

<<Insert date>>

Dear <<client details>>

## Hollard Private Portfolio: Product updates

We have updated our product offering, effective 1 September 2024, in response to our changing environment to continue providing a competitive and sustainable quality product despite the complexities of our national energy crisis, global warming, and the constantly rising cost of living.

The product changes that we have introduced range from the most significant being the restructuring of our power surge cover and the applicable conditions of this cover. We have also made general industry-related updates to our policy wording and claims process, due to the consolidation of the Ombudsman for Short-Term Insurance NPC into the National Financial Ombud Scheme South Africa NPC earlier this year.

### What are the product highlights?

We have attached comparisons with colour-coded changes to make it simpler to read and understand, and these contain the following:

- The previous policy wording version of Private 3.4, and the updated version of Private 3.5.
- The previous excess and limit version of Private 3.4, and the updated version of Private 3.5.

Even though we have provided a summary below of the changes, please review the comparisons outlining the finer details of these updates.

### New conditions of cover for Power surge

#### Buildings and Household contents sections:

Under the updated policy, power surge cover, is now an optional benefit under the Buildings and Household contents sections. This change means that you need to actively select an amount to enjoy the cover.

- Flexible limit options: You can choose from a range of cover options, subject to an additional premium.
- Note some of the options available:
  - R10 000 @ R6.30
  - R30 000 @ R18.91
  - R50 000 @31.52
  - R100 000 @R63.05
  - R250 000 @R157.62
- Installation requirements: To qualify you need to install an approved surge arrester on the main electrical distribution board of your home.
- Grace period for existing clients: As an existing client who previously had limited cover, if you choose this additional benefit, you are given a 90-day grace period to install an approved surge arrester.

#### All Risks and Personal computer sections:

Should you require surge cover under the All Risks and/or Personal computer sections, it's mandatory to select the Power surge cover under the Household contents section.

The installation of a surge arrester means that a Nil excess will apply in the case of power surge damage.

**Reminder:** Even though we are not prescriptive on the make and model, or which service provider should be used for installation, we would like to remind you that our preferred supplier, **Efficient Automation** can supply you with a surge arrester that meet our minimum requirements at an affordable price. They can be reached at <https://hollard.efficientautomation.co.za/>.

## New benefits and cover:

We have removed the maximum limit of the Bed & Breakfast benefit, and you are now able to select any amount for this cover in addition to your Household contents sum insured.

Our **Cyber insurance** offering has been extended to include cover such as:

- Cyberbullying and cyberstalking – if you need to remove online material relating to cyberbullying or cyberstalking or if you need to take legal action against a third party for acts of cyberbullying or cyberstalking.
- Online shopping – if you suffer financial loss for internet transactions that you have been induced to enter by a third party to purchase goods or services that are not delivered or rendered.

The **Personal accident** cover also includes new benefits such as mobility cover, search and rescue, return of an injured person, rehabilitation costs, mobility cover, life support machinery and emergency transportation costs. More information is available in your policy pack.

**Retail Value Adjustments:** We've rolled out a series of retail value adjustments. These adjustments include a 'Retail Value Plus' as well as a 'Mileage and Condition' adjustment. Together, these adjustments result in a more accurate vehicle value, which will be specifically reflected on your schedule. Both adjustments are designed to cater to an increase or decrease in value and premium. Even though this ensures that your cover is as precise and fair as possible, if your vehicle is determined to be a total loss/written off, the claim payment may differ from the reflected sum insured, as it will be based on the actual retail value at time of claim, adjusted for mileage and condition. We will pay the actual value of the vehicle, or the sum insured, **whichever is the lowest**.

**Tyre cover:** The motor section now also offers optional tyre cover for unexpected damage to your tyres at an additional premium.

### Excess and limit:

In some sections, new excesses and limits apply to specific losses or damages. The most noteworthy excess change is the Motor basic excess which increased from R4 000 to R5 000 if you selected a flat excess option. A new basic excess will apply for loss or damage due to hail.

In summary, attached are the updated policy documents. Please read them carefully to familiarise yourself with the changes and to understand how they affect your cover.

- Policy wording.
- Excess and limit section.
- Important information document.
- Policy wording and Excess and limit comparisons.

You are welcome to contact us if you have any queries or concerns that you would like to discuss.

Kind regards

<<Brokerage and contact details>>