

# Policy wording update

30 September 2024

We've updated our policy wording! To help you spot what's different, we've put together a summary of the changes that apply to your policy below.

Here's a little key to help:

<b>New additions</b>	Where we've added something new to the policy wording.
<b>Minor changes to current wording</b>	Small changes have been made to already existing wording. We've highlighted them in blue so that you can spot them easily.
<b>What's been removed</b>	Just so you know what we've taken out of the policy wording.

**P.S.** For existing cover this applies from 31 October 2024, for any new cover you buy on or after 30 September 2024 these updated wordings will apply immediately.

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# INSURANCE BASICS

New additions	
<b>General conditions (Page 12)</b>	<p>Blacklisted cell phones</p> <p>There is no cover for loss of or damage to a cell phone or any other electronic device that has been blacklisted by the service or network provider before it was insured with us.</p>

Minor changes to current wording	
<b>If you don't pay your premiums (Page 6)</b>	<p>If any card collection attempt is rejected because of insufficient funds or your card not working, we will attempt to collect again within 30 days.</p> <ul style="list-style-type: none"><li>• We will allow a 30-day grace period (extra time) from the premium collection date, during which we will try to collect the premium. This grace period does not apply to the payment of the first premium.</li><li>• If we are able to collect the premium, your cover will continue.</li><li>• If the premium collection is not successful within 30 days, we will cancel your policy after the 30-day period. The cover will end at midnight on the day that we cancel your policy. The outstanding balance at that date will remain on your account and will need to be settled before you can take out cover with Naked again.</li></ul>

	<ul style="list-style-type: none"> <li>• If you stop the card collection authorisation directly with your bank, the policy will end on the last day of the previous cover period (i.e. there is no grace period).</li> <li>• We will not pay any valid claims that happen during the 30-day grace period, unless you pay us the outstanding premium before the end of the grace period.</li> </ul>
<p><b>Trade and economic sanctions (Page 13)</b></p>	<p>We cannot provide cover and we will not be liable to pay any claim or provide any benefit if that means we would not comply with any sanction, banning or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, as well as United Kingdom or United States of America, provided that these are not in contradiction to the legislative requirements applicable to us. If we find out that you are subject to such sanctions, we will cancel your policy from the policy start date or the date that you become subject to sanctions. We will refund any premiums paid by you and will not pay any claims.</p>
<p><b>Prescription - expiry of claims (Page 15)</b></p>	<p>A claim will prescribe after 12 months from the date of the insured event, unless any of the following applies:  You have referred the claim to the National Financial Ombud Scheme South Africa NPC;</p>
<p><b>When we will not pay back your excess (Page 20)</b></p>	<p>If the amount of your excess is less than the maximum limit allowed by the Small Claims Court, then the Small Claims Court is the cheapest and most effective method of claiming your excess from the third party.</p>

### **Third party liability process (Page 21)**

After we have paid you for a claim for the loss or damage to your insured item, we will assess whether there is a possibility of a liability action against you. If you are covered for third party liability only, you must notify us of any potential liability claims. The process will then start when the third party approaches us about a liability claim, following which we will consider whether you are responsible for causing the loss or damage. This means that the other person, or that person's insurer, might hold you responsible for the damage to that person's property.

# CAR INSURANCE

New additions	
<b>Cover conditions (Page 7)</b>	<p>Exercise due care: You must take all reasonable steps to avoid damage to your car by:</p> <p>Avoiding situations with a high risk of accident or loss. This includes being careful in adverse weather conditions such as rain or if the road has many potholes. Travelling at speeds over what is proper for the conditions, such as wet roads, may affect the outcome of your claim. When driving on a 4x4 trail, care should be taken to avoid driving through terrain that could damage your car.</p> <p>Avoid the risk of your car being stolen. By ensuring that your car is locked when leaving it unattended. Adhering to any security requirements as stated on the app.</p>
<b>Specific conditions (Page 23)</b>	<p>Access to this service may be limited if your car is on a recognised 4x4 off-road trail or driven away from public, prepared or graded private roads. Additionally, if the location of your car is inaccessible to assistance vehicles without 4x4 functionality, Emergency Assistance will not be available to you.</p>
<b>How we settle claims (Page 30)</b>	<p>We may decide whether to repair, replace or write your car off</p>

Naked Financial Technology Pty Ltd is an authorised Financial Services Provider (FSP 48822). Policies are underwritten by The Hollard Insurance Company Limited, a Licensed Non-Life Insurer and authorised Financial Services Provider (FSP 17698).

	If we accept a claim for your car, we may decide whether to repair, replace, or deem the car a total loss. Our decision will be based on the extent of the damage, the cost of repairs, and the overall condition and value of the car.
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Minor changes to current wording	
<b>Cover conditions (Page 6)</b>	An international driver's licence or permit must be converted to a South African licence within <b>one</b> year of the driver becoming a permanent resident, otherwise the licence is invalid and the driver will be considered unlicensed.
<b>Keys and remote control units (Page 8)</b>	<b>The costs reasonably and necessarily incurred to replace or repair keys and remote control units that are lost, stolen or damaged in a specific and identifiable event that is not excluded elsewhere under this policy. This benefit also applies if you suspect that an unauthorised person has access to duplicates.</b>
<b>Other people driving your car (Page 13)</b>	If someone else drives your car, that person will also be covered for legal liability, as described above, <b>if they are not covered for liability under another policy.</b> You must have given the person permission to drive your car.
<b>Your cover details (Page 15)</b>	The value of the car <ul style="list-style-type: none"> <li>• In the event of a total loss claim, we will base the claim amount on the listed retail value as at the date of the claim event, plus the</li> </ul>

	<p>insured value of all the accessories and modifications listed under Extras, less your excess. However, if we discover that your car has previously been declared a code 3 write-off and has since been rebuilt, we will only pay out 70% of the retail value of the vehicle. You will only have cover for the credit shortfall (as explained above) if you had selected this cover before the incident.</p>
<p><b>Vehicle inspection (car selfie) (Page 16)</b></p>	<p>You must submit an inspection of your car (called a "car selfie" or "selfie"), by using the Naked Insurance app. This means taking pictures or videos of the car and supplying us with any supporting information that we ask for, to confirm to us that the car exists and is in good condition.</p> <p>You must submit a selfie promptly after your cover starts.</p> <p>We use the selfie to verify the condition and existence of your car at the start of your cover and to determine if we can insure it.</p> <p>Without the selfie, we may be unable to approve your claim, as we can't confirm the car's condition or existence at the start of your cover. In this case, we may void your cover and refund your premiums, meaning it will be as if your car was never insured.</p> <p>We may also ask you to submit a car selfie when you change your cover from Stationary Cover to Comprehensive Cover.</p>
<p><b>Extras: Optional on Comprehensive and Stationary Cover (Page 19)</b></p>	<p>You must let us know if any extra equipment ("extras") has been fitted to</p>

	<p>your car, and specify the value of the extras in the app. The extras may either be factory-fitted or non-factory-fitted and may include equipment like tow bars, sunroofs, and upgraded sound systems.</p> <p>You will only be covered for extras that are included in your policy snapshot, up to their insured value. These extras will also only be covered if they are not listed in the manufacturer's specification, and are therefore not included in the retail value of your car. For extras not fitted by the car manufacturer as standard factory-fitted equipment, you must provide proof of purchase and ownership to help us process your claim.</p>
<p><b>Specific conditions (Page 22)</b></p>	<p>This service is limited to an overall limit of R5,000 or <b>2 incidents</b> of roadside assistance and towing costs for every continuous 12-month period:</p>
<p><b>Roadside assistance (Page 23)</b></p>	<p>Flat battery (jump-start only - replacement of the battery will be for your account). <b>Limited to call out fee and 1 hour of labour.</b></p> <p>Flat tyre (help with change of tyre). <b>Limited to call out fee and 1 hour of labour.</b></p> <p>Keys locked in the vehicle (unlocking only). <b>Limited to call out fee and 1 hour of labour.</b></p> <p>Fuel assistance (fuel will be for your own account). <b>Limited to call out fee.</b></p> <p>Minor roadside - running repairs (electrical, coil, immobiliser, etc.) <b>Limited to call out fee and 1 hour of labour.</b></p> <p>Tow-in service to the nearest approved dealership (if the car is still under warranty) repair centre or panel beater in the event of:</p> <p>Mechanical breakdown – <b>Limited to the cost of the first tow.</b></p>

	Electrical breakdown – Limited to the cost of the first tow.
<p><b>Exclusions (Page 25)</b></p>	<p>Alcohol, drugs and driver behaviour. No cover while your car is driven or being towed in any of the following instances:</p> <ul style="list-style-type: none"> <li>● The driver is under the influence of alcohol, or the alcohol content in the driver's body exceeds the legal limit.</li> <li>● The driver is under the influence of drugs or medication, unless it is prescribed by a doctor and is taken in the correct dosage.</li> <li>● The driver refuses to submit to any test to determine the level of alcohol or drugs in their body, such as blood, urine or breathalyser tests.</li> <li>● The driver leaves the scene of the accident unreasonably or unlawfully.</li> <li>● The driver exposes the car to situations that clearly have a high risk of loss or damage, for example making a U-turn on a highway.</li> <li>● The driver drives at a speed above the applicable legislated speed limit and the accident is as a result of the speed at which the car was travelling.</li> <li>● For the purposes of this exclusion, driver means any of the following people: <ul style="list-style-type: none"> <li>○ You, the regular driver or a permanent member of your or the regular driver's household.</li> <li>○ Any other person driving your vehicle with the permission of the following people: <ul style="list-style-type: none"> <li>■ You or the regular driver; or</li> <li>■ An adult of your or the regular driver's household.</li> </ul> </li> </ul> </li> </ul>

<p><b>Exclusions (Page 28)</b></p>	<p>Trade and economic sanctions: We cannot provide cover and we will not be liable to pay any claim or provide any benefit if that means we would not comply with any sanction, banning or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, as well as United Kingdom or United States of America, provided that these are not in contradiction to the legislative requirements applicable to us. If we find out that you are subject to such sanctions, we will cancel your policy from the policy start date or the date that you become subject to sanctions. We will refund any premiums paid by you and will not pay any claims.</p>
<p><b>Replacement parts (Page 31)</b></p>	<ul style="list-style-type: none"> <li>■ If your car is still covered by the manufacturer's warranty, we will repair your car according to the manufacturer's specifications. If we replace windows, we may use glass that was not produced by the original manufacturer but will meet the South African Bureau of Standards (SABS) safety and quality standards.</li> </ul>
<p><b>Total loss claims (Page 32)</b></p>	<p>Cars younger than 12 months:</p> <p>If your car is insured for its retail value, we may choose any of the following methods to settle your claim:</p> <ul style="list-style-type: none"> <li>● <u>Replace</u>: We may replace your car with a used car which is similar to or better than your car which was stolen or written off. If your car is still financed, remember that your financial institution's interest still</li> </ul>

	<p>takes priority. We will explain the process to you at the claim stage and we will only replace your car if you agree to it. We will only replace your car if all of the following applies:</p> <ul style="list-style-type: none"> <li>• You are the first registered owner of the car.</li> <li>• Your car is less than 12 months old from the first registration date at the date of the insured event.</li> <li>• Your car has less than 30,000 kilometres on its odometer at the date of the insured event.</li> <li>• In the case of your car being stolen, and it was not recovered within 30 days.</li> </ul> <ul style="list-style-type: none"> <li>• <u>Cash</u>: We may pay the retail value of your car at the time of the incident, or, if the same model is not available, a car that is the same or similar make, model and specification.</li> </ul> <p>If we choose to replace your car, and you choose not to proceed with the replacement, the maximum amount that we will pay will be the retail value of the replacement car that we were able to source.</p>
<p><b>Step 2.3. Complain to the Ombuds (Page 35)</b></p>	<p>The National Financial Ombudsman Scheme South Africa (NFO)</p> <p>NFO Johannesburg Office: 110 Oxford Rd, Houghton Estate, Johannesburg, Gauteng, 2198</p> <p>NFO Cape Town Office: Claremont Central Building 6th Floor, 6 Vineyard Road, Claremont, Western Province, 7700</p> <p>0860 800 900</p>

	<a href="http://www.nfosa.co.za">www.nfosa.co.za</a> <a href="mailto:info@nfosa.co.za">info@nfosa.co.za</a>
<b>Insurer and other service providers (Page 37)</b>	Compliance Officer: <a href="#">Masthead (Pty) Ltd practice number 67.</a>

<b>What's been removed</b>	
<b>Exclusions (Page 33)</b>	Using it on recognised 4x4 off-road trails (these are named and registered offroad trails which you pay a fee to drive on) or while the driver is receiving off-road training instruction at any off-road training facility, or any other driving away from a public, prepared or graded private road.

# HOMEOWNERS

New additions	
<b>Exclusions (Page 33)</b>	There is no cover for consumables, including but not limited to food, beverages, cleaning supplies, toiletries, and any other items that are intended to be used up or consumed within a short period.
<b>Exclusions (Page 33)</b>	Loss or damage to collectibles. This includes any item regarded as being of value or interest to a collector, for example, stamps, coins and medal collections. Collectibles also include items such as limited edition or rare items that are collected for their anticipated increase in value over time.
<b>Exclusions (Page 33)</b>	There is no cover for free-standing precious stones, including but not limited to diamonds, emeralds, sapphires, and rubies, that are not set in jewellery or any other item.
<b>How to claim (Page 41)</b>	<p>Step 1: Inform the police within 24 hours</p> <p>This is particularly important when property has been stolen, a motor accident has occurred, people have been injured or died, or a criminal act is suspected. Take all reasonable steps to recover any stolen property and, where safe to do so, find the guilty person.</p>

## Minor changes to current wording

### Selfie (Page 13)

You must submit an item inspection ("selfie") for your specified items using the Naked Insurance app, including photos or videos and any requested details to confirm that the items exist and are in good condition. Keep in mind that proof of value and ownership, like valuation certificates, invoices, and receipts, will still be required in the event of a claim.

You must submit a selfie promptly after your cover starts.

We use the selfie to verify the condition and existence of your item at the start of your cover and to determine if we can insure it.

Without the selfie, we may be unable to approve your claim, as we can't confirm the item's condition or existence at the start of your cover. In this case, we may void your cover and refund your premiums, meaning it will be as if your item was never insured.

### Keys and remote control units (Page 19)

The costs reasonably and necessarily incurred to replace or repair keys and remote control units that are lost, stolen or damaged, or damage caused to locks of the home in a specific and identifiable event that is not excluded elsewhere under this policy. This benefit also applies if you suspect that an unauthorised person has access to duplicates.

### Home contents being transported by road to a new permanent address in South Africa (Page 21)

Maximum cover: Full sum insured

	<p>What we will pay:</p> <p>You are covered for the loss of or damage to your home contents that are being transported by road to a new permanent address in South Africa by a professional moving company if the moving truck is involved in a vehicle accident.</p> <p>You are also covered for damage to your home contents caused by fire, explosion or lightning while they are being transported by road to a new permanent address.</p> <p>Not covered: Loss or damage to unspecified home contents caused by theft or attempted theft while they are being transported by road to a new permanent address.</p>
<p><b>Exclusions (Page 32)</b></p>	<p>Trade and economic sanctions: We cannot provide cover <b>and we will not be liable to pay any claim or provide any benefit</b> if that means we would not comply with <b>any sanction, banning or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, as well as United Kingdom or United States of America, provided that these are not in contradiction to the legislative requirements applicable to us</b>. If we find out that you are subject to such sanctions, we will cancel your policy from the policy start date or the date that you become subject to sanctions. We will refund any premiums paid by you and will not pay any claims.</p>
<p><b>Exclusions (Page 34)</b></p>	<p>Theft where there are no visible signs of forcible/forced and violent entry,</p>

	<p>unless the building is occupied at the time of the insured event. <b>Entry through boundary walls, fences, or gates without any damage to the specific entry point will not be considered sufficient evidence of forcible/ and violent forced entry.</b> Your building is unoccupied if you or any of the people who usually live there, or the person left on the premises in charge of and with access to the home, have all gone out (for example: shopping for a few hours or on holiday for a few weeks).</p>
<p><b>Exclusions (Page 35)</b></p>	<p>Theft from an unattended vehicle: There is no cover for theft from an unattended vehicle, except in the following instances:</p> <p>The vehicle itself is securely parked (for instance inside a locked building or behind locked gates), and there are clear signs of forcible or violent entry into the building or the premises.</p> <p>The vehicle is locked, there are clear signs of forced entry and the item is out of view, <b>for instance, your laptop must be concealed in a laptop bag and out of view</b> inside a locked boot, inside the glove compartment or under a seat. <b>If an item is carried on a rack attached to a vehicle such as a roof rack, then the item is secured by a lock and chain, such as a surfboard.</b></p> <p>There is CCTV footage showing evidence of remote jamming and the item is out of view, for instance, <b>your laptop must be concealed in a laptop bag and out of view</b> inside a locked boot, inside the glove compartment or under a seat.</p>

<p><b>Exclusions (Page 35)</b></p>	<p>Alterations, renovations, or additional renovations to the building: We do not cover loss or damage to your home contents as a result of:</p> <ul style="list-style-type: none"> <li>• Accidental damage while alterations, renovations or additions are being carried out by a business that you have hired to do this work.</li> <li>• Theft of your home contents when building alterations, renovations and additions are taking place, unless there are visible signs of forcible or violent entry to or exit from the home.</li> <li>• Malicious damage or vandalism to unfinished building alterations, renovations or additions.</li> <li>• Cracking, collapse, subsidence, landslip or ground heave caused fully or partially by the alterations and additions.</li> <li>• Water, storm or flooding of the home due to any unfinished alterations, renovations or additions to the home.</li> <li>• Damage caused by water, storm or flood to any part of the building that is not fully built.</li> </ul>
<p><b>Step 2.3. Complain to the Ombuds (Page 50)</b></p>	<p>The National Financial Ombudsman Scheme South Africa (NFO)</p> <p>NFO Johannesburg Office: 110 Oxford Rd, Houghton Estate, Johannesburg, Gauteng, 2198</p> <p>NFO Cape Town Office: Claremont Central Building 6th Floor, 6 Vineyard Road, Claremont, Western Province, 7700</p> <p>0860 800 900</p> <p><a href="http://www.nfosa.co.za">www.nfosa.co.za</a></p> <p><a href="mailto:info@nfosa.co.za">info@nfosa.co.za</a></p>
<p><b>Insurer and other service providers (Page 52)</b></p>	<p>Compliance Officer: <a href="#">Masthead (Pty) Ltd practice number 67</a>.</p>