

Details of cover

Telkom has taken out a long term life insurance policy with Old Mutual to provide funeral cover to qualifying Telkom airtime purchasers. The policy provides funeral cover to qualifying Telkom purchasers for the calendar month after they have purchased more than R100 worth of Telkom airtime. The information in this document is intended to inform you of the qualifying criteria, how to opt in to enjoy the cover, and how your beneficiary can make a claim in respect of this cover. It is important to understand that Telkom is the policyholder of the policy and that the qualifying Telkom airtime purchasers are the lives assureds under the policy.

In this document, the Old Mutual Mobile Application (App), the Unstructured Supplementary Service Data (USSD) and in the short messages (SMSs) that will be sent to the cell phone from which the offer for cover under this policy is accepted, you will find all the disclosures we are required to make to you by law. Please read all this information carefully. The cover comes into effect when you receive the SMS confirming that you have accepted the offer for cover under this policy.

Purpose of the policy:

To provide a benefit in the event of your death.

Replacing an existing policy:

If you cancel or stop paying premiums on an existing policy because you are now covered under this one, it is important that you consider the potential negative impact it might have on your financial planning. In this regard you need to consider the nature and amount of the replacement cover and whether any additional restrictions to claiming may apply.

Contact details:

| Purpose | Whom to contact | Postal Address | Telefax (dialing code 021) | E-mail |
|---|--|--------------------------------|----------------------------|---------------------------|
| Any query or transaction in respect of your cover; how to nominate a beneficiary; how beneficiaries can make a claim; if you have any complaints or other queries | Our Registered Office (Mutualpark, Pinelands), The Communication Centre (0860 60 7000*) | PO Box 73 Cape Town 8000 | 509 4444 | GSEnquiries@oldmutual.com |

Service hours are between 07:30 and 17:00 on Mondays to Fridays (excluding South African public holidays).

Change of personal details:

If your personal details, or those of your beneficiary, change after you've accepted the offer, you must inform us immediately by updating these details on the App, via USSD or by contacting our Communication Centre (mentioned above).

Who can be insured under the policy?

You can apply (using the opt in process described below) to be insured under this policy if you are the owner of a Telkom mobile number; a permanent resident of the Republic of South Africa with a valid identity document, and at least 16 years old but not older than age 75.

When, when you have purchased more than R100 worth of Telkom airtime in any particular calendar month and have informed us of your nominated beneficiary you will be informed that you are covered for the next calendar month.

Cover:

The cover is the amount for which you are insured under the policy. We will notify you of the cover that applies to you in an SMS, via USSD or on the App when you are eligible for cover.

The level of cover is determined by the amount of airtime purchased in the previous calendar month. Should you purchase the required amount of airtime, you will receive the next 1 calendar month of cover for death from any cause.

| Airtime Purchased in month | Insured amount |
|----------------------------|----------------|
| Less than R 100 | R 0 |
| R 100 or more | R10 000 |

The cover starts on the cover start date, which is the 1st of the month after you receive the SMS following acceptance of the cover. Cover stops at the end of that calendar month. This date will be communicated to you in an SMS.

At this point the cover will cease. If you again purchase more than R100 worth of Telkom airtime, you will again qualify for cover.

You may not make any loan or cash withdrawal against the cover and there is no surrender value pertaining to this cover.

What and when we pay:

We will pay 100% of the cover amount, (in South African Rands, into your beneficiary's valid bank account) in the event of your death during the cover period described above, on condition that we receive a valid claim.

A maximum of one claim can be made per mobile Telkom number, except where Telkom has reissued such number to a new customer.

Beneficiaries:

Your beneficiary is the person you have nominated to receive your cover amount.

If your beneficiary is no longer alive when the cover amount must be paid, we will pay the cover amount, in South African Rands, into your valid bank account.

The "opt in" process:

You have received an SMS, a notification via USSD or the App inviting you to opt into this arrangement. Should you wish to opt in, you need to respond to this notification, give your details and those of your beneficiary where prompted to do so and to indicate acceptance of the cover terms and your intention to be eligible for this cover. The Old Mutual Group would like to offer you ongoing financial services and may use your personal information to provide you with information about products or services that may be suitable to meet your financial needs. Please sms your ID number to 12345 if you would prefer not to receive such information and financial services.

When cover will stop:

Your cover will stop at the earlier of:

- o your death; or
- o the expiry of the cover period.

How to claim:

Your beneficiary needs a valid South African bank account when claiming.

Your beneficiary must submit the following documentation via the App or contact the Old Mutual Communication Centre and submit the following documentation:

- o the original of your death certificate;
- o proof of identity and bank account of the beneficiary.

We reserve the right to request additional information, before finalising a claim

- it is important to inform your beneficiary of how to make a claim

Complaints:

For any complaints refer to the complaints section of Old Mutual's website via the following link;

Fraud:

If a claim is submitted and such claim is determined by Old Mutual to be based on fraud, Old Mutual has the right to reject the claim. If this happens, no benefit

Telkom's Terms and Conditions for the offer of Funeral Cover Policy

1. Telkom offers this policy subject to the applicable policy terms and conditions offered by Old Mutual.
2. The Customer acknowledge and understand that Telkom cannot change or offer different/alternative policy terms and conditions to the Customer than the one offered by Old Mutual in terms of this application.
3. By accepting this funeral cover policy, all customers agree to be bound by these terms and conditions, which will be interpreted by Telkom and Telkom's decision regarding any issue with the funeral cover policy will be final and binding and no correspondence will be entered into.
4. Telkom and its affiliates are not responsible for any notice of acceptance of the funeral cover policy which is not received by Telkom, its affiliates and promoters, whether timeously or at all, regardless of the cause thereof. Without limitation, Telkom or its affiliates are not responsible for any problems or technical malfunction of any telephone network or lines, computer on-line systems, servers, or providers, computer hardware or software failure or malfunction, traffic congestion (whether physical, or on the Internet, telephone lines or at any service provider, web site or other device or medium), or any combination thereof, or any other technical or other problems (this clause will include and apply to any Telkom owned property used by the candidate for the purpose of this Competition).
5. You acknowledge that it is your responsibility, as a participant, to ensure that any information which you provide in respect of this offer for the funeral cover policy is accurate, complete and up to date. You further acknowledge that any information provided in terms of this offer for funeral cover policy is provided voluntarily as indicated in terms of the opt-in options available when accepting the offer and Telkom is hereby indemnified from any responsibility and liability resulting from a claim of infringement of privacy or contravention of the Protection of Personal Information Act in relation to use of your personal information provided to Old Mutual.
6. Any costs or expenses which you may incur other than in respect of those items specifically included in the funeral policy cover are for your own account. Telkom will not be responsible for any costs or expenses which you, or other person (if applicable), incur during and for purposes of you acceptance and/or use of the funeral cover policy.
7. Telkom does not make any representations or give any warranties, whether expressly or implicitly as to the funeral cover policy, and in particular, but without limitation, makes no representations and gives no warranty that the funeral cover policy is not transferable and may not be deferred, changed or exchanged for any other item.
8. You may not qualify for the funeral cover policy if it is unlawful for us to supply such a funeral cover policy to you or you have directly or indirectly been engaged in corrupt, fraudulent or unfair practices in the use of the Telkom product and/or services.
9. Your acceptance will be disqualified if your use of the Telkom services and/or products which in Telkom's sole opinion may be regarded as unlawful and/or depicting any type of discrimination prohibited by the law.
10. You must possess whatever documents and permissions that may be required in order to register the funeral cover policy, in the event that you qualify and accept the offer.
11. Telkom and its affiliates will not be responsible, and disclaim all liability, for any loss, liability, injury expense or damage (whether direct, indirect, incidental, punitive or consequential) of any nature whether arising from negligence or any other cause, which is suffered by your participation in the

applicable), or by any action taken by us or any of our affiliates in accordance with these terms and conditions.

12. For purposes hereof, "affiliate" means our partners, our subsidiaries, our and their subsidiaries and respective holding companies, the subsidiaries of their holding companies, and our and their directors, officers, employees, agents and representatives.
13. These terms and conditions will be construed, interpreted and enforced in accordance with the applicable laws of the Republic of South Africa.
14. Telkom reserves the right to amend these Standard Terms and Conditions for the funeral cover policy at any time and it will be available on www.telkom.co.za.



Licensed Financial Services Provider
and Long term Insurer