

To be completed by the investigating officer at the police station where the case was reported.

This certificate is required to substantiate a claim under policy number _____ issued by Clientèle Life on the life of _____ and will be treated as confidential.

Policy number

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A. Details of Deceased

Title _____ Initials _____

Full names _____ Surname _____

ID number _____

B. Statement by Police

To be completed by the Investigating Officer at Station where incident was reported.

Case number

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Nature of accident/death Traffic Accident Work Accident Assault Aviation

If nature was traffic accident, please specify Pedestrian Passenger Driver

Give a description of the circumstances of death

Was a post mortem done? (if yes, copies of post mortem report should be submitted) Yes No

Was a blood test done? (if yes, copies of blood test result should be submitted) Yes No

Is suicide suspected? Yes No

Was a post mortem done? (if yes, copies of post mortem report should be submitted) Yes No

Date of Inquest Y Y Y Y / M M / D D Inquest Number

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Date of Case Y Y Y Y / M M / D D Court Name _____

Will criminal charges be brought? (if yes, state the charges below) Yes No

Who will the charges be brought against? _____

Full Names and Surname of Investigating Officer _____

C. Declaration by Investigating Officer

Name of Police Station _____ Contact Number of Police Station _____

Contact Number of Investigating Officer _____

_____ Y Y Y Y / M M / D D

Signature of Investigating Officer _____ Date _____

Police Station Stamp

D. Contact details

Client Contact Centre: 086 123 5433

Physical Address: 34 Newton Street, Newton Park, Port Elizabeth, 6045

E-mail address: claims@groupsrus.co.za

Protection of Personal Information (“POPIA”)

Declaration

Clientèle Life will process and protect your personal information as required by all relevant laws including the Protection of Personal Information Act, 4 of 2013 (POPIA).

Such personal information may include, but not be limited to, your current wellness, medical history, finances and other details required by the application form / agreement.

The provision of information required by this application form / agreement is mandatory and Clientèle Life may not provide the products or services without this information.

We shall process your personal information (and may share with our service providers, data bureaus and business units and companies which are part of the Clientèle Life Group) to:

- conclude and administer this application, which may include underwriting;
- allow for the collection of payments;
- assess, process claims and to process any mandatory checks;
- comply with all legal and regulatory requirements, including industry codes of conduct;
- prevent loss, fraud;
- share with intermediaries appointed as official intermediaries or who have your written approval so that they can provide you with financial advice and / or intermediary services;
- administer your membership to a loyalty / rewards / wellness or benefit programme;
- share with external benefit providers which are not part of the Clientèle Life Group to provide you with benefits which stem from your membership to a loyalty/ rewards / wellness or benefit programme;
- share with bureaus to enhance and enrich our understanding of our customer base;
- execute the Clientèle Life’s strategic initiatives;
- share information with other entities in the Clientèle Life Group, so that we can market our financial products and services which we deem similar, with the aim of offering you the opportunity to take up some of the financial products to fulfil your needs, provided that you have not objected to receiving such marketing;
- conduct market research from time to time via email, telephone, or other means (for example, invite you to events);
- share your personal information with third parties if there is a legitimate reason to do so; and / or
- include further purposes compatible with the above.

For more information about how your personal information is processed, analysed, and stored, please visit our privacy notice at www.cientele.co.za.

Further processing and storage may require that we send your personal information to service providers outside of the Republic of South Africa on Clientèle Life’s behalf. Unless we have a binding agreement with the service provider which ensures that it effectively adheres to the principles for processing of information in accordance with POPIA, we will not send your personal information to a country that does not have substantially similar laws to that of the Republic of South Africa which provide for the protection of personal information.

Prior to giving Clientèle Life a minor child’s personal information, I understand that Clientèle Life may require additional information to confirm that I am authorised to provide the child’s information. By providing the personal information, I consent to claims@cientele.co.za collecting and processing the child’s information in my capacity as the child’s guardian or competent person.

For information on how to:

- access or request a copy of your personal information processed by us.
- ask for an update and / or correction of your personal information.

Please consult our Manual published in terms of the Promotion of Access to Information Act, 2002 (PAIA) available on our website (www.cientele.co.za). By completing and submitting this application form / agreement, you:

- agree that Clientèle Life (including its various business divisions) may process your personal information for direct marketing purposes, including by contacting you telephonically to market financial products and services to you with the aim of affording you an opportunity to taking up some of the financial products to fulfil your needs;
- consent to Clientèle Life sharing your contact details with other companies which are part of the Clientèle Life Group for purposes of direct marketing and contacting you telephonically to market financial products and services to you;
- consent to the storage of personal information in line with applicable legislation and internal policies. Records may be retained for periods in excess of prescribed periods for historical, statistical, research purposes. Clientèle Life will implement necessary safeguarding measures to protect the integrity and confidentiality of data stored.

Opting-out of direct marketing:

Due to you being a client of Clientèle Life, we may provide you with information (incl. marketing information) about our similar financial products and other services, which may include text messages, emails, and the like. Should you not wish to receive marketing or advertising information from us, please contact Clientèle Life Customer Care Centre at: 011 320 3000 to Opt-out. Where you choose to exercise your right to opt out of direct marketing, please allow up to 21 days for Clientèle Life to effect that change.

Objection from processing your personal information:

You may withdraw your consent to sharing of contact details and any other personal information with Clientèle Life Group companies at any time by contacting Clientèle Life Customer Care Centre on email on claims@cientele.co.za. Should you wish to object / withdraw from Clientèle Life processing your personal information, please note that cover in terms of the Policy may terminate as the processing of the personal information is material to servicing the Policy. Once I withdraw my consent, I understand that Clientèle Life is still obliged under applicable legislation to keep the information for at least 5 years after termination of the business relationship between Clientèle Life and myself.

Signature of Policyholder

Date

