

MiWay - Brokers

Personal Lines Product & Process Overview



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Module 1: General Terms and Conditions

1.1 Quotations and Inception of a Policy

1.1.1 30 Day Rule – Quotations

- Once a client has been quoted by MiWay, either through a brokerage, dealership, or by means of a direct quotation, the quotation will be locked in for a period of 30 days. This means that the quotation belongs to the initiating party that completed the quotation and can only be changed from quotation to policy by that initiating party.
- If the client wishes to obtain a new quotation within the 30-day period, a new quotation can be completed on the condition that there is a change in the risk being quoted. Should the client however wish to continue with the initial quotation after the 30-day period, the client may do so through a new initiating party
- All quotations are valid for a period of 30 days. All quoted premiums are subject to change if there is a change to the initial risk quoted. Should the client wish to accept the quotation, all the underwriting information will be reconfirmed prior to policy conclusion.

1.1.2 General – Quotations

- Client consent
As per legislation, a client's consent must be obtained to check financial history, previous insurance, and previous Policy incident and claims information. MiWay conducts these checks at quotation stage. The brokerage obtaining the MiWay quotation on the client's behalf must ensure that they obtain the client's consent to perform these checks.
- It is also the responsibility of the Brokerage to complete a full needs analysis for the client. A needs analysis will assist the brokerage in understanding what risk is to be covered, the cover the client needs for said risk, as well as make any other relevant considerations with regards to the client's financial needs.
- Factors influencing the acceptance of a proposer
 - ✓ Previous Claims & Incidents History
 - ✓ Miway notes incidents that occurred within the last 3 years whether claimed for or not
 - ✓ Financial History
 - ✓ Previous Cancellations
- In the event that the client or anyone the client intends on covering has been cancelled by an insurer or refused renewal, MiWay would require more information before accepting the client on cover. MiWay requires the cancellation letter from the previous insurer to determine acceptance.

1.1.3 Inception of a Policy

- All underwriting is to be completed by means of telephonic conversation, depending on the Broker's license and agreement in place, the Broker can accept cover on behalf of the client or alternatively request that the MiWay Broker Sales Team contact the client directly to accept cover. with policyholder which is completed by the Broker Sales Team.
- Where the client has not yet taken delivery of a vehicle, a policy may be issued to allow the client to take delivery of the vehicle. The inception date must be the same date as the vehicle delivery date.
- The policy will only commence once the first premium is received.

- Once the client has accepted the policy, the client will receive a welcome SMS, which will provide the client with their Policy Number as well as information regarding the inspection required on their vehicle.
- Clients will also receive all their documentation such as their Welcome schedule with Terms and Conditions and Amendment Schedules via the email address that was captured at sales stage, alternatively, the documents will be posted to the client where the client indicates that they do not have access to email.
- The client will get policy documentation within 24-48 hours of acceptance of cover where the preferred method of communication is email. The policy documentation goes through a quality assurance process and once approved, it will be sent to the client and the brokerage will be copied in

1.2 Collections and Non-Payment of premiums

- Clients have the option of either a monthly or annual premium.
- Collection is made by means of debit order; we do not accept cash deposits as a form of premium payment.
- MiWay does not double debit unpaid premiums. Where a previous month's premium remains unpaid, there is no cover for that period. MiWay will collect the new month's premium on the next collection date.
- A 15-day Grace Period is allowed in the event of the non-payment of premiums. This grace period only applies from the second full premium. The risk will remain on cover subject to premium being collected within the grace period.
- Where the client's Pro – Rata premium is returned as unpaid, the policy start date will automatically be amended to the next collection date. The client will receive an sms notifying them of this change.
-
- MiWay Payment System: In the event of non-payment of premium, MiWay may collect the premium for the next period of cover before the preferred collection date to ensure payment.
- Should the client's premium be returned as unpaid for 3 consecutive months, the policy will be cancelled automatically from midnight on the last day for which premium was received
- The client will be sent SMSs notifying them of any non-payment of premium as well as, if the inception date of the policy has been changed as a result of the non-payment of a pro-rata premium

1.3 Policy Cancellation

- The client is to notify MiWay of their intention to cancel the policy. The policy will then be cancelled effective from the end of the cover period, being the next collection date with no further premiums to be deducted.
- MiWay may cancel a policy by providing the client with 31 days' notice. This notice can be provided orally, by email, or via post to the postal address noted on the client's policy.

- MiWay will cancel a policy with immediate effect if the client or anyone covered by the policy or acting on the client's behalf, fail to comply with MiWay's reasonable requests or instructions or commit fraud on a claim, or is found to be dishonest in relation to a claim.
- Should the client's premium be returned as unpaid for 3 consecutive months, the policy will be cancelled automatically from midnight on the last day for which premium was received.
- An annual policy will cancel if the annual premium is not received on the agreed collection date or on the date after the grace period has lapsed.

1.4 Important Time Limits

- Claims, or any incident that may lead to a claim, even if the client does not wish to claim, must be reported to MiWay as soon as possible, but not later than 30 days after the incident.

The client must report immediately or as soon as reasonably possible, after becoming aware of the incident, any lost items and loss or damage caused by theft, attempted theft, hijacking, attempted hijacking, fire, intentional act, and a collision, to the Police.

- The client must send a summons from a third party through to MiWay within 10 days after receiving it. MiWay will not be responsible for any legal costs, interest, or additional damages where the third party obtained judgment due to the client's delay.
- The client must provide MiWay any documents that the client may receive in connection with any claim against them, within 10 days after receiving it.

1.5 Claims Process

- The client must lodge all claims telephonically by contacting the MiWay Claims Department on **0860 64 64 64**. The client also has the option of loading their claim online on the MiWay Website or via the MiWay App
- Claims must be lodged as soon as possible however, no later than 30 days of the claimable incident
- In the event of a dispute in the outcome of a claim, the client must raise their objection in writing to MiWay by sending an email to: disputes@miway.co.za, within 90 days from the date the first written notification of the outcome of the claim is received
- Where the matter is still not resolved to the client's satisfaction by MiWay, the client may submit a complaint in writing to the Ombudsman for Short-term Insurance as per the FAIS Disclosure sent to the client

1.5.1 Indemnification

- MiWay can indemnify a client in any of the following ways:
 - ✓ Repair
 - ✓ Replace
 - ✓ Cash
 - ✓ Combination of the above
- MiWay will indemnify a client through a service provider or repairer of their choice
- If any item is financed, MiWay will settle the finance house first

1.5.2 Dual Insurance

- Dual insurance refers to the same risk being insured for the same type of cover with 2 insurance companies.
- In the event that a client is dually insured, MiWay will settle the claim proportionally.

1.6 Complaints Process

- **Client Complaints** are to be sent in writing to complaints@miway.co.za or can be submitted telephonically on **0860 64 64 64** or can be submitted via the MiWay website
- **Broker Complaints** are to be escalated to the dedicated Broker Consultant on the Broker's portfolio or can be sent in writing to brokersupport@miway.co.za alternatively the Broker Management Team can be contacted on **0860 64 64 64** Prompts as follows: Option 3 – Brokers; Option 4 – Broker Administration

Module 2: Broker Processes

2.1 Broker Sales

- Broker Quoting can be done either via MIA Broker Portal or the MiWay Broker Call Centre on **0860 88 44 44**
- All underwriting and finalisation of policies must be done with the policyholder, unless the brokerage is mandated to accept cover on behalf of the client.

2.2 Client Services

The MiWay Broker Client Services Team provides assistance on the below requests:

- Policy Documentation Requests
- Policy Amendments
- Queries on premium deductions
- Amendment of premium deduction date
- Quotations on existing policies
- Amendment of cover/policy inception date

Brokers can either send these requests via email to brokerchanges@miway.co.za or dial through to the dedicated Broker Client Services Team on **0860 88 44 44**

- In the event any amendments are to be made on an existing policy, the information can be quoted on the existing policy with the MiWay Broker Client Services Team, provided the policy is either linked to the Brokerage and the respective portfolio or by means of providing MiWay with a signed Broker Mandate, which authorises the requesting brokerage to obtain information on the client's existing policy
- Once the quotation has been completed by the Broker, the amendment is to be discussed with the client. Should the client accept the amendment, the brokerage Broker is to notify Broker Client Services Team, who will then either accept the amendment directly with the Broker on behalf of the client or alternatively contact the client to activate the changes, as well as discuss and confirm any change in premium. Once the change has been affected, an updated schedule will be sent through to the client, as well as the Brokerage
- The MiWay Broker Client can also contact MiWay Client Services Team directly to make any amendments or request their policy documentation. In the event any change is made to the client's policy, an updated policy schedule will be sent through to the client with a copy of this schedule sent to the Brokerage

2.3 Retentions

The MiWay Retentions Department provides assistance on the below requests:

- ✓ Cancellation Requests
- ✓ Client Retention Requests

- All Broker cancellation requests should be sent to the MiWay Retentions Department via Retention.Queries@miway.co.za on receipt of the cancellation request, the MiWay Retentions Agent will contact the client and attempt to retain the client on the broker's portfolio.
- Where MiWay is unable to retain the client, the cancellation will be processed, and a cancellation letter will be sent to the client with a copy of the letter sent to the brokerage
- Where a cancellation is requested on a direct MiWay policy by a brokerage, the request must be accompanied by a signed Broker Mandate Letter, authorising the Broker to act on behalf of the client

- The brokerage will receive automated cancellation reports on a daily basis, on keyboard cancellations of policies linked to the Broker's Portfolio, as well as immediate email notification of cancellation per policy

- Please note: MiWay does not reinstate policies that were cancelled as a result of non-payment within a period of 6 months.

Module 3: Vehicles – MiWheels

3.1 Terms and Conditions

Type of Vehicles covered

- Passenger vehicles, motorcycles, caravans, and trailers not exceeding a GVM of 3500kg

Insured Values

- **Retail** – current selling price on dealer sales floor
- **Market** – Average between Retail and Trade value
- **Trade** – Average price paid by dealer when trading vehicle in, in line with Auto Dealers Guide
- **Special agreed value** for vintage vehicles, collector's items, and unlisted vehicles. This value should be used when the Retail, Market and Trade values are not available, in these cases it is of utmost importance to obtain an accurate valuation, these will be referred to the MiWay Actuarial Team

The Client's Coversheet reflects the insured value, which is the maximum amount that will be paid in the event of a valid claim. The following amounts will be deducted when the settlement of the client's claim is calculated:

- **Excess** – First amount payable in the event of a claim, client's portion
- **Dual Insurance** – an item insured at more than one Insurer
- **Betterment** – Putting a client in a better position prior to loss occurring, Insurance only puts the client back into the same financial position prior to loss occurring.
- **Depreciation** – i.e. In terms of vehicles, to decrease the value of the vehicle to current Retail value

In the event the client's vehicle is either stolen or written-off, the client will be paid the insured value, including the value of any **specified** non-standard factory fitted accessories, according to the fair and reasonable value of their vehicle at the time of loss. MiWay will establish a fair and reasonable value from reputable independent sources, taking into account the age, mileage and condition of the vehicle and accessories.

Vehicle Use

- Private Use
 - ✓ Private and social including trips to and from work
- Business use
 - ✓ Where the client uses the vehicle for business trips
 - ✓ Where the vehicle forms part of a job function (i.e., a Broker that visits his/her clients)
 - ✓ Full business use can be offered to clients under the age of 25
- The use of the vehicle is determined by asking the client where the vehicle is mostly during the day. Where the client indicates that the vehicle is parked mostly at home or at a single work address the use is assumed to be **private**, however where the vehicle is noted to be in various suburbs during the day, we then need to confirm with the client if the vehicle is being used for private or business purposes.
- Please note: MiWay does not cover emergency response vehicles

- Work from Home
 - ✓ Where the client indicates that the vehicle is mostly at home or at a single work address during the day, the client will be asked how many days between Monday and Friday the client works from home. This question is specific to the client and not the asset. If the client is unemployed, a pensioner or a housewife, the number of days worked from home would be = 0. This is due to the client making use of the vehicle for short trips during the day. The client will still benefit in terms of premium by having the day and night address noted the same. Where a client is however working from their home and not travelling to work with their vehicle during the week, the client will benefit from an additional discount.

Regular Driver

- MiWay notes a single regular driver, noting the person that drives the vehicle most often in any given monthly period
- Anyone else may drive the vehicle as long as they do not drive it more than the regular driver as long as the following rules are adhered to:
 - ✓ Anyone may drive the insured vehicle as long as they are in possession of a valid drivers' licence and they do not drive it more often than the person noted as the regular driver; and
 - ✓ They must adhere to the T&Cs of the policy

Territorial Limits

- South Africa, Botswana, Lesotho, Malawi, Mozambique, Namibia, Swaziland, Zambia, and Zimbabwe
- Outside of South Africa, clients are only covered for:
 - ✓ Own Damages only - no cover for liability or damage to third parties.
 - ✓ Private Use only – No cover for business use outside the borders of SA.
- Only vehicles registered in South Africa can be insured

Vehicle Inspections

Cover is conditional upon the inspection of the vehicle and failure to have the vehicle inspected will result in a claim being rejected.

All vehicles need to be inspected at Glasfit or via self-inspection on the MiWay App with the exception of:

- Brand new or demo models on the dealer floor where the factory-fitted security devices meet MiWay's requirements
- Second-hand vehicles on the dealer floor will be given 48 hours' accident cover without an inspection to give the client time to get the theft security requirement inspection done
- Clients will have no cover unless the vehicle has been inspected. MiWay must verify that there is no pre-existing damage to the vehicle
- Theft and hi-jack cover is conditional upon the installation/approval of the correct security device and inspection is necessary to confirm this – there will be no theft and hi-jack cover until this is done
- Vehicle inspections at Glasfit are at no cost to the client

Code 3 & High-Performance Vehicles

- MiWay provides cover for code 3 / rebuilt vehicles. These are vehicles that have been rebuilt after having been written off. In the event of a total loss MiWay will only pay out a maximum 70% of the market value of the vehicle at the time of the loss
- High performance vehicles can be covered for clients under the age of 25

Drivers Licenses

- Learners Licenses
- MiWay accepts regular drivers that have valid learner licenses
- In the event of a regular driver only having a learner license, the onus remains with the client to ensure that these drivers drive legally (accompanied by a person with valid South African license)

Should an accident occur while a learner driver is driving alone, without the supervision of a person with a valid driver's license, there will be NO cover even if Learner is noted as the regular driver

- International License/permit
- MiWay will accept licenses obtained in foreign countries provided that the driver is driving legally in South Africa. Where the client has an "International License or Permit", it should be made clear to the client that the onus rests upon them to ensure that they are driving legally in South Africa. If the client is not driving legally in South Africa, their claims will not be considered

3.2 Additional Cover

- Reasonable cost for towing and storage. The client must use a towing operator of MiWay's choice
- Emergency medical expenses for passengers
- The replacement fees for lost keys and remotes as well as the replacement of locks and reprogramming of the associated vehicle systems

3.3 Optional Cover Available – Additional Premium Charged

3.3.1 Accessories and Radios

All non-standard vehicle sound and accessories must be specified, a full description of the item/s to be specified needs to be provided by the client as well as a value to replace each.

3.3.2 Car Hire through Avis

- Clients have the Option of selecting 10, 20-, 30-, 45 or 60-days car hire

The client will be required to pay the following to Avis:

- Refundable fuel deposit which includes e-toll fees
- Collection and delivery fees where the vehicle is collected from or delivered to the client outside of a 25km radius from the nearest Avis branch
- The excess should the rental vehicle be damaged by the client

3.3.3 MiValue Protector

- The MiValue Protect cover is similar to Deposit Cover available from other financial service providers. The amount payable to the client will be 10% of the **market** value of the vehicle at the date of the loss. The client will receive a pay-out in the event that the vehicle is:
 - ✓ Uneconomical to repair or
 - ✓ Stolen or hijacked and not recovered

The purpose of the product is to contribute towards the deposit that the client may need, when arranging finance for their next vehicle, in the event of a total loss.

3.3.4 MiCredit Shortfall

- MiCredit Shortfall will cover the client for the shortfall when the amount owed (including residual amounts and/or balloon payments) in terms of a finance agreement (as defined in the National Credit Act) with a finance company, exceeds the insured's **retail** value. The following will be excluded:
 - ✓ Any refundable amounts added to my finance agreement over and above the purchase price of the vehicle
 - ✓ Insurance premiums, motor warranties and maintenance programmes which must be refunded to me by the company that administers the policy or warranty
 - ✓ The credit shortfall on vehicle sound equipment or non-standard vehicle accessories which were not specified by the client and which formed part of the finance agreement
 - ✓ The excess on the vehicle claim
 - ✓ Arrear instalments due and interest on them
 - ✓ Additional finance charges
 - ✓ Any early settlement penalties

3.4 Security Gaps – Condition of Cover

It is important to check what the security requirement is on any vehicle quoted as this will be considered as a condition of cover. Below are the possible security requirements that may apply:

- GAP 2 - Factory Fitted Immobilizer
- GAP 3 - Vesa Level 4 immobilizer
- GAP 4 - Anti-hijack
- GAP 5 - Vesa level 4 immobilizer or Anti-hijack
- GAP 6 - Vesa level 4 immobilizer and Anti-hijack (combination)
- GAP 7 - Stolen Vehicle Recovery (SVR) i.e., Tracking device
- GAP 9,2 - Stolen Vehicle Recovery Unit with guarantee – CAR TRACK FLEET MANAGEMENT / TRACKER **GUARENTEED MIWAY DEVICE** / NETSTAR GUARENTEED DEVICE

Gap 2;3;4;5;6 – The client's options to close the security gap:

1. Fit the required device/s
2. Fit any reputable tracking unit
3. Take additional theft and hijack cover at additional monthly premium where a theft excess will be payable by the client in the event of a claim. The theft excess will be equal to the basic excess selected on the policy

MiWay will decline cover should the client not opt for either of the above.

- **Gap 7 – The client only has 1 option in order to qualify for cover**

The client must fit any reputable tracking unit. The client has no option to take extended theft cover. MiWay is unable to insure the vehicle where the client does not wish to fit a tracking device.

- **Gap 9,2 - The client's options to close the security gap:**

The client must fit the Car Track Fleet Management unit, Tracker Guaranteed Unit or Netstar Guaranteed Unit through the MiWay lead submission process. The cost of the device is R159 per month, and this amount will be debited from the clients account directly by the relevant tracking company. The client will be required to enter into a separate contract with the tracking company.

1. Should the client have their own unit or would like to fit their own unit, the following will apply
 - a) The Broker must check if the client's current or preferred unit is on the below acceptable device list
 If **YES** – MiWay will accept the device however at an increased premium and theft excess will be applicable. (Theft excess applicable = basic excess selected)

 If **NO** – The client can either – fit a second unit through the above MiWay lead submission process or the client **MUST** upgrade their current device at their **own** expense to a unit that **IS** on the below acceptable device list. Once upgraded to a unit on the list then MiWay will accept the device however at an increased premium and theft excess applicable.
MiWay will decline cover should the client not wish to fit a second unit or upgrade their current unit.
 - b) Fit a second unit through the MiWay lead process on MIA, this will then guarantee the premium quoted

<u>Tracking company</u>	<u>Approved override tracking device list</u>
Cartrack	<ul style="list-style-type: none"> • Fleet Management Lite • Fleet Management Plus • Telematics Plus • Quick Silver • Quick Gold • Quick Platinum
Ctrack	<ul style="list-style-type: none"> • Insure • Secure • Fleet Lite • Assist • Solo
Matrix	<ul style="list-style-type: none"> • MX2 • MX3 • Mix Recovery Protect
Bidtrack	<ul style="list-style-type: none"> • Executive
Altech Netstar	<ul style="list-style-type: none"> • Safe and Sound PLUS

	<ul style="list-style-type: none"> • Safe and Sound PLUS Early Warning (EW) • Cyber-Sleuth Supreme • Netstar PLUS • Netstar Early Warning • Netstar Fleet Tracking
Tracker	<ul style="list-style-type: none"> • Skytrax • Tracker Care • Tracker Protect
EKS	<ul style="list-style-type: none"> • Monitoring • Immobilizer

3.5 Cover Type - MiWheels Standard

Insured Perils

- Accident
- Theft
- Glass (Window Glass)
- Acts of Nature – Hail/Flood
- Fire and Explosion
- Third Party Liability

Financial Limits and Excesses - MiWheels Standard Cover

<u>Section</u>	<u>Maximum cover</u>	<u>Excess</u>
Vehicle	R1 500 000	<ul style="list-style-type: none"> - Standard excess: R5000 - Voluntary excess: max 30% of vehicle value - R1 120 excess for motor window glass - Nil excess for third party only claims
Specified vehicle accessories	Max of (R75 000 or 25% of vehicle value)	Standard excess: R1 000
Liability to other parties	R5 000 000	Nil
Specified sound equipment	Max of (R75 000 or 25% of vehicle value)	Standard excess: R400
Vehicle credit shortfall	Difference between the outstanding finance amount on the vehicle and the retail value of the vehicle	
Value Protect	10% of market value at time of claim	
Car hire	10/20/30/45/60 days	Nil

Additional Excesses

<u>Condition</u>	<u>Additional Excess Payable</u>
Any incident (excluding window glass only) that occurs within the first 3 months of the inception date of this cover Unless: - The insured risk or the policyholder has had 12 months uninterrupted car insurance immediately prior to the start date of this cover	R5 000
When the vehicle is driven by a person under 25 years of age or who has had their license for less than 2 years or has a learner's license, and is not the regular driver	R4 750
Single vehicle accident (including driving into an unoccupied vehicle)	R3 000

** The additional excesses will be applied over and above the standard excess.*

3.6 Cover Type - MiWheels Lite

The following **are specifically excluded** under MiWheels Lite cover type:

- MiHelp Roadside Assistance and Medical Access
- Towing and storage costs
- Medical costs for each of my passengers
- Third Party Liability cover is limited to R2,500,000

It is vital that this cover type is explained to the client when the Broker provides the quoted premium. The client is to be advised of the limited cover as well as the excess applicable on this product and confirm understanding thereof. Please refer to Wheels Cover Type Comparison.

- The client **may** add Car Hire cover to this cover option
- Non-standard Accessories may be specified
- Financed vehicles may use Lite cover, Credit Shortfall cover **may** be added

3.6.1 Excess – MiWheels Lite

The excess will be **10% of the insured value** of the vehicle at the time of the claim for the following specific claimable events:

- Accident and Intentional Damage
- Theft and Hijack
- Earthquake, Storm, Hail, Flood and Snow
- Fire and Explosion

Additional Excesses

<u>Condition</u>	<u>Additional Excess payable</u>
Any incident (excluding window glass only) that occurs within the first 3 months of the inception date of this cover Unless: <ul style="list-style-type: none">- The insured risk or the policyholder has had 12 months uninterrupted car insurance immediately prior to the start date of this cover	R5 000
When the vehicle is driven by a person who is not the regular driver, this is irrespective of when the vehicle was driven or the age of the person that drove it.	R3 500
Excess on a liability claim to other parties	R5 000

** The additional excesses will be applied over and above the standard excess*

3.7 Cover Type - MiWheels Total Loss

Cover for the vehicle where it is a total loss or where MiWay deems the vehicle a write-off. MiWay will write the vehicle off in terms of the MiWheels Total Loss cover when the damage to the vehicle as a result of an insured peril is equal to or exceeds 75% of the insured value.

Vehicles can only be insured for **RETAIL** value with a maximum limit of **R300 000**

The following perils are covered under this cover type

- ✓ Accident
- ✓ Theft
- ✓ Fire and Explosion
- ✓ Liabilities to Other Parties (Third party liability) - Up to R250, 000 and only for damages to moveable property of another party.

It is important to note that when the vehicle is damaged but not written-off, the client will not be covered for the damage.

The following **cannot** be added to the Total Loss cover:

- Car Hire
- Specified Accessories
- Cover for Window Glass

The following is **specifically excluded** from cover under MiWay Total Loss:

- Acts of nature
- Glass
- Emergency medical expenses for passengers
- Non-standard sound & accessories
- Car hire
- MiValue Protector
- MiHelp medical advice and Roadside assistance

The client may opt for a basic excess between R0 and R5000. In the case of third-party liability claims there will be a **R5, 000** excess applicable

- Towing and storage is covered up to R3, 000 in the event of a non-drivable accident where the vehicle is not written-off
- Where the vehicle is written-off reasonable towing and storage would be covered provided where the client made use of a MiWay approved towing service

MiWheels Cover Type Comparison

MiWheels Standard	MiWheels Lite	MiWheels Total Loss
Comprehensive cover	Comprehensive cover	<p>Only covers the vehicle where it is a total loss, and the <u>damage</u> exceeds 75% of the sum insured at date of loss.</p> <ul style="list-style-type: none"> ✓ Accidental and intentional damage ✓ Theft and Hijack ✓ Fire and explosion ✓ Liability to other parties. (This is only covered if the insured damaged a <u>moveable</u> item, e.g., a car)
Retail, Market or Trade values	Retail, Market or Trade values	Retail value only to the maximum value of R300 000
Basic excess R5000 or what is sold at time of sale, no percentage excess max 30% of sum insured of the vehicle	Basic excess is 10% of the sum insured	Basic excess can be between R0 and R5000 There will be a R5 000 excess on a liability to other parties' claim.
<p>Additional Excess:</p> <ul style="list-style-type: none"> - Any incident (excluding window glass only) that occurs within the first 3 months of the inception date of this policy and the insured risk or the policyholder has not had 12 months uninterrupted car insurance immediately prior to the start date of this cover R5000 - When the vehicle is being driven by a person under the age of 25 years of age or who has a learners license and is not the regular driver R4750 - Single vehicle accident (including driving into an unoccupied vehicle) R3000 	<p>Additional Excess:</p> <ul style="list-style-type: none"> - Any incident (excluding window glass only) that occurs within the first 3 months of the inception date of this policy and the insured risk or the policyholder has not had 12 months uninterrupted car insurance immediately prior to the start date of this cover R5000 - Any person who is not the regular driver (Regardless of age) R3500 - Excess on a liability claim to other parties R5000 	
R5 000 000 liability to other parties	R2 500 000 liability to other parties	R250 000 liability to other parties

3.8 MiBike

- MiBike is an unsupported product and can be sold as a stand-alone product

3.8.1 Accessories and radios

- All motorcycle accessories that are attached to the bike, as well as non-standard radios (yes, there are motorcycles with radios) should be specified as accessories to enjoy cover. Client to provide the full description for each accessory and the value to replace each accessory

3.8.2 Motorcycle clothing and kit

- All riding gear or apparel such as clothing, helmets, and other kit (not attached to the motorcycle) should be specified under MiMovables as "MiMotorbike Accessories".

3.8.3 Inspections

All motorcycles need to be inspected with the exception of:

- Brand new or demo models on the dealer floor
- Second-hand motorcycles on the dealer floor will be given 48 hours' accident cover without an inspection to give the client time to get the inspection done
- Failure to have the motorcycle inspected may result in a claim being rejected as this is a condition of cover. Furthermore, clients must be advised that a premium will be collected regardless of whether the motorcycle has been for an inspection or not

3.8.4 Learners Licenses

- If the regular rider of a motorcycle has a learner's license only, we will be able to accept the risk provided that the motorcycle is used for private purposes only. According to Law the regular driver of a motorcycle is not allowed to transport a passenger if he/she only has a learner's license.

3.8.5 Minimum ages for motorcycle licenses by Engine size (CC):

- | | |
|--|----------|
| ✓ Learners license for 125CC or less | 16 years |
| ✓ A1 / Learner's license for 125CC or less | 17 years |
| ✓ Learners license for ALL CC | 18 years |
| ✓ A License for all CC | 18 years |

Quad and off-road Motorcycles can be insured and riders under the age of 16 may be noted.

3.8.6 Track Schools

Should the client want to be covered when participating at a track school they will have to select this as a separate peril and pay extra for it. Track cover is only provided for superbikes, naked superbikes or motards. We only provide track cover through approved track schools. Accidental damage is only covered whilst the regular rider is participating in approved track school classes A, B, C & D. The following are the approved track schools:

- SA Biking Academy
- Zwartkops Brunch Cruise for Bikes
- Michelin Superbike School
- Track Daze
- Endo Racing (California Superbike School)
- BMW Rider Academy

- Moto Rider Academy (MRA)
- RedStar Raceway
- Mike Hopkins

Accidental damage resulting from the following is excluded:

- ✓ Open track days
- ✓ Any form of racing
- ✓ All night track events
- ✓ There is no cover for liability whilst participating in and/or attending an Approved Track School event

ONLY the named regular rider is permitted to use the motorcycle on track.

3.8.7 Security requirements

If the value of the motorcycle is **R180 000** or greater, theft and hijack cover is conditional upon the approval or installation of a MiWay approved tracking device.

3.8.8 Optional Cover Available – Additional Premium Charged

- Credit Shortfall
- Specified Accessories

3.8.9 Motorcycle Financial Limits and Excesses

<u>Section</u>	<u>Maximum cover</u>	<u>Excess</u>
MiBike		
Motorcycles	R300 000	10% of the claimed amount with a minimum excess of R3 500
Third Party Liability	R750 000	Liability only claim excess: R2 000
Liability to passengers on own motorcycle (in the event of a valid claim)	R100 000	No Excess
Motorcycle keys	R7000	10% of the claimed amount with a minimum excess of R1 000
Specified Accessories		10% of the claimed amount with a minimum excess of R3 500

Additional Excesses

<u>Condition</u>	<u>Additional Excess payable</u>
When the motorcycle is ridden by a person who is only in possession of a learner's license	10% of the claimed amount with a minimum additional excess of R3 000
When the motorcycle is ridden by a person who is not the regular rider, this is irrespective of when the motorcycle was ridden or the age of the person that drove it.	R5 000

When the incident is an own-damage event or has no evidence of third-party being involved	5% of the claimed amount with a minimum additional excess of R2 500
Any claim that occurs within 12 months of inception of the policy – <i>Unless the client enjoyed uninterrupted motorcycle cover in the 12 months prior to joining MiWay</i>	R2 000
In the event of a theft claim at the risk address where the motorcycle was not stored in a locked garage	10% of the claimed amount with a minimum additional excess of R3 000
In the event of a total loss	5% of the claimed amount with a minimum additional excess of R2 500

**** The additional excesses will be applied over and above the standard excess however will not exceed 40% of the value of the motorcycle***

Module 4: Home contents – MiHome Stuff

4.1 Terms and Conditions

- MiHome Stuff can be sold as a stand-alone product.
- Items that are specifically covered under MiMovables are excluded from cover under this section.
- Cover will be declined where a home is used as a commune, where 3 or more unrelated people are living together.
- Theft cover is conditional upon the security devices, as declared by the client and noted on the policy. These devices must be being properly installed, maintained, and used for the purpose for which they were designed. MiWay may also require additional security at the premises, the details of which will be confirmed with the client and will be noted on the policy accordingly.
- The maximum cover for items kept in an outbuilding is R15,000 unless the security of the outbuilding is the same as the main dwelling. If not, a separate risk can noted on the same policy to cover them for their full replacement value.
- Comprehensive cover **excluding** theft cover will apply to a residence that:
 - ✓ Does not meet the minimum-security requirements; and
 - ✓ Is unoccupied for more than 60 consecutive days
 - ✓ The client can choose to buy extended theft cover to be covered for theft in these instances
- The client may also choose to remove theft cover to reduce the premium even though they meet the necessary security requirements, and the building is not unoccupied for more than 60 consecutive days.
- Jewellery items and wrist watches who individually are worth more than R15000 have the following conditions of cover:
 - ✓ A valuation certificate must be supplied from a reputable jeweller
 - ✓ Must be specified on the policy
 - ✓ Must be kept in a locked, wall mounted, SABS approved safe when not being worn

Thatch lapas and roofs

- If the roof is made of thatch, MiWay will only cover it if the thatch is treated every 7 years and combed regularly. We will also require a SABS certified approved lightning conductor on the premises.
- If there is a thatch lapa attached to the main dwelling or within 5 meters from the main dwelling, MiWay will require a SABS certified lightning conductor.

4.2 Cover Provided

- Covers the personal belongings of those who reside at the address noted on the schedule.
- Sum Insured – Must be current replacement cost, should the client be found to be under insured, average will be applied to claims submitted.
- More than 1 contents risk can be on one policy with different addresses.
- Reasonable costs for temporary accommodation:
 - ✓ Covered to a maximum of 20% of the Sum Insured until such time that the claim has been settled
- Fire Brigade Charges

Insured Perils include:

- ✓ Liability
- ✓ Accidental Breakage to TV sets and glass forming part of furniture
- ✓ Theft and other intentional damage
- ✓ Impact
- ✓ Fire and explosion
- ✓ Acts of nature – Excluding lightning cover.
- ✓ Resultant damage as result of leaking and bursting of geysers and pipes
- ✓ Subsidence and heave

4.3 Additional Benefits

The below cover is provided with no excess applicable:

- | | |
|---|--------|
| - Food that goes off in the fridge or freezer | R2 000 |
| - Fraudulent use of client's cards | R1 000 |
| - Hole in one or full house | R1 000 |
| - Vet's costs for the household pet | R600 |
| - Locks and keys | R1 000 |
| - Laundry from the washing line at home | R2 000 |
| - Garden furniture or tools | R3 000 |
| - Guests' belongings | R3 000 |
| - Domestic employee's contents** | R1 500 |
- **where there are visible signs of forced entry**

- | | |
|--|--------|
| - Theft of the following is covered | |
| ✓ Coin, stamp, or medal collection | R750 |
| ✓ Personal Documents | R300 |
| ✓ Laundry from washing line | R2 000 |
| ✓ Garden Furniture or tools | R3 000 |
| ✓ Guests Belongings | R3 000 |
| ✓ Money** | R300 |
| ✓ Domestic employee's contents** | R1 500 |
| ✓ Groceries from vehicle** | R500 |
- **where there are visible signs of forced entry**

4.4 Business run from home

If the premises is being used for business purposes, MiWay will only consider the following business categories:

- **Administrative:** Client uses standard office equipment (office furniture, computer, stationary) to run his business; there is no specialised equipment or stock involved. Examples in this category: bookkeepers, tax advisors, travel agents
- **Professional:** Client runs the administrative side of his/her business from home, similar to the description of Administrative above. ie.an engineer with an office at home but stock and equipment is kept at a different location and any manufacturing is done off-site. This category includes other professional services like lawyers, accountants etc
- **Other (not fitting the above descriptions):** Plumbers, electricians, hairdressers, beauty salons, physiotherapists, builders, caterer

When any stock is kept on the premises the following will apply:

- If the stock has a value of **R 20 000** or less and the stock does not form part of the exclusion list below, then MiWay will accept the risk of the home contents only under MiHomeStuff (excluding the stock).
- If the stock has a value greater than **R 20 000**, irrespective of whether the stock forms part of the exclusion list or not, MiWay will not cover the risk under MiHomeStuff cover; a Business Insurance quotation will need to be offered to the client
- If the client wants to cover the stock (irrespective of the stock value) then the risk will not be accepted under MiHomeStuff; a Business Insurance quotation will need to be offered to the client

Stock items which are **excluded** from cover are:

- ✓ Money and documents
- ✓ livestock,
- ✓ jewellery & precious metals
- ✓ explosives, fireworks & detonators
- ✓ pesticides & fertilisers
- ✓ flammable paint
- ✓ flammable chemicals & products
- ✓ petroleum & oil products

In addition, MiWay will **not accept** a risk if any of the following are true:

- There is more than one client on the premises at a time, ie. a hairdresser seeing a number of clients at the same time
- There are two or more employees for the Business being run from the premises (excluding the policyholder)

Irrespective of the business category, there will be no cover for any loss or damage caused as a result of conducting business at the premises.

4.5 Optional Cover Available – Additional Premium Charged

4.5.1 Garden & Leisure equipment

- Under the normal comprehensive cover, the client will only be covered for items kept inside the main premises or in lockable outbuildings. But there are certain items that are not usually kept inside the house for example: pool equipment, braais, patio furniture, jungle gyms, trampolines, inflatable pools, portable Jacuzzi's etc... If the client would like to also cover these items, cover is available under this section. This provides cover for items that are designed and intended to be kept outside the house.
- The client must specify the amount for which he would like to insure these items. This is the maximum amount that will be paid out in the event of a claim.
- Note that this will not cover the client for theft of/or damage to items that are not designed or intended to be left outside.

4.5.2 Locks & Keys

- This additional cover, covers the client against the cost of replacing all the locks and keys at the premises if his house keys and remotes are stolen, lost or damaged during a burglary
- The client must specify the amount for which he would like to insure the locks & keys. This is the maximum amount that will be paid out in the event of a claim
- If the client loses his keys or even worse, if his keys are stolen, he might fear that someone will try to gain access to his premises with the intention to burgle the house. He would

therefore want to replace all the remotes/keys/locks. This additional cover will cover the cost of replacing them

4.5.3 Power Surge & lighting

Under standard comprehensive cover, the client will not automatically be covered against damages to appliances as a result of a power surge or lightning. Power Surge & Dips as well as lightning cover is additional cover which covers the client against this type of damage. The client must opt for this cover and pay an additional premium to enjoy cover.

No Sum Insured needs to be specified by the client; the overall Sum Insured will apply.

4.6 Financial Limits and Excesses

<u>Section</u>	<u>Maximum cover</u>	<u>Excess</u>
MiHome Stuff		
Comprehensive cover/ Comprehensive cover excl. Theft	R2 400 000	<ul style="list-style-type: none"> Standard excess: R1 500 Voluntary excess up to a maximum of R5 000 may be selected. Additional excesses - refer to Summary of additional excesses
Roof type:		
<ul style="list-style-type: none"> Concrete Iron/Zinc Shingles Slate Standard Tiles 		
Comprehensive cover/ Comprehensive cover excl. Theft	R2 400 000	<ul style="list-style-type: none"> Standard excess: R1 500 Voluntary excess up to a maximum of R5,000 may be selected. Additional excesses - refer to Stuff Additional excesses
Roof Type:		
<ul style="list-style-type: none"> Asbestos Thatch Wood 		
Extended Theft Cover	Same as the applicable limit above	Same as the selected excess above
Jewellery & Watches (part of comprehensive cover)	Up to 40% of total Sum Insured	Same as selected excess above
Business Equipment (part of comprehensive cover)	Up to 20% of total Sum Insured	Same as selected excess above
Liability to other parties	R5 000 000	Nil
Garden & Leisure equipment		Same as chosen excess above
Locks & Keys		Same as chosen excess above
Power Surges and Dips		R 4500

Additional Excess

<u>Condition</u>	<u>Additional excess payable</u>
Any claim that occurs within 3 months of the inception date of the policy. Unless:	R2 000
<ul style="list-style-type: none"> The client enjoyed uninterrupted Home Contents cover in the 6 months prior to joining MiWay 	

*** The additional excesses will be applied over and above the standard excess**

Module 5: Buildings – MiPlace

5.1 Terms and Conditions

- MiPlace can be sold as a stand-alone product
- Cover will be declined where a home is used as a commune, where 3 or more unrelated people are living together
- The client must inform MiWay if construction or renovations are taking place on the property
- Outside fixtures on the premises need to be specified. This includes swimming pool pump, borehole pump, gate motor, intercom & satellite dish
- Theft cover is conditional upon the security devices, as declared by the client and noted on the Coversheet. These devices must be being properly installed, in good working order, and used for the purpose for which they were designed. MiWay may also require additional security at the premises, the details of which will be confirmed with the client and will be noted on the policy
- Comprehensive cover **excluding** theft cover will apply to a residence that:
 - ✓ Does not meet the minimum-security requirements
 - ✓ Is unoccupied for more than 60 consecutive days
 - ✓ The client can choose to buy extended theft cover to be covered for theft in these instances
 - ✓ The client may also choose to remove theft cover to reduce the premium, even though they meet the necessary security requirements, and the building is not unoccupied for more than 60 consecutive days

Thatch lapas and roofs

- If the roof is made of thatch, MiWay will only cover it if the thatch is treated every 7 years and combed regularly. MiWay will also require a SABS certified approved lightning conductor
- If there is a thatch lapa attached or within 5 meters of the main dwelling, MiWay will require a SABS certified lightning conductor

5.2 Cover Provided

The permanent structures at the address noted on the policy schedule. MiPlace covers the permanent structures at the property. This includes the home and the outbuildings, whether they are separate from the home or not, at the address noted on the policy. It also includes all permanent fixtures, fittings, and improvements, such as walls, patios, driveways, gate motors, tennis courts, underground pipes and cables forming part of the building, swimming pools, pool pumps-, borehole- and spa pumps.

- Multiple Buildings can be Insured on one Policy, under different Risk addresses
- Reasonable costs for temporary accommodation:
 - ✓ Covered to a maximum of 20% of the Sum Insured until such time that the building is fit to live in again
- Fire Brigade Charges
- Loss or damage to fixtures, fittings and building materials while building.

Insured Perils include:

- ✓ Liability
- ✓ Accidental Breakage to fixed glass, sanitary ware, pipes, and connections
- ✓ Theft and other intentional damage
- ✓ Impact
- ✓ Fire and explosion
- ✓ Acts of nature – Excluding Lightning
- ✓ Leaking and bursting of geysers and pipes
- ✓ Subsidence

Geysers and pipes

Leaking and bursting of geysers and pipes are covered for both sudden and unforeseen events as well as due to rust, wear & tear, or gradual deterioration.

- ✓ Where loss or damage is as a result of rust, wear & tear or gradual deterioration it will only be covered by the policy once.
- ✓ Geyser or pipe will be covered in full.
- ✓ Resultant damages to things like walls, ceiling etc. is covered however limited to R10 000.

5.3 Sum Insured

- Replacement cost minimum R175 000
- If the client is found to be under insured, average will be applied at claims stage
- The client must include costs for professional and municipal fees, demolition charges, debris removal and making the site safe. This is added on top of the replacement value and can be calculated at 15-20% of replacement value of the building

5.4 Optional Cover Available – Additional Premium Charged

Power Surge & lighting

Under standard cover, the client will not automatically be covered against damages to building fixtures and fittings as a result of a power surge or lightning. Power Surge & Dips as well as lightning cover is additional cover which covers the client against this type of damage. The client must opt for this client and pay an additional premium to enjoy cover.

No Sum Insured needs to be specified by the client; the overall Sum Insured will apply.

5.5 Financial Limits and Excesses

Section	Maximum Cover	Excess
MiPlace		
Roof type: <ul style="list-style-type: none"> • Asbestos • Concrete • Slate • Iron/Zinc • Wood • Shingles • Tile roof 	R6 000 000	<ul style="list-style-type: none"> • Standard excess: R2 200 • Can select different excesses for different risks • Additional excesses – refer to <u>Summary of additional excesses</u>
Roof type: <ul style="list-style-type: none"> • Thatch roof 	R4 000 000	<ul style="list-style-type: none"> • Standard excess: R2 200 • Can select different excesses for different risks • Additional excesses – refer to <u>Summary of additional excesses</u>

Additional Excess

Condition	Additional excess payable
Any claim that occurs within 3 months of the inception date of the policy. Unless: <ul style="list-style-type: none"> - The client enjoyed uninterrupted Building's cover in the 6 months prior to joining MiWay 	R2 000

** The additional excesses will be applied over and above the standard excess*

5.6 MiPlace Compact

5.6.1 Terms and Conditions

- MiPlace Compact can be sold as a stand-alone product
- Clients can choose the amount of cover that they would like
- Policies are subject to a cover limit chosen by the policyholder
- The cover limit is the maximum amount payable on any claim
- Unlike a Sum Insured, a cover limit may be lower than the full replacement cost of the building
- There is no cover for additional structures that are not attached to the main building
- There is no cover for geysers

5.6.2 Cover Provided

- **Provides cover against any damage to the building** as well as any permanent fixtures and fittings, forming part of my building, as noted on the Coversheet
- **MiPlace compact** has been designed to offer a fixed bundle of benefits
- Risks cannot be activated or deactivated

Insured Perils include:

- ✓ Fire & Explosion
- ✓ Lightning
- ✓ Storm, Wind, Hail, Snow
- ✓ Liability
- ✓ MiHelp Home Assist

5.6.3 Cover Limit

- MiPlace compact covers the client for a minimum of R36 000 and a maximum of R349 999

5.6.4 Excess

- The standard fixed excess is R1000 per claim.
- Excess cannot be adjusted.
- There is no excess payable on liability or Home Assist claim

Differences between MiPlace Standard and MiPlace Compact		
	Standard	Compact
Value used	Sum insured	Cover limit
Max limit	R15 000 000	R350 000
Standard Excess	R2 200	R1 000
Standard risks included	<ul style="list-style-type: none">✓ Fire & Explosion✓ Storm, Wind, Hail, Snow✓ Liability✓ MiHelp Home Assist✓ Theft/Burglary✓ Burst/Leaking Geyser✓ Burst/Leaking Pipes✓ Earthquake✓ Movement of ground/landslip	<ul style="list-style-type: none">✓ Fire & Explosion✓ Lightning✓ Storm, Wind, Hail, Snow✓ Liability✓ MiHelp Home Assist
Optional Add-on cover	<ul style="list-style-type: none">✓ Power surges & lightning✓ Extended theft cover	✓ N/A

Module 6: All Risk – MiMovables

6.1 Terms and Conditions

- A risk which needs to be supported by either MiWheels, MiHome Stuff or MiPlace risk. If MiMovables are not supported by MiHomeStuff then the specified items must be 24/7 type items i.e., cell phones, wedding rings, wrist watches and laptops
- This Section **does not** cover the items belonging to children who live in a residence while at university or college most of the time as it is away from the address noted on the schedule

6.2 Cover Provided

- Covers the personal belongings of those who reside at the address noted on the schedule that are worn/carried out of the home.
- Insured Perils include
 - ✓ Accidental loss or damage to specified and unspecified items
 - ✓ There is no liability cover

Territorial Limits

- Cover is worldwide
- There will be no cover if the items are out of South Africa for more than 2 consecutive months

Sum Insured

- Replacement cost
- If the client is under insured, average will be applied at claims stage
- Jewellery and wrist watches have the following terms and conditions if over R15 000
 - ✓ A valuation certificate must be supplied from a reputable jeweller
 - ✓ Must be specified on the policy

6.3 Unspecified Cover

- Items whose individual value is less than R1 500 can be covered under unspecified, cell phones, electronic items and jewellery must however be specified irrespective of their value
- A global amount will be taken, and the client will be covered up to that amount for any one incident

6.4 Specified Cover

- All items whose individual value is over R1 500 must be specified and a premium paid.

6.5 Specific Exclusions

- No cover for items stolen from an unattended vehicle unless they were concealed in the boot or concealed in a cubbyhole and there were visible signs of forced entry
- No cover for accidental damage to sporting equipment or hobby items while in use. This however **excludes bicycles**
- MiWay **does not** cover any remote-control flying aircraft i.e., Drones

6.6 Financial Limits and Excesses

<u>Section</u>	<u>Minimum cover</u>	<u>Maximum cover</u>	<u>Excess</u>
MiMovables			
Unspecified cover (. UNSPECIF)	R3 000 in total	R75 000 in total, R1 500 per item	Standard excess R680
Unspecified HIGH cover (. UNSPECFHI)	R5 000 in total	R75 000 in total, R5 000 per item	Standard excess R680
Specified cover	R500 per item	R75 000 per item R120 000 per item in case of Road & Mountain bike or Golf cart	Standard excess R680

Additional Excess

<u>Condition</u>	<u>Additional excess payable</u>
Any claim that occurs within 3 months of the inception date of the policy. Unless: - The client enjoyed uninterrupted All Risks cover in the 6 months prior to joining MiWay	R2 000

*** The additional excesses will be applied over and above the standard excess**

Module 7: Bicycle - MiBicycle

7.1 Terms and Conditions

- MiBicycle is an unsupported product and can be sold as a stand-alone product
- The amount the client insures their bicycles for will be the maximum amount MiWay will pay in the event of a valid claim; this should include any modifications/customizations made. The amount should therefore cover the total replacement value of the bicycle. If the client stipulates an amount less than the value of their bicycle, they will be underinsured, and average will be applied at claims stage.
- It is the client's responsibility to make sure that the bicycle is insured for the correct insured value at all times, including at their policy's Annual Renewals period.
- Any riding gear, i.e., any accessories that are not attached to the bicycle (e.g. Helmet, cycle clothing, cycle shoes, sunglasses, cycling gloves, protective gear set, etc.), should be covered separately under MiMovables for their replacement value
- Downhill bicycles are generally not insurable however can be referred to MiWay to consider the risk

7.2 Cover Provided

- Accidental and Intentional Damage
- Theft and Hijack
- Fire and Explosion
- Acts of Nature (Earthquake, Flood, Hail, Lightning, Snow, Storm)

7.3 Specific Exclusions

- Theft, loss, or damage to the bicycle or any of its parts while unattended is not covered, unless the bicycle is secured to an immovable object, a vehicle or trailer by an approved lock and cable or chain or locked inside a vehicle or trailer and entry and/or removal must be accompanied by forcible means.
- Theft, loss, or damage to the bicycle whilst in transit by road, is not covered unless attached to the vehicle or trailer with approved locks and cable or chain or locked inside a vehicle or trailer. The bicycle carrier must be securely bolted or locked to the vehicle or trailer by an approved lock and entry and/or removal must be accompanied by forcible means.
- Loss or damage to the bicycle whilst in transit by air, rail or sea is conditional upon the bicycle packaged in a secure box or bag that was designed to transport a bicycle.
- Loss or damage to the bicycle whilst being used by a professional cyclist during a race or competing in a competition for which they earn an income, is not covered.
- There is no cover for any liability claims arising from the use of the bicycle.
- Damage caused by the over torquing of the clamps that hold the handles or saddle on a carbon framed bicycle is not covered.

7.4 Financial Limits and Excesses

<u>Section</u>	<u>Minimum Cover</u>	<u>Maximum Cover</u>	<u>Excess</u>
MiBicycle			
Bicycle	R3 500	R120 000	10% of the claimed amount with a minimum excess of R2 000

Additional Excess

<u>Condition</u>	<u>Additional excess payable</u>
Any claim that occurs within 3 months of the inception date of the policy. Unless: <ul style="list-style-type: none"> - The client enjoyed uninterrupted Bicycle cover in the 6 months prior to joining MiWay 	R2 000

** The additional excesses will be applied over and above the standard excess*

Module 8: Watercraft - MiWatercraft

8.1 Terms and Conditions

- MiWatercraft is a supported product and cannot be sold as a stand-alone product, this risk needs to be supported by either MiWheels, MiHome Stuff or MiPlace risk
- This risk can only be covered for Comprehensive cover
- Watercraft may only be used for private use

8.2 Cover Provided

- Covers motorboats, ski boats, or wet bikes

Insured Value

- Reasonable market value

Territorial Limits

- South Africa, Botswana, Lesotho, Malawi, Mozambique, Namibia, Swaziland, Zambia and Zimbabwe.
- Outside of SA only covered for:
 - ✓ Own Damages only - no liability
 - ✓ Private Use only

8.3 Optional Cover Available – Additional Premium Charged

- Non-standard accessories
- Liability to a water-skier

8.4 Financial Limits and Excesses

<u>Section</u>	<u>Maximum cover</u>	<u>Excess</u>
MiWatercraft		
Standard Cover	R125 000	Standard Excess: R1 000

Additional Excess

<u>Condition</u>	<u>Additional excess payable</u>
Any claim that occurs within 3 months of the inception date of the policy. Unless: <ul style="list-style-type: none"> - The client enjoyed uninterrupted Watercraft cover in the 6 months prior to joining MiWay 	R2 000

*** The additional excesses will be applied over and above the standard excess**

Module 9: Caravan - MiCaravan

9.1 Terms and Conditions

- MiCaravan is a supported product and cannot be sold as a stand-alone product, this risk needs to be supported by either MiWheels, MiHome Stuff or MiPlace risk
- This risk can only be covered for Comprehensive cover
- Caravans being used for either Business Use or as a permanent residence will not be covered
- The contents of a caravan are to be insured under the Caravan product and not under MiHome Stuff. The contents of the caravan can be defined as things that are not fixed to the caravan but are mostly kept inside the caravan. The value of the caravan's contents must be specified under the 'Caravan Contents' risk

Inspections

All Caravans must be taken for an inspection

9.2 Financial Limits and Excesses

<u>Section</u>	<u>Maximum Cover</u>	<u>Excess</u>
MiCaravan		
Standard Cover	R300 000	10% of the claimed amount with a minimum value of R2 000
Contents	R40 000	R2 000
Specified Accessories	R30 000	R2 000

Additional Excess

<u>Condition</u>	<u>Additional excess payable</u>
Any claim that occurs within 3 months of the inception date of the policy. Unless: <ul style="list-style-type: none"> - The client enjoyed uninterrupted Caravan cover in the 6 months prior to joining MiWay 	R2 000

*** The additional excesses will be applied over and above the standard excess**

Module 10: Trailer - MiTrailer

10.1 Terms and Conditions

- MiTrailer is a supported product and cannot be sold as a stand-alone product, this risk needs to be supported by either MiWheels, MiHome Stuff or MiPlace risk
- This risk can only be covered for Comprehensive cover
- Trailers being used for Business use will not be covered
- The contents of a trailer are to be insured under the MiMovables section

Inspections

All trailers must be taken for an inspection

10.2 Financial Limits and Excesses

<u>Section</u>	<u>Maximum Cover</u>	<u>Excess</u>
MiCaravan		
Standard Cover	R200 000	10% of the claimed amount with a minimum excess of R2 000

Additional Excess

<u>Condition</u>	<u>Additional excess payable</u>
Any claim that occurs within 3 months of the inception date of the policy. Unless: <ul style="list-style-type: none"> - The client enjoyed uninterrupted Trailer cover in the 6 months prior to joining MiWay 	R2 000

*** The additional excesses will be applied over and above the standard excess**

Module 11: MiPersonal Accident

11.1 Terms and Conditions

- MiPersonal Accident covers the policyholder for death caused directly and solely as a result of bodily injury, caused by an accident which occurred anywhere in the world. This cover is automatically added to all policies at a monthly premium of R6,60
- There is no cover where the policyholder was intentionally killed, ie. murder
- The policyholder must be between the ages of 14 and 70
- Death must occur within 12 months of the accident
- Only death caused by an accident. This is not limited to car accidents but includes any type of accident
- We will only pay out on presumption of death (where a body was never found after the accident) if there was a car, plane, or watercraft accident
- There is also a list of general exclusions in our policy wording which excludes things like suicide, insanity, extreme sports etc.
- Benefit payable upon a valid claim is R25 0000

Module 12: Value Added Products

12.1 MiMotor Combo

12.1.1 Terms and Conditions

- MiMotor Combo covers the vehicle for **minor repairs** caused by day-to-day motoring.
- MiMotor combo is an unsupported product line, it has three perils that can be selected on a stand-alone basis:
 - ✓ MiMotor Combo (Scratch and Dent + Tyre and Rim)
 - ✓ MiMotor Scratch and Dent
 - ✓ MiMotor Tyre and Rim
- MiMotor Combo Covers any passenger vehicle, light delivery vehicle (LDV) with a gross vehicle mass not exceeding 3 500kg
- Only the vehicle that is noted on the Coversheet will be covered, for multiple vehicles to be covered, each vehicle will need to have separate MiMotor Combo cover.
- No inspection prior to commencement of cover is required.
No incidents which occurred before inception of the cover or within the first 30 days of inception of the cover will be covered.
- **The policyholder must obtain MiWay's prior consent before commencing with any repairs.**

Exclusions

- Damage falling outside the period of insurance
- Damage caused by a vehicle accident
- Damage caused by hail
- Liability to other parties
- Damage caused by wear and tear
- Damage caused by stickers or decals
- A full list of exclusions can be found in the Policy Wording

12.1.2 Cover Provided

12.1.2.1 MiMotor Combo (Scratch and Dent + Tyre and Rim)

- MiMotor Combo is a combined cover that consists of Scratch and Dent as well as Tyre and Rim cover. It covers minor repairs to chips, dents, and light scratches, including windscreen chips and rim scratches, damage to rims/alloy wheels and tyres caused by day-to-day motoring.
- The maximum claim amount per annum is R10,000 for MiMotor Combo (Scratch and Dent + Tyre and Rim) cover.

12.1.2.2 MiMotor Scratch and Dent

- The MiMotor Scratch and Dent covers vehicles against minor damage caused by day-to-day motoring:
 - ✓ Chips which are smaller than 5 millimeters in diameter
 - ✓ Minor dents that are smaller than 15 centimeters in length
 - ✓ Light scratches (less than 25cm in length), provided that the damage area does not extend over 2 or more adjacent body panels
 - ✓ Windscreen chips up to a maximum of 10 millimeters in diameter, provided that the damaged area hasn't cracked beyond the chip. There will be no cover if the chip impairs the driver's view.

12.1.2.3 MiMotor Tyre and Rim

- MiMotor Tyre and Rim covers vehicles for minor repairs caused by day-to-day motoring:
 - ✓ Rim/Alloy wheel scratches up to a maximum of 25 centimeters in length and diameter
 - ✓ Damage to rims/alloy wheels and tyres where the damage does not extend beyond the rim/alloy wheel/tyre. Therefore, if the damage to the rim/alloy wheel/tyre is caused due to the policyholder driving through a pothole and only the rim/alloy wheel/tyre is damaged and nothing else, then the damage will be covered up to the maximum claim amount. If for example, the tyre is slashed, then the damage will not be covered as this is not caused by to day-to-day motoring.
- The maximum claim amount is R5,000 per annum for MiMotor Scratch and Dent as well as for MiMotor Tyre and Rim. If the damage falls in the category of what is covered and exceeds R5,000, then the maximum claim amount will be paid less the excess.

12.1.3 Financial Limits

- MiMotor Combo excess is **R350**.
- The maximum claim amount **per annum** is **R10,000**
- Tyre and Rim OR Scratch and Dent the cover limit per annum is **R5000**
- MiWay will not charge excess on a windscreen chip.

Product	Premium
MiMotor Combo	R99 p/m
Scratch & Dent cover	R59 p/m
Tyre & Rim	R59 p/m

12.2 MiWarranty

12.2.1 General Terms and Conditions

- MiWarranty is an unsupported product (stand-alone), it therefore does not have to be supported by another product line.
- Before granting MiWarranty, we will take into account a **vehicle's age and mileage**.
- Kicks in once manufacturer's standard warranty has expired
- There is a 30-day standstill period from inception, which means that if something happens in the first 30 days of cover, it will not be covered.

12.2.2 Cover Options Available

- MiWarranty has two cover options:
 - ✓ Standard Cover
 - ✓ Double up
- They both cover for the same components, the difference is with the pay-out

The client is covered under the following circumstances:

- Pays premium
- Reports an incident within 30 days
- Practices all reasonable care and takes all reasonable steps, to service the vehicle and keep it roadworthy.
- Service parameters – The Vehicle must be serviced in line with the manufacturer's specifications and recommended intervals.
- Extensions to service deadlines – MiWay will allow 1000 km leeway or 30 days which ever one comes first.
- Proof of service history – keep service receipts/invoices as proof that services are carried out in the proper manner
- Approved service garages – Services must be carried out at garages that offer full repair and service facilities. Acceptable garages include those:
 - ✓ appointed as service agents for a manufacturer
 - ✓ approved by a manufacturer
 - ✓ that are members of the RMI (Retail Motor Industry) Organisation.

Component Cover

- *The basic compensation depends on the benefit that the vehicle qualifies for at the time of the incident and whether the client has selected the Standard or Double-up cover.*
 - ✓ **Benefit 1: Current year model** & vehicles which have travelled less than **80 000 Km**.
 - ✓ **Benefit 2:** Vehicles less than **5 years** from the first date of vehicle registration which have travelled less than **120 000 Km**.
 - ✓ **Benefit 3:** Vehicles less than **8 years** from the first date of vehicle registration which have travelled less than **160 000 Km**.
 - ✓ **Benefit 4:** Vehicles less than **15 years** from the date of first registration which have travelled less than **350 000 Km**.

Benefits Table

Components Covered	Standard				Double-Up			
	Benefit 1	Benefit 2	Benefit 3	Benefit 4	Benefit 1	Benefit 2	Benefit 3	Benefit 4
Air-Conditioner	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Braking System	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Cambelt Failure	3,000	2,500	2,000	1,500	6,000	5,000	4,000	3,000
Clutch	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Cooling System	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Differential	5,000	4,000	3,000	2,000	10,000	8,000	6,000	4,000
Drive Shafts (Prop Shafts)	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Electrical Components	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Electronic Ignition	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Engine	7,000	5,000	4,000	3,000	14,000	10,000	8,000	6,000
Free Wheel Hubs	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Fuel System	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Induction System	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Management System	3,500	3,000	2,500	2,000	7,000	6,000	5,000	4,000
Overheating/Over fueling	3,000	2,500	2,000	1,500	6,000	5,000	4,000	3,000
Steering	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Suspension	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
Transmission	5,000	4,000	3,000	2,000	10,000	8,000	6,000	4,000
Turbo charger	3,500	3,000	2,500	2,000	7,000	6,000	5,000	4,000
Wheel Bearings	2,500	2,000	1,500	1,000	5,000	4,000	3,000	2,000
If cause was wear and tear	50% of the benefit				50% of the benefit			

- Important to note:

- ✓ Any part that is not listed is not covered
- ✓ Any pre-existing condition on any part listed is not covered
- ✓ Where failure of, or damage to, any component or part can be classified under two of the benefits or headings, the lesser benefit or amount will apply

12.2.3 Financial Limits

- There is no excess payable on this product
- Cover includes two towing events in South Africa per year for valid claims, up to a maximum of R1,000 per tow.

Product	Premium
Standard Cover	R99 p/m
Double up	R199 p/m

The above covers for the same components, the difference is with the pay-out

Module 13: Additional Benefits

13.1 MiHelp

What is an emergency?

- A roadside emergency is any sudden, unexpected event away from my home that requires immediate and/or urgent assistance to ensure the safety of my vehicle's occupants or to limit/minimise or prevent loss/further damage to my vehicle.
- A home emergency is any sudden, unexpected event at my home. These are events that require the immediate and/or urgent services of a domestic tradesman or repairer to ensure the safety of the occupants at my home or to limit/minimise further damage to my home.

13.1.1 MiHelp Roadside Assistance

- Roadside assistance and WeDrive automatically applies in South Africa to each vehicle where MiHelp is noted to be included on the Coversheet.

Overall Cover Limit per Rolling Year	
R4 000 or a maximum number of 3 incidents (The cost for materials, parts and additional labour are not covered)	
<i>MiHelp is still available even if the annual limits are exceeded, but the costs incurred will be for my own account.</i>	
What is covered?	Limits
Breakdown (excluding accidents): tow to nearest service provider/place of safekeeping	Initial tow in cost (Cost of additional towing is not covered)
Safe storage for vehicle	Up to R500
Flat tyre, flat battery, keys locked in vehicle	Call-out + 1 hour labour
Run out of fuel	1 Call-out per rolling year (Cost of fuel is not covered)
If I am stranded more than 100km from my home	
Hotel accommodation/alternative transportation (taxi, car rental)	Up to R500
Repatriation of my vehicle	Up to R1 000

13.1.2 MiHelp Home Assistance

Overall Cover Limit per Rolling Year for each address noted on my Coversheet	
R2 000 (The costs for materials, parts and additional labour are not covered) <i>MiHelp is still available even if the annual limits are exceeded, but the costs incurred will be for my own account.</i>	
What is covered?	Limits
Locksmith, electrician, builder, plumber, glazier, beekeeper and tree feller	Call-out + 1 hour labour
Assistance with repair of home appliances (excluding audio and computer equipment)	Call-out + 1 hour labour
Lost bank card notification	Notification of relevant authority
Security	Call-out + 12-hour shift
<i>MiHelp will at the client's request, relay emergency notification to police, ambulance, fire brigade or any other emergency services.</i>	

Home assistance is automatically included if the client has MiHomeStuff or MiPlace covered with MiWay

13.1.3 MiHelp Medical Access

If the client is involved in a Medical Emergency, MiHelp can facilitate arranging the following services, however, ***all costs incurred are for the client's account.***

Medical Advice and Information Hotline	General medical information and advice are available 24 hours from medical personnel, including paramedics, nurses, and doctors. This is an advisory service only.
Emergency Medical Advice and Assistance Hotline	Guidance through a medical crisis – provide the client with emergency advice and organise for the client to receive the support needed utilising the 24-hour Alarm Centre Doctor. The service includes: rape, family and domestic abuse, trauma, child abuse, bereavement, HIV, suicide, and poison hotline.
Emergency Medical Response to the scene of a Medical Emergency and Medical Transportation	An appropriate road and/or air response, whichever is the most medically appropriate and within the area, will be undertaken utilising an ambulance, a rapid response vehicle or a helicopter immediately to the scene of the medical emergency.
Inter-Hospital Transfer	One-way transportation by road or air ambulance, whichever is most medically appropriate in the opinion of the attending doctor, to a more suitable or appropriate medical facility for managing the client's condition.
Medical Repatriation	In the event of hospitalisation outside client's hometown (greater than 100km from place of residence), MiHelp will arrange for repatriation to a hospital in or near client's hometown.
Escorted Return of Minors	In the event of minor children being stranded as a result of client's hospitalisation, MiHelp will arrange for their transportation, under supervision where necessary.
In-Hospital Medical Monitoring	MiHelp will monitor client's medical condition for the duration of client's hospitalisation outside of their hometown.
Compassionate Visit	Should the client be hospitalised outside their hometown for a period exceeding 5 consecutive days, MiHelp will arrange for the transportation of a close relative to visit them.
Repatriation of Mortal Remains	In the event of the client's death outside of their hometown (greater than 100km from the place of residence), MiHelp will assist with the necessary formalities involved in transporting the client's mortal remains to a location in their hometown.

✓ **MiHelp Contact Details: 08 600 767 64 (08 600 SOS Mi)**

Emergency assistance 24 hours a day, 7 days a week.

13.2 WeDrive

- We drive is a take-me-home service offered as part of MiHelp Roadside Assistance. Clients and their insured car are safely driven home after over-indulging on a night out.
- A policyholder or regular driver may book WeDrive for any person driving the risk vehicle.
- Clients with MiHelp cover get 6 free WeDrive trips per year.

13.2.1 How Does WeDrive Work?

- Clients can book a WeDrive trip by calling the MiHelp number on **0860 07 67 64**, during operating hours. This can be done from one week, up to two hours before a trip is needed. To ensure the availability of the service, we recommend booking as early as possible.
- The call centre will dispatch two drivers to the client.
- The drivers will call the client once they arrive.
- One of the drivers will safely drive the client home in their own car.
- There is no activation needed, and no upfront costs involved.
- This service is available in Johannesburg, Pretoria, Cape Town, Durban, Bloemfontein, Nelspruit, George, Port Elizabeth, and East London
- If distance does not fall within an acceptable kilometre radius, or if additional service is required for someone who is not insured with MiWay, additional fees will be negotiated with the client beforehand.

13.2.2 WeDrive Collection Arrangement

- Clients must ensure that calls for collection are made before 01h00.
- The earliest pick up will be done at 05h30 and the last will be at 03h00.
- Clients must make a booking at least 48 hours in advance for collections at peak times. These include over weekends, public holidays (the night before and on the day) and, in some instances, major public events that happen within the covered areas

