



2 AUGRABIES ROAD - WATERFALL PARK - MIDRAND
PRIVATE BAG X82 - HALFWAY HOUSE - 1685 - SOUTH AFRICA

MEMORANDUM

TO: ALL Stores and Client Services

FROM: Terence Purves

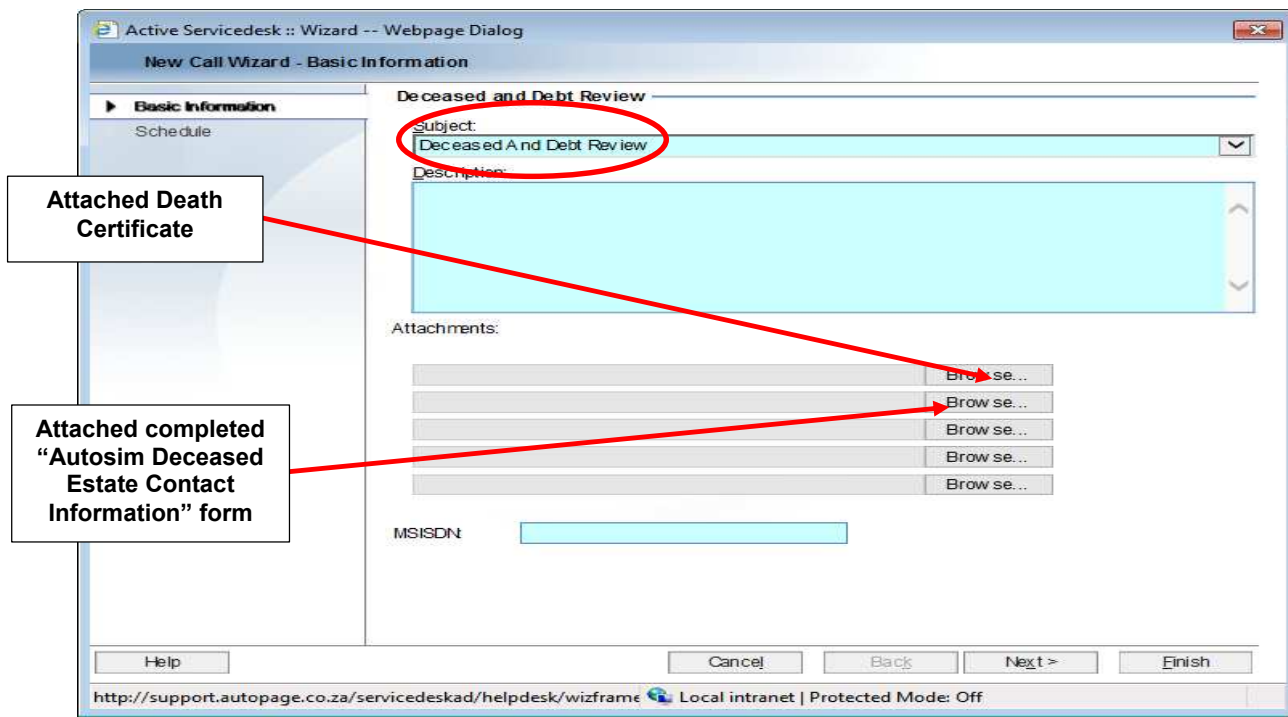
DATE: 29 October 2014

SUBJECT: AUTOSIM – DEATH CLAIMS

The Autosim cover or SIM Card cover that is offered by Altech Autopage Cellular (Pty) Ltd includes more than just the replacement of the SIM Card itself. It also includes cover for the payment of outstanding amounts on the contract in the case of the Contract Holder becoming deceased or disabled. Please see the Autosim Application Documents on SMART.

It is paramount that if the Contract Holder had taken Autosim cover and was paying a premium, the estate be made aware of the fact that the cover was/is in place and that a claim could possibly be made against the policy for the benefit that the policy confers on the client in the case of a death claim. The next of kin or Executor of the estate must be made aware of this cover at the time they notify Autopage (via any of the customer touch points) of a Contract Holder's death.

All touch points that interface with clients would therefore **with immediate effect**, once they are made aware that a client is deceased, complete the attached "Autosim Deceased Estate Contact Information Form" and upload the form together with a certified **copy** of the death certificate to "Service Desk" – refer to screen dump below:



It is important to remind all Next of Kin or Executors/trixs that should the claim process be successful, the policy will react as per the policy wording. Therefore, no payment will be made to the estate but rather directly to Altech Autopage Cellular (Pty) Ltd towards the outstanding amount on the Autopage contract in accordance with the Policy Wording and the limits of indemnity as noted in the Policy Wording.

Once the forms are completed and uploaded to “Service Desk” together with a certified **copy** of the death certificate it will be forwarded to Finrite for approval. Finrite will then send the claims forms via e-mail to the e-mail address indicated in the “Autosim Deceased Contact Information Form” in order to garnish all the information that will be required for the final processing of the claim. Finrite will then contact the contact person indicated on the Information Form with feedback on the status of the claim.

I hope that you will find the above in order, however, should you have any further questions or queries, please do not hesitate to contact me on TPurves@autopage.altech.co.za.

Kind Regards

Terence Purves
Manager: Insurance Fund

Thinus Dippenaar
Chief Financial Officer