

15 September 2021

Dear Customer

RE: CHANGES TO CONSUMER PROTECTION POLICY: INSURED BY SHOPRITE INSURANCE COMPANY LIMITED.

As a result of the Section 50 transfer of your policy from Shoprite Insurance Company Limited to Centriq Insurance Company Limited, and to align your existing policy terms and conditions with the Policyholder Protection Rules, your policy will be amended as set out below:

Please note that all remaining terms and conditions of your policy remains unchanged unless indicated below:

1. The following amendment is made to the "Your Obligation" sections of the Policy Terms and Conditions:

1.1 Reference to 30 days is changed to 31 (thirty-one) days as follows:

*You must provide all Information to the Insurer within **31 (thirty-one)** days of when the you may ask any Representative of the store or store manager Insurer requests the Information/documentation;*

2. The clause dealing with "Disputed Claims", which provides follows:

"If the Insurer informs you, in writing, that he Insurer's decision is not accept your claim, you have 90 (ninety) calendar days to appeal against the Insurer's decision. You may submit a complaint according to the Insurer's complaint procedure if the Insurer fails to change their decision."

REGISTERED OFFICE : CNR WILLIAM DABBS STREET & OLD PAARL ROAD, PO BOX 215, BRACKENFELL, 7561,
SOUTH AFRICA

DIRECTORS : M BOSMAN, R I COATES, A DE BRUYN, P A FAIRHURST, L HOFFMANN,
J C M WETHMAR



2.1 is amended with the following revised wording:

If We inform You that Our decision is to not pay any benefit, You may, within 90 (ninety) calendar days from the date of such communication appeal against Our decision. You may refer any complaints not satisfactorily resolved to the Ombudsman of Short-term Insurance within six (6) months after you have received a response. Failing which, you will forfeit Your benefit.

3. These changes should be read in conjunction with your Shoprite Insurance policy documents.

Kind Regards

Shoprite Insurance Company Limited