

**To expedite your claim, kindly forward all claim documents listed below:**

- Certified copy of the official death certificate issued by the Department of Home Affairs.
- Certified copy of the claimant/beneficiary's ID or smart card (certified copies of both sides of the card are required).
- Certified copy of the deceased's ID or smart card (certified copies of both sides of the card are required).
- If the main member is deceased and not a South African Citizen, a passport and working visa permit are required.
- Completed BI/DHA-1663 form (all 3 pages are required - when requested).
- Completed BI/DHA-1680 form (if the deceased died at home).
- Bank Confirmation letter, showing banking details, not older than 3 months.
- Medical report for a stillborn child.
- Copy of the police report or accidental report if death was due to unnatural causes.
- Official confirmation of registration as a full-time student from a registered tertiary institution or medical report confirming disability of a dependent child, if the deceased assured life is between the ages of 22 (twenty-two) and 26 (twenty-six) years of age. Additional documentation may be requested to assess the claim.

*\*Certified copies should not be older than 3 months.*

Policy number 

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<b>A. Details of Claimant</b>		
Title _____	Initials _____	Full Names _____
Surname _____	Relationship _____	
ID/Passport No _____	Cellphone No _____	
Postal Address _____		

<b>B. Details of Deceased</b>		
Title _____	Initials _____	Full Names _____
Surname _____	Date of Birth	Y Y Y Y / M M / D D
ID/Passport Number _____	Date of Death	Y Y Y Y / M M / D D
Relationship to Claimant _____	Policy Number _____	
Inception Date _____	Cause of Death	<input type="checkbox"/> Natural <input type="checkbox"/> Accident <input type="checkbox"/> Suicide

<b>C. Settlement of Benefit</b>		
Name of Account Holder _____	Email Address _____	
ID/Passport Number _____	Name of Bank _____	
Account Number _____	Account Type _____	
Branch Code _____		
Signature of Claimant / Beneficiary _____		Date Y Y Y Y / M M / D D

<b>D. Declaration by Claimant</b>		
I, the abovementioned claimant / beneficiary, acknowledge and accept that by signing this discharge form that the total and absolute liability of Clientèle Life will be limited to payment of the insured amount claimed under the policy and that such payment will relieve Clientèle Life of any further liability hereunder.		
I, _____	(Name & Surname) give authority to Clientèle Life	
to pay the benefits to _____	(Recipient's name) in the amount of	
R _____	(Rand & cents)	
Signature of Claimant / Beneficiary _____		Date Y Y Y Y / M M / D D

<b>E. Contact us</b>	
Client Contact Centre	086 127 3342
Physical address	34 Newton Street, Newton Park, Port Elizabeth, 6045
Postal address	PO Box 25775, Monument Park, Pretoria, Gauteng 0105
Email	claims@grouprus.co.za

## F. 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 Group'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.clientele.co.za](http://www.clientele.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 Clientèle Life 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.clientele.co.za](http://www.clientele.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@clientele.co.za](mailto:claims@clientele.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.

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Signature of Claimant / Beneficiary

\_\_\_\_\_  
Y Y Y Y / M M / D D

Date

