below.

A. POLICY BENEFITS

i. Death Benefit

- a.** In the unfortunate event of your passing on, or on the passing on of any dependant that you have specified to be covered on the policy, the relevant Sum Assured becomes payable to you or to the beneficiary or appointed administrator to your estate.
- b.** The benefit payable in the event of your death is determined by reference to your age at the 30-day renewal immediately preceding your death:

Age last birthday at previous monthly renewal	Benefit Payable
18-29	K8,500
30-39	K7,000
40-49	K5,500
50-59	K4,000
60-64	K3,000

Table 1: Main member and spouse benefits

- c. You have the option, when you purchase the policy, to choose a higher level of cover for yourself. Should you choose to do that the benefit levels stated above will be doubled, depending on the level of cover selected.
- d. You will have the option at every 30-day renewal to increase or decrease your level of cover.
- e. If you choose to cover your spouse/s under this policy, their benefit will be determined in the same way by reference to their age at the date of the latest 30-day renewal as set out in the table above. Spouses however, do not qualify for a higher level of cover in the same way as you do.
- f. You will have the option at every 30-day renewal to either add or remove a spouse from the policy.
- g. You can choose to cover biological, step- and adopted children under the policy (“child dependants”). Any children added to the policy will be entitled to a benefit of K2,000 before their first birthday, and K3,000 from ages 1 to 17 last birthday at the most recent 30-day renewal of the policy.

- h. You will have the option at every 30-day renewal to add or remove a child dependant from the policy.

Age last birthday at previous monthly renewal	Benefit Payable
0-1	K2,000
1-17	K3,000

Table 2: Child dependant benefits

- i. You can also add your parents or parents-in-law as dependants under the policy (“elderly dependants”). Their benefits will be determined by reference to age last birthday at the most recent 30-day renewal prior to their death, as set out in the following table:

Age last birthday at previous monthly renewal	Benefit Payable
60-64	K3,000
65-69	K1,750
70-74	K1,250
75-79	K750
80-84	K500

Table 2: Benefits for elderly dependants

- j. You will have the option at every 30-day renewal to add or remove an elderly dependant from the policy.
- ii. **Surrender Values**
 - a. This policy does not offer any surrender values.

B. POLICY CONDITIONS AND TERMS

i. Currency

- a. Premiums and benefits will be paid in the legal currency of the republic of Zambia.

ii. Eligibility

- a. To be eligible for this policy you must pay the required premium as stated in the “Premium” section.
- b. The minimum age at entry for you and your spouse is 18 years age last birthday and the maximum age at entry is 64 years age last birthday. The maximum age on cover for your spouse is age 64 last birthday.
- c. The policy will cease automatically on the 30-day renewal after you have turned 65.
- d. Once your spouse turns 65, they will no longer be entitled to a spouse’s benefit, but you may choose to add them as an elderly dependant.
- e. Multiple spouses are allowed on the policy if legally married
- f. The minimum age at entry is 0 last birthday and the maximum age at entry is 17 last birthday for child dependants. This means children can only be included in the policy once they have been born. Cover ceases when children turn 18.
- g. The minimum age at entry for an elderly dependant is 60 last birthday, and the maximum age is 84 last birthday. Cover ceases when elderly dependants turn 85.

iii. Minimum and Maximum Policy Terms

- a. This policy remains in-force until the passing of the Policyholder, or until the Policyholder turns 65.

iv. Payment of Benefits

Benefits arising under this policy shall only be paid under the following conditions: -

- a. All premiums due and payable have been received by Upendo (Prudential) registered agents.
- b. The Management of Prudential has to be satisfied as to the validity of the claim, and the entitlement of the claimant receiving the claim. They also have to be satisfied that the date of birth of the Life Assured has been proved correct, and it is verified as per documents supplied as proof of age, as well as in the Policy Schedule.

v. Premiums

- a. The premiums payable are expressed as a 30-day amount and are as follows:
 - K10 for the policyholder on standard benefits
 - K20 for the policyholder on benefits double the level of the standard cover
 - K10 for the spouse
 - K5 for every child dependant
 - K10 for every elderly dependant
- b. Payment of Premiums (Refer to Policy Schedule)
 - All premiums are due every 30 days in advance during the term of the policy, or until death of the Policyholder. The premium must be paid before or on the 30-day renewal date of the policy.
- c. Lapsation
 - The onus to pay premiums is on you and hence the you should ensure that all the premiums are paid to the Upendo (Prudential) registered agents on their due dates, failure to which the policy would lapse. Policy benefits lapse immediately if a premium becomes overdue.
 - During the lapse period, all risk ceases to apply.
- d. Policy Revival and Reinstatement

- A 14 day period will be given from the date of lapsing to reinstate the policy on condition that all outstanding premiums are paid otherwise the policy is automatically cancelled effective from the date of lapsing.
- The policy will not be reinstated if it lapses beyond reinstatement (i.e. after 14 days of the lapse)

vi. Waiting periods on natural passing

- a. A waiting period of 30 days will apply during which cover will only be provided for deaths occurring from an accidental cause. This applies to the policyholder as well as spouse or any dependants. If additional dependants are added after commencement of the policy, the same waiting period will apply to their benefits.
- b. The waiting period will also apply should you decide to increase your level of cover. In this instance, only the increase in the level of cover would be subject to a 30 day waiting period.

vii. Policy Assignment

- a. No benefit under this policy shall be capable of assignment or of being pledged as security for any loan, either in whole or in part.

viii. Appointment of Beneficiary and/or Trustee

- a. You must appoint a beneficiary to receive the benefits payable upon your death. Should the spouse or any dependant under the policy pass away, the benefit will be payable to you.
- b. Any nomination or nominee for beneficiary can be changed at any monthly renewal by you.

ix. Suicide

- a. If the life assured commits suicide, while sane or insane, within two years or the later of:
 - The policy start date or

- The date on which the life was first covered under the policy

No benefit will be payable by the insurer if suicide is committed within this period.

x. Making a Claim

For any claim the following documents will be required:

- A completed claim form obtained from any Prudential Life Assurance Zambia Limited offices;
- Proof of identity of Policyholder e.g. copy of NRC or passport;
- The identification for the claimant e.g. copy of NRC or Passport Number;
- Proof that the insured event happened e.g.;
- The Proof of Death Document e.g. Death Certificate, Brought in Dead (BID) certificate, Medical Certificate for Cause of Death (MCCD), a Letter from the Village Chief, etc.
- A police report for accidental deaths;
- A burial permit

Note: Failure to disclose relevant information may result in non-payment of a claim. If we identify any inconsistency in the documents contrary to the information provided on the application form, we reserve the right to refuse to pay the benefit or revise the initial benefit under the policy.

xi. Policy Exclusions

We are not liable under this policy to pay claims if while sane or insane, you or any of the insured lives on the policy indulge in any of the following directly or indirectly:

- Participation in dangerous sports and recreational activities like hiking, horse riding, hunting, any speed contest other than on foot or fighting except in self-defense;

- b. Suicide, attempted suicide or self- inflicted injury within two (2) years from the inception of the policy or from any reinstatement of the policy as described;
- c. Committing or attempting to commit a criminal offence;
- d. Use of intoxicating drugs and excessive use of alcohol;
- e. Any involvement in act of war, military action, terrorist activities, riots, strikes or civil uprising;
- f. Carried in a private plane and not as a passenger on a commercial flight (as a fare-paying passenger)

C. OTHER POLICY CONDITIONS

i. Geographical

- a. All the lives insured should be permanently resident in Zambia at the time of application but the insured lives are not prohibited from travelling outside Zambia.
- b. No benefits will be paid if you are a permanent resident of a foreign country. We have the sole prerogative to waive this restriction.

ii. Occupation

- a. There is no restriction on the occupation of the lives insured.

iii. Loans and Cessions

- a. Policy loans are not permissible under this contract and you cannot cede the Policy to another person as collateral for a loan or any kind of business.

iv. Correspondence

- a. The acceptable means of communicating with us is in writing.
Information can be transmitted to us via:
 - Post using a registered mail service

- Submitting to our Client Service Centre or email to
info@upendo.africa
- Writing a message on our website at www.upendo.africa

Please note that it is important to keep the proof of transmission

v. Incontestability

- a. Prudential will contest the validity of the insurance contract with you on the grounds of material misrepresentation in the application/proposal for insurance within two (2) years of the inception of the policy.
- b. A material misrepresentation in an application for life insurance is a misrepresentation that is relevant to the evaluation of the application. The misrepresentation is material when, if the truth had been known, we would not have issued the policy or would have issued the policy of a different basis. Such as a higher premium or a lower face amount.

vi. Misstatement of age

- a. The benefit at the point of claim will be adjusted if the age of any of the covered lives has been misstated.
- b. The amount of the benefit payable will be adjusted to the amount of insurance that the premiums paid would have provided had the insured's age been stated correctly.

3. Definitions

Active Policy	Expected premiums are being paid or policy has not lapsed
Beneficiary	A beneficiary is an individual or estate which receives, or may become eligible to receive benefits under this insurance policy as stated by you.
Lapsation	Lapsation refers to the discontinuation of premium payment by you before maturity of the policy due to any reason other than

	Your passing on.
Policyholder	This is the person who takes out the policy; owner of the policy; you
Policy Start Date or Issue date	The day of the month on which we received the first premium
Policy Term	The total number of years the policy is expected to be active
Premium	This is the regular payment made by you towards this policy. Premiums payable are prescribed for each selected benefit plan depending on the level of cover chosen and the number of dependants added.
Sum Assured	This is the amount selected at the start of the policy as the amount which should be paid out on the passing on of the life assured.
Trustee	This is the person chosen to receive the proceeds of the policy on behalf of the minor nominated Beneficiary if any of the nominated beneficiaries is a minor in the event that you happen to pass on.

4. Monthly Premiums Rates

These premiums are inclusive of a 3% Insurance Levy (tax) on the gross risk premiums.

Contact us

Prudential Life Assurance Zambia Limited

Finsbury Park, Cairo Road North-end

P. O. Box 31357, Lusaka

Tel: +260 211 222233, 222234

Fax: +260 211 220128

E-mail: Ho@prudential.co.zm

www.prudential.co.zm