



HI RIXAKA A HI KHOMISANENI

Licensed Financial Services Provider (FSP No. 26415) | Underwritten by Safrican Insurance Company Ltd (FSP No. 15123)

## CLIENT MANDATE (BROKER APPOINTMENT)

The client hereby appoints: **Rixaka Funerals (Pty) Ltd** represented by: \_\_\_\_\_  
(Advisor name) as his, her or its broker agent and that such appointment is to remain in force until cancelled by the client or the provider in writing.

### FINANCIAL SERVICES

The client hereby confirms that the provider is authorised to render financial services on his, her or its behalf. Such authorisation includes any instruction to facilitate the buying, selling, termination or the replacement of any existing financial product. It also includes any instruction to vary any term or condition applying to a financial product, the managing, administering, maintaining or servicing of a financial product, and the submittal or processing of any claims associated with a financial product.

Product suppliers are requested to kindly give effect to any instructions communicated by the provider.

### CLIENT INFORMATION

The provider acknowledges that in the course of rendering financial services, it shall come into possession of information of a confidential nature. The provider shall not during the duration of this appointment, or any time thereafter, use or disclose any client information except to the extent required by law or permitted by the client in writing.

### COMMISSION

The client agrees to transfer any new commission which may become due during the appointment period to the provider.

Product suppliers are requested to kindly transfer any insurance portfolios to the provider's broker code.

### CLIENT DETAILS

Client Name	
ID Number	
Email Address	
Contact Number	

Client Signature & Date

Advisor Signature & Date

Rixaka Funerals (Proprietary) Limited | Registration No. 2007/002538/07

Physical Address: Rixaka Complex | Stand No. 6 | Section D2 | GIYANI | 0826

Telephone: 0861 RIXAKA (0861 749 252) | Tel: 015 812 2823 | Website: [www.rixaka.co.za](http://www.rixaka.co.za) | Email Address: [info@rixaka.co.za](mailto:info@rixaka.co.za)

Directors: Dr. T.E Mabunda | Mr. V.A Mabunda | Ms. N.G Matobela

Dear Mr / Ms Client

**LETTER OF INTRODUCTION & DISCLOSURES**

In complying with the FAIS legislation, I would like to bring the following information to your attention:

My name is \_\_\_\_\_, I am employed by Rixaka Funerals (Pty) Ltd, an authorised financial services provider, which accepts responsibility for my activities and is, licensed to render financial services.

I am a  **Representative**  **Representative under Supervision as defined in the Fit and Proper regulations.**

**I have been providing financial advice and intermediary services since \_\_\_\_\_ in the following areas of financial planning:** [Funeral benefits]

**I am authorised to provide advice and intermediary services in the following categories:**

**Category 1**

1.1 Long-Term Insurance: Category A  1.3 Long-Term Insurance: Category B1  1.22 Long-Term Insurance: Category B1-A

A copy of the licence is available for inspection on request.

Rixaka Funerals (Pty) Ltd has written authority to market the products of the following product suppliers and I am accredited to market their products: Structured Risk Solutions. Their address is Building 3, Country Club Estate, Woodlands Drive, Woodmead, Johannesburg, 2191. Their contact numbers are 010 085 7770 | 011 258 8700.

I **do not** hold more than 10% of the shares issued by any product supplier.

I am remunerated for my services by being paid a commission from Rixaka Funerals (Pty) Ltd.

Rixaka Funerals (Pty) Ltd holds **professional indemnity insurance**.

Compliance with the FAIS Act is monitored by Moonstone Compliance (Pty) Ltd, a compliance practice approved by the Financial Sector Conduct Authority. Their postal address 25 Quantum Street, Technopark, Stellenbosch, 7600. Their contact numbers are 021 883 8000 (t) and 021 883 8005 (f). Services offered by Moonstone Compliance (Pty) Ltd include compliance, practice management and technology support. This support helps me to provide you with a more professional service. The compliance service enables my practice to be compliant with FAIS legislative requirements. Through the practice management support Rixaka Funerals (Pty) Ltd is able to run a more professional business and therefore able to provide you with an improved service and enhanced support.

Please note that in accordance with legislation Rixaka Funerals (Pty) Ltd keep an updated disclosure register and a Conflict of Interest management Policy. This register informs you, our client of all financial and ownership interests that I/ we may become entitled to and lists the business relationships that I/we have with the product suppliers. This document ensures transparency in my/our dealings with our customers and is available for inspection.

I wish to advise that all information obtained or acquired about you shall remain confidential unless you provide written consent, or unless I am required by any law to disclose such information.

In the event that you are dissatisfied with any aspect of my service, you should address your complaint in writing to me at the above address. A copy of my Complaints Resolution Policy is available on request.

The contact details for FAIS Ombud are: Postal address P.O. Box 74571, Lynwood Ridge, 0040. Their contact numbers are 012 762 5000 / 012 470 9080 (t) and 086 764 1422 / 012 348 3447 (f).

Yours faithfully

\_\_\_\_\_  
**Signature of client's receipt**

\_\_\_\_\_  
**Representative's signature**

\_\_\_\_\_  
**Date disclosures made to the client**

# EPCSA EXTENDED MEMBER APPLICATION FORM

FOR OFFICE USE ONLY									
REP CODE:	<input style="width: 90%;" type="text"/>	POLICY NO.	<input style="width: 90%;" type="text"/>	BRANCH	<input style="width: 95%;" type="text"/>				
APPLICATION DATE	<input type="text"/> Y <input type="text"/> Y <input type="text"/> C <input type="text"/> C <input type="text"/> M <input type="text"/> M <input type="text"/> D <input type="text"/> D	POLICY START DATE	<input type="text"/> Y <input type="text"/> Y <input type="text"/> C <input type="text"/> C <input type="text"/> M <input type="text"/> M <input type="text"/> D <input type="text"/> D	AGE AT ENTRY	<input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/>			
BENEFIT SELECTED	<input type="checkbox"/> PLAN A	<input type="checkbox"/> PLAN B	<input type="checkbox"/> PLAN C	<input type="checkbox"/> PLAN D	<input type="checkbox"/> PLAN E				
BENEFIT TYPE	<input type="checkbox"/> Member + 5	<input type="checkbox"/> Member + 9	<input type="checkbox"/> Member + 13	<input type="checkbox"/> Extended	<input type="checkbox"/> 75 – 84				
<input type="checkbox"/> Benefit Premium - R		<input type="checkbox"/> Extended Benefit Premium - R		TOTAL PREMIUM	<input style="width: 80%;" type="text"/> R				
<input type="checkbox"/> DEBIT ORDER	<input type="checkbox"/> EASYPAY	<input type="checkbox"/> NEW POLICY	<input type="checkbox"/> EXISTING/CONTINUATION	<input style="width: 90%;" type="text"/> POLICY NO.					

## 1. POLICY HOLDER'S DETAILS

SURNAME:				FIRST NAMES:															
Date of birth:				Identity no./Passport no.:								Gender:		Marital status:					
<input type="text"/> Y	<input type="text"/> Y	<input type="text"/> C	<input type="text"/> C	<input type="text"/> M	<input type="text"/> M	<input type="text"/> D	<input type="text"/> D	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Postal address:								Residential address:											
Code:								Code:											
Cell phone no.:								Alternative Cell phone no./Telephone no.:											
<input style="width: 95%;" type="text"/>								<input style="width: 95%;" type="text"/>											
Email address:																			
<input style="width: 95%;" type="text"/>																			

## 2. DEPENDANT'S DETAILS – MEMBER PLUS 5, 9 & 13 BENEFIT

S.	Surname and names	I.D. no./ Passport no.:	Relationship
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			

\_\_\_\_\_  
Policy Holder's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Representative's Signature

\_\_\_\_\_  
Date

### 3. EXTENDED FAMILY MEMBER

Surname and names	I.D. no./ Passport no.:	Relationship
1.		
2.		
3.		
4.		
5.		

### 4. BENEFICIARY TO BE PAID THE BENEFIT IN THE EVENT OF THE POLICY HOLDERS' DEATH

Name of person nominated																															
I.D. no.:																Contact no.:															
Relationship to Policy Holder																															

I nominate the above-mentioned person to be the recipient of the benefit under my Policy in case of death.

I consent that should I not nominate anyone as my beneficiary Rixaka Funerals (Pty) Ltd will have discretion to either;

- Pay the benefit to any of my dependants who can prove that they rely on me for funeral and other related expenses, or
- Pay the benefit as per the direction under my last will and testament (copy to be provided), or
- Pay the benefit as per an instruction from the Master of the High court (copy to be provided).

I understand that Rixaka Funerals (Pty) Ltd shall process my personal information for purposes of underwriting and administration of my policy. Rixaka Funerals (Pty) Ltd shall ensure that all processing of my personal information is done in a responsible manner and in compliance with all regulatory requirements. I understand that if I do not give such consent Rixaka Funerals (Pty) Ltd cannot accept my application.

### TERMS AND CONDITIONS

1. Details of each Policy Holder taking out a burial scheme cover should be provided to Rixaka Funerals at the inception of cover including details of dependants and copies of identity and birth certificate documents for all covered;
2. **Policy Holder:** any individual who is 18 years and not older than 84 years old upon entry, who is allowed to participate in the policy;
3. **Dependants:** Spouse, children, grandchildren, parents, uncles, aunts, brothers, sisters, nephews, nieces, grandparents, in-laws (only in case of marriage) who are not older than 74 years old upon entry to the policy. Only a maximum of five (5), nine (9) and thirteen (13) may be covered based on the benefit plan selected;
4. **Extended family member:** Spouse, Children, grandchildren, parents, uncles, aunts, brothers, sisters, nephews, nieces, grandparents and in-laws (only in case of marriage) who are 75 – 84 years. Only a maximum of ten (10) Extended family members may be covered at the quoted monthly rate per covered extended family member;
5. **Top-up value:** Amount family has access to per policy which is available for the family to use to purchase benefits available at Rixaka onto an individual's package to the value stated per policy. The top-up value cannot be paid out to the family;
6. **Cash payout:** Amount that will be paid out to the family or amount that can be used to purchase benefits available at Rixaka onto an individual's package;
7. The **Top-up amount** must be used to add benefits onto an individual's package to the value stated per policy;
8. Cover starts on the first day of the month following receipt of a fully completed application form and receipt of the first premium by Rixaka (15<sup>th</sup> of each month);
9. From the start date of cover and when additional members are added to the policy there is six (6) months waiting period for all persons insured under the policy who are less than 84 years of age for claims due to natural causes;

INITIALS

10. From the start date of cover and when additional members are added to the policy there is six (6) months waiting period for all persons insured under the policy who are less than 84 years of age for claims due to natural causes;
11. When changing packages, **six (6) months** waiting period will apply to the additional package taken (service conducted will be on the package on which the waiting period is complete);
12. From the start date of cover and when additional members are added to the policy there is no waiting period for all persons insured under the policy for claims due to unnatural causes;
13. Suicide will not be covered during the first **12 months** of membership for any insured person;
14. A one-month grace period is allowed should a premium be missed once the policy is in force. If the missed premium is not paid together with the following month's premium the cover will cease without further notice (policy will lapse) and should the waiting period not be complete, a new waiting period will be applied should the policy be re-instated. Where any premium payment is missed and subsequently paid, the part of the waiting period not completed at the point when the premium was not paid, will apply from the date the premium is paid (should one premium be missed within the first six (6) months, the waiting period will be seven (7) months instead of six (6) months);
15. If you are changing from any Rixaka Burial Scheme (RBS) product, six (6) months waiting period will apply however, a funeral will be conducted on the RBS product a member has moved from, provided they have completed the waiting period on it;
16. A person can only be covered as a Policy Holder once on Rixaka Burial Scheme policies;
17. There is no cover for stillborn;
18. The maximum payout for children below 6 years is R 20 000;
19. A person can be covered as a Dependant on other policies provided an aggregate of R100 000 is not exceeded across all plans;
20. Should the funeral not be conducted by Rixaka, the cash equivalent of the benefit will be paid out;
21. Should a removal be done from Rixaka Funerals, the costs incurred already by Rixaka Funerals will be calculated and only the remaining amount will be paid out or the Family will be liable for payment if such costs are more than the benefit amount;
22. For oversize caskets – a fee will be charged as an oversize casket will need to be custom made;
23. Premiums in arrears would have to be paid before a claim is honoured (policy needs to be paid up to date);
24. Pick-ups can only be done within 100km radius, pick-ups done outside of this radius will be at an additional cost to the family;
25. Funeral services will only be conducted within the provinces of Limpopo, Gauteng, Mpumalanga and North West. Funeral services conducted in KZN (Mtubatuba & Durban), FS (Bloemfontein), and Cape Town will be done in partnership with our burial industry partners. Funeral services done beyond these borders will be at an additional cost to the family;
26. Preferred premium payment methods: Debit Order (Debit Order form to be completed and proof of account not older than three (3) months to be provided);
27. If the family wishes to conduct the funeral on Saturday of the same week the death occurred, funeral arrangements need to be done by Wednesday (12h00 noon), however Rixaka Funerals reserves the right to offer alternative dates based on availability of resources;
28. Should death occur; a valid claim needs to be submitted with all necessary documents to validate a claim (see claims procedure document);
29. Premiums are subject to change at the discretion of Rixaka Funerals (Pty) Ltd;
30. This policy has no surrender value and may not be ceded or pledged in any way. No loans will be granted against this policy; and
31. The terms and conditions on the application form are non-exhaustive and the policyholder is entitled to be provided, on request, with a copy of the Policy Document, which will take precedence and be applied should there be a discrepancy.

INITIALS

**PROTECTION OF YOUR PERSONAL INFORMATION**

- We will keep any information – including personal information relating to you, your dependants, lives insured, and beneficiaries – supplied to us when applying for your policy, reinstatement or any amendment ("your personal information"), confidential.
- When providing us with your personal information, and information on your dependants, lives insured, and beneficiaries, you must make sure that they have provided you with the appropriate permission to disclose their personal information to us for the purposed set out below and any other related purposes.
- We may collect, collate, process, store, and disclose your personal information for the purpose of:
  1. Administering this policy and for the assessment of any claims.
  2. Providing relevant information, including your personal information, to contracted third parties who need the information to offer you a service in relation to this policy provided that the contracted third party agrees to keep the information confidential.
- We will not share or use any personal information collected from this form for any other purpose other than to process your policy application, administer your policy and to consider claims (the permitted purpose). You give us consent to record, keep, and share your information for these purposes. We must comply with all industry regulations and legislation applicable to Rixaka Funerals' business and products. We will at all times comply with industry regulations in the way we receive, store and share your information.
- Please note:
  - We may change this notice from time to time. In this regard, please visit our website at [www.rixaka.co.za](http://www.rixaka.co.za)
  - You have the right to object to the processing of your personal information.
  - If you believe that we have used your personal information contrary to applicable law, you must first raise any concerns with us. If you are not satisfied with our process, you have the right to lodge a complaint with Information Regulator at [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

**DECLARATION:**

I declare to the best of my knowledge and belief that the information given above is true and correct. I understand and agree that any unlawful misrepresentation in this application form will invalidate any benefit under this policy. I declare that I have read and understood the terms and conditions attached to this policy, and understand their meaning and effect, and undertake to abide and to be bound by the terms and conditions of the policy. Rixaka Funerals (Pty) Ltd shall not be held liable for any amount until it has accepted this application and this policy is in force. If any person is over the age limit when joining, the claim will be repudiated, and premiums refunded.

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**Policy Holder's Signature**

**Date**

**Representative's Signature**

**Date**

# EPCSA CLIENT ADVICE RECORD BURIAL SERVICES

<b>Client's Name</b>			
<b>ID Number</b>		<b>Age</b>	
<b>Policy Number</b>		<b>Date</b>	
<b>Benefit Premium – R</b>	<b>Extended Benefit Premium – R</b>	<b>TOTAL PREMIUM</b>	<b>R</b>
<b>Advisor's Name</b>			

In terms of the Financial Advisory and Intermediary Services Act we are required to provide you the client with a **Record of Advice**. This document is intended as a confirmation of the advisory process that you recently undertook with your advisor. If you have any questions in respect of the content please contact your advisor. **You are entitled to a copy of this document for your own records.**

## SECTION A: SUMMARY OF INFORMATION OBTAINED FROM THE CLIENT

<b>Clients Objectives:</b> What does the client wish to achieve by purchasing this financial product?	Client wanted funeral services as it provides for burial on death of an insured person.																																							
<b>Current Product Experience:</b> Describe in summary clients' level of knowledge and experience of the product purchased.	I held a presentation explaining the product in the client's language which they understood. Brochure provided.																																							
<b>Financial Situation:</b> Set out in summary clients' current financial position.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td><b>Employed</b></td> <td><b>Yes</b></td> <td></td> <td><b>No</b></td> <td></td> <td><b>Pensioner</b></td> <td><b>Yes</b></td> <td></td> <td><b>No</b></td> <td></td> </tr> <tr> <td><b>Affordability</b></td> <td colspan="2"><b>Income</b></td> <td colspan="2"><b>Expenses</b></td> <td colspan="2"><b>Available income</b></td> <td colspan="2"><b>Available for policy</b></td> </tr> <tr> <td colspan="2"></td> <td colspan="2"></td> <td colspan="2"></td> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <td colspan="10"><b>Comments</b></td> </tr> </table>	<b>Employed</b>	<b>Yes</b>		<b>No</b>		<b>Pensioner</b>	<b>Yes</b>		<b>No</b>		<b>Affordability</b>	<b>Income</b>		<b>Expenses</b>		<b>Available income</b>		<b>Available for policy</b>												<b>Comments</b>									
	<b>Employed</b>	<b>Yes</b>		<b>No</b>		<b>Pensioner</b>	<b>Yes</b>		<b>No</b>																															
	<b>Affordability</b>	<b>Income</b>		<b>Expenses</b>		<b>Available income</b>		<b>Available for policy</b>																																
<b>Comments</b>																																								
<b>Dependants</b>	<b>Yes</b>		<b>No</b>		<b>How many?</b>																																			

## SECTION B: NEEDS & GOALS IDENTIFIED

Financial Planning Need	Needs quantified	Indicate if Need was fully addressed (Yes/No/Partially/Later)	Shortfall	Review Date if need addressed partially or to be addressed later
<b>Funeral Cover</b>	No needs quantified- once off need	Partially	Not applicable as no needs were quantified.	Client to advise on review date in one year's time.

## SECTION C: PRODUCTS CONSIDERED

Company / Product	Benefit considered with cover amounts
Rixaka Funerals (Pty) Ltd administered by Structured Risk Solutions	Plan A (R10 000), Plan B (R15 000), Plan C (R20 000), Plan D (R23 000) and Plan E (R25 000). Members to select package due to their affordability.

## SECTION D: INITIAL RECOMMENDATION / ADVICE & MOTIVATION

<b>Product Recommended and/or selected by client.</b>	<b>Motivation for Recommendations – State why the product purchased will suit client or why client selected the product.</b>
Rixaka Funerals Burial Scheme product administered by Structured Risk Solutions	To be administered by Structured Risk Solutions as opposed to funeral payment upon death.

<b>BENEFIT SELECTED</b>	<b>PLAN A</b>		<b>PLAN B</b>		<b>PLAN C</b>		<b>PLAN D</b>		<b>PLAN E</b>	
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<b>BENEFIT TYPE</b>	<b>Member + 5</b>		<b>Member + 9</b>		<b>Member + 13</b>		<b>EXTENDED FAMILY</b>	<b>75 - 84</b>	
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<b>Client's signature</b>	
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## SECTION E: CLIENT DECLARATIONS

**(Please note that it is of utmost importance that you read this section carefully and understand it fully. All blocks should be initialled by the client to indicate understanding and acceptance)**

1. I confirm that a **Disclosure letter**, setting out the Financial Advisor's full particulars, her experience and services offered, has been **provided to me**.
2. I **understand** that a limited **Needs Analysis** was conducted as the product currently being offered to me and/or my dependants is for funeral expenses and there may be a shortfall of cover at our death. This was a once off need and advice was limited to burial scheme only.
3. I confirm that I was **provided** with a copy of **marketing brochures with rates and benefit sheets** for the product(s) selected. All material **terms** and **conditions** of the product(s) selected were **explained** to me **prior** to any **decision made**.
4. I have been **informed of** and **understand** all **costs**, charges, penalties. I understand the **risks / guarantees (or absence thereof)** associated with the product. Advice, policy and administration fees to be received by Rixaka Funerals are as follows:

Member + 5 Dependents					
18 - 64	R84,92	R87,61	R90,15	R97,67	R102,68
65 - 74	R90,49	R91,67	R98,90	R101,23	R116,12
75 - 84	R95,16	R95,76	R106,01	R120,16	R136,26

Member + 9 Dependents				
R84,92	R87,37	R94,82	R105,30	R112,28
R87,45	R96,46	R101,94	R114,23	R122,43
R100,56	R107,97	R120,62	R126,21	R133,28

Member + 13 Dependents					
18 - 64	R85,39	R95,59	R100,79	R105,90	R115,98
65 - 74	R90,55	R105,82	R111,10	R118,26	R126,37
75 - 84	R107,24	R125,86	R134,48	R144,66	R153,11

Extended Family					
75 - 84	R74,61	R98,97	R179,17	R207,05	R220,45

5. I confirm that all documents signed by me were **fully completed** prior to my signing them.
6. I confirm that when I provided the Financial Advisor with the information required for any risk benefit application forms on my behalf, the Representative **warned me** of the **risks and consequences of non-disclosure and misrepresentation** of such information.
7. **Notwithstanding** the information provided by the Representative, I **acknowledge** that I have an **obligation** to familiarize myself with the terms and conditions of the product(s) that I have purchased.
8. I **confirm** that the **rules** of the funeral policy **supersede** any information provided by the advice giver and I am **familiar** with the **rules**.

### SECTION F: IMPORTANT INFORMATION HIGHLIGHTED TO CLIENT

**(e.g. risks, start and end of cover, waiting periods, grace periods, exclusions, etc) – refer to brochure, application form and policy document**

1. From the start date of cover and when additional members are added to the policy there is **six (6) months** waiting period for all persons insured under the policy who are less than 84 years of age for claims due to natural causes.
2. Suicide will not be covered during the first **12 months** of membership for any insured person.
3. Cover starts on the first day of the month following receipt of a fully completed application form and receipt of the first premium by Safrican Insurance Company (15<sup>th</sup> of each month).
4. Divorced spouses will not be covered. They can be covered as Extended family members (at an additional cost).
5. Families have Top-up value available for them to use to purchase benefits available at Rixaka onto an individual's package to the value stated per policy. The Top-up value cannot be paid out to the family.
6. The maximum payout for children below 6 years is R 20 000.
7. If you are changing from any Rixaka Burial Scheme product, six (6) months waiting period will apply, however, a funeral will be conducted on the product a member has moved from, provided they have completed the waiting period on it.
8. Should a removal be done from Rixaka Funerals, the costs incurred already by Rixaka Funerals will be calculated and only the remaining amount will be paid out or the Family will be liable for payment if such costs are more than the benefit amount.
9. For oversize caskets – a fee will be charged as an oversize casket will need to be custom made.
10. This policy has no surrender value and may not be ceded or pledged in any way. No loans will be granted against this policy.
11. Premiums are subject to change at the discretion of Rixaka Funerals (Pty) Ltd.
12. Funeral services will only be conducted within the provinces of Limpopo, Northwest, Gauteng and Mpumalanga. Funeral services done beyond these borders will be at an additional cost to the family.

#### **Additional Comments:**

The above Declarations apply to the purchase of the Rixaka Funerals EPCSA Extended Family Member product.

\_\_\_\_\_  
Policy Holder's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Representative's Signature

\_\_\_\_\_  
Date