

EDUCARE PLAN

Product Terms and Conditions

IMPORTANT INFORMATION:

1. An agent who assists an applicant to complete an application or proposal form for insurance shall be deemed to have done so as the agent of the applicant in accordance with section 54 (2), Insurance Act, 2003.
2. The liability of the company does not commence until this application is accepted and the premium is paid in accordance with section 50 (1) of Insurance Act, 2003

Fraud Warning: Knowingly presenting false information is a crime. Failure to disclose accurate information may result in non-payment of a claim and all benefits under the Policy being cancelled. No cash payments should be made to sales representatives. Clients who make such cash payments do so at their own risk.

KEY FEATURES AND BENEFITS

What is the purpose of the Policy?

The policy is designed to provide benefit payments, which are intended to cover the education expenses of the Policyholder's child. The product is a term Policy with both a life cover and an investment component. There are other optional benefits on the Policy such as cash bonus.

How does the Plan work?

The Policy will pay out a cash value upon maturity or surrender. In the event of the demise of the Policyholder, a lump sum will be paid out to the nominated beneficiaries. Should the covered child die, a lump sum will be paid out to the Policyholder. This benefit is half of the Policyholder's benefit.

Can I insure just my family members without insuring myself?

No, the Policy covers the Policyholder before covering any other nominated lives.

How much will the Policy pay out?

You decide how much benefit you would like this Policy to pay out. The death benefit is determined by the risk premium, and the investment maturity amount is dependent on the premium you select. The minimum sum assured for the life cover is NGN 78,000.00 and the maximum sum assured is NGN 6 million.

Will the Policy payout anytime each member dies?

Yes, the Policy will payout the amount chosen anytime a member dies, so long as the Policy is active and all conditions are met.

How much premium will I have to pay?

You determine how much to pay. The minimum premium is NGN 5,000 and the maximum premium is NGN 500,000.

Who can the Policy cover?

The Policy can cover you and your children.

Are there any age limitations?

Yes. There are maximum ages applicable at the start of the Policy.

Main Life 18 - 59 years
Covered Children 0 - 21 years

Can I increase my premiums and benefits anytime I want to do so?

No, once you choose an option from the start of the Policy, you stay with it. However, if the automatic premium update is selected, premiums and benefits will increase automatically every year by this pre-determined percentage.

How long will the Policy last?

The Policy is a term Policy. The minimum term is 5 years, and the maximum term is 21 years.

However, the following will terminate the Policy:

- Death of the Policyholder within the waiting period.
- Policy lapsing for non-payment of premiums and
- If you cancel your Policy.

How do I make a claim?

Claims can be reported at Enterprise Life Branch offices or our various digital and self-service channels.

What documents will be required to process a claim?

The documents required are spelt out in the Policy conditions folder.

When will the Policy not pay out?

Claims will not be paid if:

- You do not truthfully provide all the information we ask for on your application form.
- The Policy is in the waiting period.
- The Policy has ceased due to non-payment of premiums.
- If death is as a result of an exclusion.

If I buy a Policy, will I benefit from it immediately?

There is a six-months waiting period for all lives covered under the Policy for the death benefit.

What happens when the Policyholder dies?

Your nominated trustee will make a claim on your life.

How do I get cover?

Simply by doing the following:

- Provide us with all relevant information.
- Pay the required annual premium.

A. INTRODUCTION

Please take the time to study this document and understand the benefits applicable to your plan type. The life assurance Policy terms and conditions, application form, communication of acceptance through SMS and the schedule of benefits (printed on the website or upon request) enforces the Policy contract between the life assured and Enterprise Life (the life insurer). A Policy document contains many legal and technical terms, which are required to protect both the life assured and the life insurer. Enterprise Life has wherever possible set out terms and conditions in plain English in the interest of the Policyholder's clear understanding and communication.

The provisions and benefits in this Policy document together with any declaration made by the principal life assured constitutes the entire contract and no changes or alterations to the Policy will be valid unless confirmed in writing by Enterprise Life.

Please be advised that you are not entitled to any benefits under this Policy until you have received confirmation from Enterprise Life that your application has been accepted and the first premium received respectively.

B. BENEFIT DESCRIPTION

The Policy is designed to provide benefit payments, which are intended to cover the educational expenses of the Policyholder's child. The product is a term Policy with both a life cover and an investment component.

1. Death Benefit

This cover pays a sum assured derived from the investment premium as shown in the table below, to the named beneficiary (ies) in the event of the demise of the Policyholder before the expiration of the Policy. Fifty percent (50%) of the sum assured will also become payable when any of the named beneficiary (ies) dies before the end of the Policy term.

The premiums per NGN 1,000 Sum Assured (SA) payable for the benefit are as stated in the table below:

Main life Cover rate per NGN 1,000 Sum Assured

	Investment Premium Range				
	5000-6500	6501-16250	16251-32500	32501-48750	48751-65000
	Sum Assured				
Age	78,000	195,000	390,000	585,000	780,000
18-25	0.0738	0.0748	0.0768	0.0798	0.0838
26-30	0.0882	0.0892	0.0912	0.0942	0.0982
31-35	0.1404	0.1414	0.1434	0.1464	0.1504
36-40	0.2458	0.2468	0.2488	0.2518	0.2558
41-45	0.4330	0.4340	0.4360	0.4390	0.4430
46-50	0.7312	0.7322	0.7342	0.7372	0.7412
51-55	1.1455	1.1465	1.1485	1.1515	1.1555
56-59	1.5526	1.5536	1.5556	1.5586	1.5626

	Investment Premium Range				
	65001 - 100000	100001 - 200000	200001 - 300000	300001 - 400000	400001 - 500000
	Sum Assured				
Age	1,200,000	2,400,000	3,600,000	4,800,000	6,000,000
18-25	0.0898	0.1018	0.1198	0.1438	0.1738
26-30	0.1042	0.1162	0.1342	0.1582	0.1882
31-35	0.1564	0.1684	0.1864	0.2104	0.2404
36-40	0.2618	0.2738	0.2918	0.3158	0.3458
41-45	0.4490	0.4610	0.4790	0.5030	0.5330
46-50	0.7472	0.7592	0.7772	0.8012	0.8312
51-55	1.1615	1.1735	1.1915	1.2155	1.2455
56-59	1.5686	1.5806	1.5986	1.6226	1.6526

Child Cover rate per NGN 1,000 Sum Assured

	Investment Premium Range				
	5000 - 6500	6501 - 16250	16251 - 32500	32501 - 48750	48751 - 65000
	Sum Assured				
Age	39,000	97,500	195,000	292,500	390,000
0-15	0.0644	0.0654	0.0674	0.0704	0.0744
16-21	0.0736	0.0746	0.0766	0.0796	0.0836

	Investment Premium Range				
	65001 - 100000	100001 - 200000	200001 - 300000	300001 - 400000	400001 - 500000
	Sum Assured				
Age	600,000	1,200,000	1,800,000	2,400,000	3,000,000
0-15	0.0804	0.0924	0.1104	0.1344	0.1644
16-21	0.0896	0.1016	0.1196	0.1436	0.1736

2. Death and TPD waiver of Premium Benefit

Should the Policyholder die or become permanently disabled after six months waiting period, all future premiums which excludes the premium updates will be paid by Enterprise Life until the end of the Policy term. The Policyholder's named beneficiary (ies) will receive full benefits when the Policy reaches its full term. In the event that the beneficiary (ies) dies, the full cash value of the Policy becomes payable.

The monthly premiums payable for the death waiver of premium benefit are as stated in the tables below for the inflation protection update chosen by the Policyholder.

Cost per NGN 1,000 of annual premium – Inflation Protection 0%

Term	Age next birthday of premium payer						
	Cost per NGN 1,000 of annual premium						
	18 - 25	26 - 35	36 - 40	41 - 45	46 - 50	51 - 55	56 - 59
5-12 years	0.46	0.47	0.77	1.21	1.96	3.21	5.40
13-21 years	0.66	0.66	1.09	1.72	2.78	4.55	7.65

Cost per NGN 1,000 of annual premium – Inflation Protection 5%

Term	Age next birthday of premium payer						
	Cost per NGN 1,000 of annual premium						
	18 - 25	26 - 35	36 - 40	41 - 45	46 - 50	51 - 55	56 - 59
5-12 years	0.55	0.56	0.92	1.44	2.33	3.82	6.41
13-21 years	0.90	0.91	1.49	2.35	3.80	6.21	10.44

Cost per NGN 1,000 of annual premium – Inflation Protection 10%

Term	Age next birthday of premium payer						
	Cost per NGN 1,000 of annual premium						
	18 - 25	26 - 35	36 - 40	41 - 45	46 - 50	51 - 55	56 - 59
5-12 years	0.66	0.66	1.09	1.72	2.78	4.55	7.65
13-21 years	1.27	1.28	2.11	3.33	5.37	8.79	14.77

Cost per NGN 1,000 of annual premium – Inflation Protection 15%

Term	Age next birthday of premium payer						
	Cost per NGN 1,000 of annual premium						
	18 - 25	26 - 35	36 - 40	41 - 45	46 - 50	51 - 55	56 - 59
5-12 years	0.79	0.79	1.31	2.06	3.33	5.45	9.16
13-21 years	1.86	1.87	3.08	4.86	7.85	12.84	21.59

Cost per NGN 1,000 of annual premium – Inflation Protection 20%

Term	Age next birthday of premium payer						
	Cost per NGN 1,000 of annual premium						
	18 - 25	26 - 35	36 - 40	41 - 45	46 - 50	51 - 55	56 - 59
5-12 years	0.95	0.95	1.57	2.47	4.00	6.54	10.99
13-21 years	2.79	2.81	4.64	7.30	11.80	19.30	32.44

Cost per NGN 1,000 of annual premium – Inflation Protection 25%

Term	Age next birthday of premium payer						
	Cost per NGN 1,000 of annual premium						
	18 - 25	26 - 35	36 - 40	41 - 45	46 - 50	51 - 55	56 - 59
5-12 years	1.14	1.14	1.89	2.97	4.80	7.85	13.20
13-21 years	4.29	4.32	7.12	11.22	18.13	29.65	49.84

Cost per NGN 1,000 of annual premium – Inflation Protection 30%

Term	Age next birthday of premium payer						
	Cost per NGN 1,000 of annual premium						
	18 - 25	26 - 35	36 - 40	41 - 45	46 - 50	51 - 55	56 - 59
5-12 years	1.37	1.38	2.27	3.57	5.77	9.44	15.87
13-21 years	6.70	6.74	11.11	17.51	28.28	46.26	77.76

3. Investment benefit

The Policy will acquire a cash value after a minimum of 24 months' payment.

4. Full encashment benefit

This benefit provides the Policyholder with the full cash value without any penalties. If the Policyholder request for a full encashment before the end of the selected term, surrender penalties will apply. Should this option be exercised, the Policy will automatically terminate.

5. Partial withdrawal benefit

Policyholders may request for partial withdrawal only when the Policy has attained cash value. This occurs after the Policyholder has made a minimum of 24 months' payment. Partial encashment may be accessed not more than once a year and it is 50% of the full cash value.

6. Cash Account (Optional)

This is a purely investment structured and disciplined way to save at a good return. The minimum premium is NGN 5,000 while the maximum should not exceed the main investment premium.

Policyholders can withdraw from the fund after the first year. Maximum allowable withdrawal amount is 50% but full withdrawal can be made after 3 years and when this occurs, premium payments into the fund can still continue. The Policyholder has the option to stop the contribution into the fund after such full withdrawal.

C. FEATURES

1. Number of Beneficiaries

The number of beneficiaries that can be put on the Policy are as given in the table below:

MEMBER	MAXIMUM NUMBER
Children - Biological, Step and foster	6 lives

2. Premium Payable

The premium payable comprises of the investment and risk premium. The risk premium is determined from the death benefit while the investment premium is dependent on the premium chosen. The minimum premium is NGN5,000 per month and maximum premium of NGN500,000.

3. Frequency of Premium Payments

The benefits under this Policy are based on the assumption that these premiums will be paid regularly and the onus is on the Principal Life Assured to ensure that the premiums due reach the company as and when they are due. Premium frequency options are;

- Monthly
- Quarterly
- Bi-annually or
- Annually

4. Premium Allocation and Charges

The net premium, after deduction of the charges for risk benefits and expenses from the gross premium, will be allocated to an investment account.

While the Policyholder bears all the investment risks with no guaranteed returns, Enterprise Life will ensure the Policyholder's net premium is preserved subject to our conditions on Policy termination and surrender.

The percentage of premium deposited into the savings account for each year is shown below:

PAYMENT	PERCENTAGE OF FUND
1st year	80%
2nd year	85%
3rd year	85%
4th year	90%
5th year	90%
6th year and subsequent years	92%

5. Minimum / Maximum Term

The minimum term is 5 years. The maximum term is 21 years.

6. Minimum / Maximum Ages At Entry

The ages at entry are stated in the table below:

PAYMENT	MAXIMUM AGE	MAXIMUM AGE
Main Life	18	59
Children	0	21

However, cover ceases at age 70. This limit also defines the maximum term available for each age e.g., for a 59-year-old, the maximum cover term is 10 years.

7. Surrender Value

The Policy pays surrender benefits of the value of the investment account, less a surrender penalty. Penalties apply on early surrender. The surrender penalties, per year, are shown below:

Year	Surrender penalty, % of fund
1 – 24 months	100%
25 - 36 months	5%
37 - 48 months	5%
49 months and till maturity	3%

8. Paid-Up Value

The Policy can be made paid-up instead of surrendering. A Policy can only be made paid up when the surrender value is at least NGN100,000. However, the Policyholder will lose the waiver of premium benefit and the life cover, remaining the amount in the investment account. This amount will be payable on the maturity of the Policy or on the death of the Policyholder.

9. Maturity Benefit

The maturity benefit is the final payment made to the Policyholder at the end of the chosen term.

10. Partial Withdrawal

Policyholders may request for partial withdrawal only when the Policy has attained cash value.

This occurs after the Policyholder has made a minimum of 24 months' payment. Partial encashment could be accessed not more than once a year and it is 50% of the full cash value.

11. Waiting Period

There is a 6-month waiting period for all lives covered under the Policy for the investment benefit. But if death occurs within the waiting period, fifty (50%) of the total premiums paid will be refunded.

12. Unemployment Waiver

The Policy provides the Policyholder with an option to apply to Enterprise Life to keep the Policy active for a maximum period of 12 months without premium payments should the Policyholder become unemployed. The Policyholder must submit proof of unemployment to enjoy this facility. The benefit can be applied for only once during the term of the Policy. During this period, the death benefit payable will be an accidental benefit of 30% of the life cover, or the investment amount, whichever is greater. The Policy will be converted to a paid-up assurance if no premiums come in after 12 months bridging period.

13. Investment Portfolio

There is no choice of investment portfolio.

D. GENERAL CONDITIONS

1. Start of Cover

Policy commences on the date of premium payment and acceptance of the application and subject to Enterprise Life having received the first payment of the premium as specified in the schedule.

2. Misstatement of Age

If the age of any of the Lives Assured is incorrect, any benefit that becomes payable will be recalculated. The amount of benefit payable will be adjusted to the amount of insurance that the premiums paid would have provided had the Policyholder's age been stated correctly.

This condition is not applicable to ages outside the entry age limits. Benefits are not payable if the actual age of any life assured is not within the age limit at entry.

3. Premium Payments

Unless otherwise stated in the Policy, premiums are payable to Enterprise Life until:

- Enterprise Life admits a death or waiver claim on the Principal Life Assured; or
- The Policy is cancelled

4. Lapse Rule: The policy will become lapse when the investment account balance reaches a threshold of 25% of the balance when premium payments ceased. In this status, the policy will have no risk benefits until it is either reinstated or cancelled.

- The policy will go into a self-funding status after the grace period of 30 days from premium due date. This will be for 35 months.
- During the 35 months period, the policy will continue to deduct risk premium (which consist of the life cover charges and the waiver of premium charges) and the unallocated premium less commission charges from the investment account allowing the risk benefit to remain active. This implies the policy should self-fund for 3 years (inclusive of the grace period).
Self-funding will cease when investment account balance reaches a threshold of 25% of the balance when premium payments ceased, the policy will then have no risk benefits until it is either reinstated or is cancelled. The Policy will be reinstated by restoring it to the premium and benefit status it was before the Policy went into lapse.
- There is no cover during the lapse period.
- Any cash accounts which had accrued on the Policy will not be run down during the reinstatement period and remain the property of the Policyholder.

5. Notification

It is advisable to notify Enterprise Life of any death claim within one year of the occurrence of the event to enable prompt claim payment. Delay in notification is likely to cause delay in document verification and claim processing.

Should Enterprise Life reject or decline any claim, such claim will lapse and be of no force or effect unless an action has been started against Enterprise Life within two years of the claim arising.

6. Incontestability Clause

Enterprise Life may contest the validity of the insurance contract on the grounds of a material misrepresentation in the application/proposal within **two (2) years**. A material misrepresentation in an application for life insurance is a misrepresentation that is relevant to the insurer's evaluation of the proposed insured by Enterprise Life. The misrepresentation is material when, if the truth had been known, the insurer would not have issued the Policy or would have issued the Policy on a different basis, such as a higher premium or a lower sum assured.

7. Maturity, Surrender or Expiry Value

The risk benefits under the Policy do not offer any maturity and surrender values. However, the non-risk benefits provide maturity and surrender benefits payable to the Policyholder on maturity or termination of the Policy. This is however subject to Policy terms and conditions.

8. Amendments

Enterprise Life must be advised in writing of any change of Nominated Lives Assured or of any additional relative of the Policyholder to be added. Any deletion of a nominated life or appointment of a Trustee must be brought to the notice of the Insurer in like manner.

9. Conditions applicable to all Policy benefits

- If the age of any person is incorrect, any benefit that becomes payable will be recalculated
- The benefit payable will be subjected to a deduction of any indebtedness to Enterprise Life
- If the contract is surrendered, benefits will automatically cease.
- If the contract is cancelled, benefits will automatically cease.

10. Currency

This contract is issued in, and subject to the laws of the Federal Republic of Nigeria. All monies payable in respect hereof whether by or to Enterprise Life are payable in the lawful currency of the Federal Republic of Nigeria.

11. Exclusions

Enterprise Life will not recognize any claim occasioned or accelerated by any of the following causes:

- Suicide, attempted suicide or any self-inflicted injury whether the
- Principal Life Assured is sane or insane within the first 2 years after acceptance.
- Any act committed by the Principal Life Assured which constitutes a violation of criminal law;
- Excessive use of alcohol, wilful inhalation of gas, wilful exposure to radioactivity or the wilful taking of poison or drugs (except as prescribed by a medical practitioner);
- Any act of war, military action, terrorist activities (whether war be declared or not), riots, strikes, civil commotion or insurrection, in all cases whether as an active participant or not;
- Active participation in mountaineering, horse riding, motor cycle racing, hunting, any speed contest other than a speed contest on foot, or fighting (except in self-defence);
- Participation in any form of aviation other than as a fare-paying

passenger on a scheduled air service over an established passenger route;

- Military service or training in the armed forces of any country and for this purpose "military service" includes army, naval and air force service;
- Military combat outside of Nigeria or military action intended to influence or overthrow the ruling Nigerian government.

12. Trustee

The Policyholder may, by notifying the Company in writing, appoint, change or cancel the appointment of a Trustee at any time. Trustees receive the proceeds of the Policy in respect of a claim arising from the death of the Policyholder under the Policy where the beneficiary (ies) is a minor.

The appointment of a new Trustee will automatically cancel the prior appointment of the existing Trustee. The appointment of a Trustee will be ineffective if the said Trustee dies before the Policyholder. If the Policyholder fails after such lapsing, or after the cancellation of the appointment of a Trustee to appoint a new Trustee, the proceeds of the Policy will be payable to the estate of the Policyholder. No provision in any Will and Last Testament executed by the Policyholder will have the effect of cancelling the appointment of a Trustee. The Trustee can access the Policy only after the death of the Policyholder.

13. Beneficiary

The Policyholder may, by notifying the Company in writing, appoint, change or cancel a nominated Beneficiary at any time. Enterprise Life will pay the benefit from this Policy to the Policyholder, or in the event that the Policyholder dies, to the nominated beneficiary. If that person is a minor, the benefit will be paid to the nominated Trustee. In the event that the beneficiary/ies or Trustees cannot be found, Enterprise Life will pay the benefit to the estate of the Policyholder.

The appointment of a beneficiary will be invalid if his or her death occurs before that of the Policyholder. If the Policyholder fails to appoint after such incident or after the cancellation of the appointment of a beneficiary to appoint a new beneficiary, the benefit of the Policy will be payable to the estate of the Policyholder. No provision in any Will and Last Testament executed by the Policyholder will have the effect of cancelling the appointment of a beneficiary or of appointing a new beneficiary. The beneficiary can exercise rights to this Policy only when the Policyholder is dead.

14. Residence and Travel

No restrictions apply as far as travel or residence is concerned. However, at the time of taking up the Policy, all Lives Assured must be resident in the Federal Republic of Nigeria.

No life cover benefits will be paid for any Policyholder who is a permanent resident in a foreign country. This provision may be waived at the sole discretion of Enterprise Life.

15. Assignments

The Policyholder cannot cede the Policy to another person as security for a loan or other business transaction. No loans are allowed against this Policy.

16. Communication

The Policyholder may only regard communications with Enterprise Life as received if sent by hand, mail, post, through e-mails or any electronic platform as advertised or acknowledged in writing by Enterprise Life.

17. Policyholder review / Cancellation

The Policyholder has the right to review and cancel this Policy within 30 days from the Acceptance Date and receive all premiums paid, provided that no benefit has yet been paid or claimed or an insured event occurred. This cancellation must be communicated in terms of paragraph 16 above by the Policyholder.

After completion of the 30-day period mentioned above, the Policyholder may give notice in writing to Enterprise Life to cancel the Policy. The cover will cease on the date of cancellation. Cancellation of the Policy leads to the loss of benefits and all premiums paid before cancellation but any premiums paid after Enterprise Life receives notice of cancellation will be refunded.

18. Claims Settlements

When a claim event occurs, the following is required to process the claim:

The Policy Terms and Conditions as issued.

- A properly completed claim form.
- Proof of the occurrence of the covered event for which the benefit is being claimed, the identity of the claimant and evidence of the age of the life in question.

- All assignments, beneficiary appointments and cancellations thereof where applicable.
- The company receiving payment of all premiums that are due and payable.
- Medical report or any relevant documents/reports, which Enterprise Life deems necessary to assess the claim.
- Enterprise Life reserves the right to put off paying a claim covered under this Policy until all requirements, as specified by Enterprise Life, have been met.

19. Inflation Protector

When the Policy reaches an anniversary date, the cover amount will be increased by the percentage selected by the Policyholder. Where the family burial benefit is applicable, the cover of all lives assured will increase by the applicable benefit update rate as specified below. The inflation protector may be cancelled or reduced or increased by a written request to Enterprise Life. The updated benefit will be subject to waiting period conditions in the event of increase after policy inception.

BENEFIT UPDATE
0.00%
3.75%
7.50%
11.25%
15.00%
18.75%
22.50%

The inclusion of this benefit in the Policy will depend on the selection you made on your application. When selected or included in the application, they will reflect automatically on your Schedule of benefits. The premiums payable remain level throughout the policy term.

20. Pre-Existing Condition Exclusion Clause

No Disablement Benefit or Critical Illness Benefit shall be payable under this Policy during the first twelve (12) months following the Policyholder's entry date if in the opinion of Enterprise Life, the claim arises from any disease or condition which the Policyholder was diagnosed with, treated for or displayed symptoms of within six (6) months prior to the Policyholder's entry date.

Any contract resulting from payment of the premium will be void within the first five years of the Policy if at the time of signing the application on which this contract has been based the insured does not disclose:

- Any illness or injury suffered, consultation of any physician or surgeon or any medical advice received, with respect of such illness; or
- Any other Policy application on the life of the Policyholder which has been declined, discouraged, or accepted on terms different from the standard terms or the Policyholder engaging in any fraudulent activity in relation to the Policy.

21. Grace Period

The Policy shall allow a Policyholder a grace period of 30 days to pay renewal premiums following a premium due date. During this grace period, life insurance coverage shall continue in force. If the Policyholder dies during the grace period, Enterprise Life may deduct the amount of any unpaid premium from the death benefit payable.

E. IMPORTANT DEFINITION

- **Acceptance Date** - Is the date on which Enterprise Life approves your application.
- **Age at inception** - The age of the life assured at the time the Policy is accepted and issued.
- **Accident** - An accident is a sudden, unexpected event that happens at a place and time that is identifiable. When accidents happen, it is usually by obvious visible, violent and external means.
- **Beneficiary** - Is the person who is nominated under this Policy for the benefits specified in this Policy.
- **Cancellation** - The Policyholder cancel the Policy at any time by giving notice to the Enterprise Life. It is important to remember that cancellation normally leads to loss of valuable benefits and should be avoided where possible.
- **Claim** - A valid claim occurs when the event/s that the Policy was intended to cover occurs within the term of the Policy or on the maturity of the Policy where there are cash values and the Policy is still active.
- **Inflation Protector** - Since inflation reduces the value of premiums and benefits, premiums are adjusted upwards by the percentage that you selected in order that your benefits keep up with the cost of living.

- **Issue Date** - where you have selected to pay premiums through your bank or from your employer, Enterprise Life considers the issue date of Policy to be the first day of the month following receipt of the first premium.

Where premiums have commenced later than expected, the issued date will also commence later than expected.

- **Policyholder** - This is the owner of the Policy and is the person who took this Policy out.
- **Disability** - Enterprise Life will consider the Policyholder to be disabled if they permanently and totally lose or lose the use of;
 - **2 limbs above the wrist or ankle**
 - **2 feet**
 - meaning the loss or loss of use of the ankle proven by appropriate radiological evidence of permanently irreversible joint destruction.
 - **2 hands**
 - meaning the loss or loss of use of the wrist proven by appropriate radiological evidence of permanently irreversible joint destruction.
 - **Sight in 2 eyes**
 - As a result of an acute manifestation of a sickness or an accident.
 - The blindness must be certified by an ophthalmologist's report.
 - **Speech**
 - meaning the total and irrecoverable loss of the ability to speak which must be established for a continuous period of 12 months.
- **Bedridden**
 - meaning the insured requires assistance with dressing, mobility and bathing on a permanent basis, or suffers from:
- **Mental or cognitive impairment**
 - meaning the worsening or loss of intellectual ability determined using clinical evidence and standardized tests which measure impairment in the following areas:
 - short and long-term memory: and
 - orientation as to person, place
 - deductive and abstract reasoning.
 - the person who pays for the Policy will be considered to suffer from mental or cognitive impairment if:
 - there is medical evidence of irreversible organic (meaning arising from a diagnosed physical condition as opposed to a mental (psychological) condition) disease of his or her brain;
 - the standard tests are failed by the insured in accordance with clinically published data; and the insured's intellectual ability means that
 - the insured needs continual supervision or assistance from another person to protect themselves or others.
- **Lapse** - A Policy with no benefit, due to non-payment of premiums. this will happen when no premium is received after 30 days of premium due date.

F. OTHER IMPORTANT PRODUCT INFORMATION

Documents required - For claims payment to be made promptly, Enterprise Life requires the following documents:

- The original or a certified copy of the Policyholder's identity document.
- The original Policy number.
- A completed maturity encashment form.

Other requirements

- The Policy must have acquired a cash value.
- The Policy must be active with a minimum of 12 consecutive premiums paid.
- Premium payment must be up to date.

On the death of the Policyholder

Enterprise Life requires the following documents:

- Original or a certified copy of death certificate.
- Original or certified copies of the beneficiaries and deceased's identity document.
- Claim form fully completed by the beneficiary.

Other relevant requirements

- Death is within the terms and conditions of the Policy document.
- Proof that life assured and deceased are the same person
- Policy must be active.

Complaints

We value your comments. If you are not satisfied with our sales or services please contact our Customer Service Centre on **+2349088055606** or **customerservice.life@enterprisegroup.com.gh** or

www.enterprisegroup.com.gh for

- Policy enquires
- Policy changes
- Claim enquiries
- Premium enquires

CLAIMS PAYMENT

Enterprise Life requires the following documents for easy claims processing;

- Policy number.
- Proof to the satisfaction of Enterprise Life of the event for which the benefit is claimed, the legal entitlement of the claimant(s) to receive the benefit and the age of the Policyholder.
- A properly completed claim form.
- Photo identification of the claimant.
- Photo identification of the deceased.
- Death certificate of the covered life for which the benefit is being claimed.
- Police report for accidental death cases.
- Any other documents/report, which Enterprise Life deems necessary to assess the claim.