





WHAT I NEED TO KNOW ABOUT MY INSURE DEVICE POLICY



1 What's covered

-  - Theft
-  - Loss
-  - Accidental damage
-  - Liquid damage

2 What's NOT covered

- Wear and tear
- Electronic viruses
- Batteries & accessories
- Warranty claims

3 What do I do in the event of a lost or stolen laptop?

-  - Call Adminplus on 021 403 9170 and request a claim form. One of our consultants will walk the client through the process of a repair or replacement
-  - Fill the claim form in and send to claims@istoreinsure.co.za

4 Key points noted overleaf:

- Insurance is only 12 months and then is renewed.
- Theft from vehicle is covered provided violent and forcible entry can be proven.
- Our insurer: Constantia Insurance Company Ltd – Reg. No. 1952/001514/06 – VAT No. 4920108935 – FSP No. 31111

Excess structure

First amount payable in the event of a successful claim:

Any claim submitted within the first sixty days (60) of cover, is subject to an additional excess of 10% of the claim.

First amount payable in the event of a claim:

In the event of a valid claim in terms of this Policy; there is a first amount payable by you. (Often referred to as a Policy Excess).

Replacements

- On the first replacement within a 12 month period from the inception of the policy, you are liable for 10% of the claim.
- On the second replacement, (within 12 months of the first claim), this increases to 20% of the claim.
- Any further losses, (within 12 months of the first claim), this increases to 30% of the claim.

Repairs

- In the case of a, repair within a 12 month period from the inception of the policy, you are liable for the first R500 of the claim.
- On the second repair, (within 12 months of the first claim), this increases to R1000 of the claim.
- Any further repair losses, (within 12 months of the first claim), this increases to R1500 of the claim.

Contact details:

Adminplus

Telephone No: - 021 403 9170

Claims: - claims@istoreinsure.co.za

General: - Enquiries@istoreinsure.co.za

Policy queries: - Underwriting@istoreinsure.co.za

Description of cover

In return for paying your premium, Constantia Insurance Company Limited (your Insurer) will cover the cellular phones, tablets or laptop computers listed on your Schedule against unforeseen loss or physical accidental damage.

Conditions of insurance

This insurance is only available for items purchased from an authorised network retailer.

Period of insurance

Cover is provided for the month in which the premium is paid. In order to have continuous cover and a valid claim, you must pay your premiums every month.

The insured value (Sum Insured)

The insured value of the cellular phones, tablets or laptop computers is detailed on the Schedule. This is the maximum value that the Insurer will pay in the event of a loss, less the first amount payable and any dual insurance, betterment or depreciation. The Insurer retains the right to settle any claim based on the cost of repairs, replacement or cash settlement at their discretion.

In the event that a cellular phone, tablet or laptop:

- Can be repaired, the Insurer will pay the costs reasonably incurred to restore it to its state of serviceability immediately before the damage.
- Is replaced by the Insurer, the Insurer agrees to provide a replacement cellular phone, tablet or laptop of the same or similar type but not superior to, or more expensive than the existing cellular phone, tablet or laptop. At all times you must take reasonable steps to safeguard the cellular phone, tablet or laptop from loss, damage or theft and any repairs to the device must be carried out by a repairer authorised by the Insurer or their agents.

First amount payable in the event of a claim:

In the event of a valid claim in terms of this Policy; there is a first amount payable by you. (Often referred to as a Policy Excess).

Replacements

- On the first replacement within a 12 month period from the inception of the policy, you are liable for 10% of the claim.
- On the second replacement, (within 12 months of the first loss), this increases to 20% of the claim.
- Any further losses, (within 12 months of the first claim), this increases to 30% of the claim.

Repairs

- In the case of a, repair within a 12 month period from the inception of the policy, you are liable for the first R500 of the claim.
- On the second repair, (within 12 months of the first claim), this increases to R1000 of the claim.
- Any further repair losses, (within 12 months of the first claim), this increases to R1500 of the claim.

Any claim submitted within the first sixty days (60) of cover, is subject to an additional excess of 10% of the claim.

This policy does NOT cover the following:

- The costs of replacing, reinstating or making good wear and tear, gradual deterioration, scratching or other superficial damage to outer casings, aerials, keypads, batteries, accessories, or peripheral devices.
- Any failure of electronic circuitry or batteries and any damage arising from such.
- Any issues relating to software and any damage arising from software including malicious software such as electronic viruses.
- Any loss or damage resulting from carelessness or negligence.
- Loss or damage arising from a manufacturers defect.
- Loss or damage as a result of wilful conduct.
- Consequential loss of any kind whatsoever.

Claims procedures, requirements and conditions

The Insurer has appointed Administration Plus (Pty) Ltd to act on the Insurers behalf in the management of all matters relating to this policy. In the event of a claim in terms of this policy, the following steps must be taken:

- The claim must be submitted to claims@istoreinsure.co.za as soon as reasonably possible after the loss or damage.
- All relevant information and details of the claim must be supplied within thirty (30) days of reporting the loss.
- Following a loss or theft of the device covered under this policy, the incident must be reported to the relevant service providers and the device must be blacklisted. Failure to blacklist a stolen or lost device may lead to the claim being rejected. In the event of theft or loss, the loss must be reported to the South African Police Services within 48 hours, or to the relevant foreign authorities in the case of travel abroad. Documentary evidence of a police reference number must be obtained and submitted along with the completed claim form.
- All reasonable assistance in the recovery of the lost or stolen device or any part thereof and identification thereof if called on to do so by Administration Plus (Pty) Ltd. Should there be a failure to give such assistance in terms of this condition, the Insurer will be entitled to recover all amounts paid in respect of the claim.
- Any damaged or stolen and recovered device that is replaced under the terms of this policy becomes the property of the Insurer and can be disposed of in any manner the Insurer considers appropriate. This however does not concede the right to abandon any property to the Insurer whether taken possession of by the Insurer or not.
- In the settling of any claim, the Insurer can take over the handling of the claim and the prosecution of any criminal action in connection with the loss or damage.

If Administration Plus (Pty) Ltd reject a claim or dispute the amount of any claim made under this policy, the Insurer will be relieved of any liability unless representations are made to the to the company in respect of the decision within a period stipulated by law and the Policyholder Protection Rules as amended from time to time, failing which the claim is forfeited and no liability can arise in terms of such claim.

Know your rights

- You are entitled to cancel your contract within 14 days after inception should the product not meet your requirements.
- You must be informed if any of the above detail changes and your Policy cannot be cancelled unless a written confirmation is sent to you.
- You have to be given a copy of your policy document.
- All premiums are collected via monthly debit order via your bank account, please make sure you are being debited correctly.
- The above parties are all fully licensed to practice short term Insurance in respect of Personal and Commercial Lines.
- There is no direct financial interest between the companies.
- Admin Plus carry Professional Indemnity Insurance as well as Fidelity Guarantee cover a financial guarantee is not required.
- If a claim is rejected you need to be given reasons in writing.
- Do not sign any blank or partially completed application forms and please keep notes of anything said to you regarding your Insurance.
- Please make sure that all the information you supply has been recorded correctly.

Any misrepresentation or incorrect information can prejudice you in the event of a claim.