

FAMILY CARE PLAN

Product Terms and Conditions

IMPORTANT INFORMATION:

- 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.
- 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.

A. YOUR POLICY

Please take the time to look through 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, email and the schedule of benefits enforce the Policy Contract between the Policyholder and Enterprise Life Assurance Company Limited (Enterprise Life). A Policy Document contains many legal and technical terms, which are required to protect both the Policyholder and the Life Insurer. Enterprise Life has, as much as possible, set out the terms in plain English in the interest of the Policyholder's clear understanding and communication.

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 paid by you and policy document sent to you either by email or physically.

Please read these documents carefully prior to premium payment and policy inception; and keep them in a safe place for future reference.

POLICY FEATURES

How does the plan Work?

This Policy is for a whole life term. The premium payment term may either be 5 years, 10 years or 15 years. The Policy pays out a lump sum ranging from NGN 150,000 to NGN 5,000,000 upon the death of Insured Lives. The exact pay out depends on the Plan type that the Policyholder selects. The Policy has maximum age limit of 100 years and a minimum entry age limit. The Policy can cover a maximum of 13 lives and the Policyholder may cover other lives without procuring cover for him/herself.

Number of Lives Covered and Ages at Entry

MEMBER	MINIMUM AGE	MAXIMUM AGE
MAIN LIFE	18	Such that premium payment age does not exceed 75
PARENTS	31	100
IN-LAW/GRANDPARENTS/ FOSTER/ GUARDIAN	0	100
COVERED CHILDREN	0	21
SIBLING	0	100
SPOUSE	18	100

What will the Policy do for you?

The Policy allows the following;

- Double Accidental Benefit:** This benefit pays an amount twice the value of the sum assured to the beneficiaries of the Policyholder, if the Policyholder is above 54 years and he dies through an accident (not non-accidental cases) within the 6 months waiting period from the inception of the Policy. This benefit applies to the Policyholder only.
- No waiting period for accidental deaths:** A claim on the Policy may be made immediately after policy acceptance by Enterprise Life in the event of death caused as a result of accidents only.
- Surrender value benefit:** Enterprise Life will pay a surrender value

10% of premiums (less any paid cash back benefit) should you cancel the Policy, if there has been no claim on the Policy.

d. Cash back benefit: You will receive 10% cash back on the premium paid every 2 years if there's no claim on the Policy

e. No Lapse /No Termination advantage: Provided that premiums have been paid for at least 24 months, the Policy would not lapse or terminate when payment of premium subsequently ceases for 3 years. The Policy remains active, but the payable claim amount would be adjusted. However, this will be limited to the National Insurance Commissions (NAICOM) policy reinstatement rule. If premiums have been paid for less than 24 months, the policy lapses after a grace period of 30 days. The policy will go through a waiting period of 6 months after reinstatement if at least 4 consecutive premiums have been missed.

f. Premium Discount: Experience-based rate discount for policyholder to pay 11 months Premiums in the year instead of 12 months.

g. Inflation Protector: The benefit chosen will automatically increase on the anniversary date by a percentage selected by the Policyholder. 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 premiums payable remain level throughout the premium payment term.

How do I get cover?

Complete the Policy application form and pay the applicable premiums in the required manner.

Policy duration

This is a whole life policy designed to provide cover for the lives of all family members listed. The Policy becomes active after the first premium has been paid and Enterprise Life has notified you of its acceptance and forwarding the policy document to your email address subject to the applicable waiting period, if any.

However, the following will terminate the Policy:

- Premium payments ceasing upon death of the Policyholder
- Policy lapsing for non-payment of premiums and
- If you cancel your Policy

Premiums

Premiums are payable in Nigerian Naira and may be made either monthly, quarterly, bi-annually, annually. Premiums paid annually attract 5% discount. Unless otherwise stated in the Policy, premiums are payable in advance until Enterprise Life admits a death, or a waiver claim on the Policyholder, or the Policy is cancelled. The premium to be paid depends on the Burial benefit (Plan type) and the options that you choose. There are nine (9) Plan types. Please refer to the Burial Benefit Table. The onus is on the Policyholder to ensure that premiums reach Enterprise Life when due. All premium refunds will be made, and the value of any cash back paid to you where applicable.

Waiting Period for burial benefit

The following waiting period applies to non-accidental death (natural death), beginning a day after notice of acceptance of the Policy by Enterprise Life:

Covered Life	Waiting Period
Main Life	6 months waiting period (100% refund of risk premium if death occurs)
All other lives up to 74 years	6 months waiting period (100% refund of risk premium if death occurs)
Other lives above 74 years	12 months waiting period (30% of death sum assured is payable after 6 months waiting period)

BENEFITS

Basic Benefits

1. Benefit:

On the death of any covered life, a sum assured (benefit) is paid out as shown below:

MAIN BENEFIT TABLE/PLAN TYPE:

Family Member	A	B	C	D	E	F	G	H	I
Main Life	150,000	300,000	600,000	1,000,000	1,500,000	2,000,000	3,000,000	4,000,000	5,000,000
Spouse	150,000	300,000	600,000	1,000,000	1,500,000	2,000,000	3,000,000	4,000,000	5,000,000
Children	150,000	300,000	600,000	1,000,000	1,500,000	2,000,000	3,000,000	4,000,000	5,000,000
Parents	150,000	300,000	600,000	1,000,000	1,500,000	2,000,000	3,000,000	4,000,000	5,000,000
Extended Family	150,000	300,000	600,000	1,000,000	1,500,000	2,000,000	3,000,000	4,000,000	5,000,000

- 2. Full waiver of premium benefit:** Upon the maturity of the selected minimum term the Policyholder will be covered for his/her entire life span without paying premiums. Here, the Policy continues for all lives without automatic premium updates.
- 3. Death waiver of premium benefit:** If any family member is covered under the policy and the main life covered dies before the policy anniversary preceding the 60th birthday, all premium payments on the Basic Cover would be waived for other lives covered under the policy. All automatic premium updates will stop at the date of death. This benefit will not be applicable if the Policy holder was above age Forty-nine (49) at the start of the policy or dies within the waiting period.
- 4. Cash Back benefit:** The Policyholder would receive 10% of paid premiums every 2 years if there has been no claim on the Policy during the year under consideration and if the Policy is still active.
- 5. Surrender benefit:** Enterprise Life will pay out 10% of the total risk premium (less paid cash back amount) to the Policyholder. This is applicable to surviving lives at the point of payment of this benefit.
- 6. Premium holiday:** Premiums must have been consistently paid for a minimum of 12 months prior to the earning month (January) for a policyholder to enjoy this benefit.
- 7. Are there any other (optional) benefits on the Policy?**
Yes, but the Policyholder needs to opt for them and pay the required premiums.

These optional benefits are:

- a. Personal Accident Cover:** This cover provides compensation in the event of injuries, disability caused solely by violent, accidental, external and visible events. This cover ceases at age 60 and applies to the main life only. Please refer to Appendix A for payable amounts under this Cover.
- b. Cash Account:** This allows the Policyholder to maintain an investment account with good return and withdraw a maximum of 50% of the total premium after 12 months. The minimum premium is NGN3,500 but there is no maximum premium except that the maximum cash account paid would not exceed the risk premium. Full withdrawal may be made on this account after three (3) years of contribution. Thereafter, the Policyholder may end the Policy or continue paying premiums.
- c. Pre-burial benefits:**
 - 7-Day/1week Celebration Cover: This option pays 30% of the total sum assured upon confirmation of death.
 - 40-Day Celebration: This option pays 50% of the total sum assured upon confirmation of death.
- d. Memorial Cover:** This benefit provides 50% of the sum assured for a covered life upon death. This will be paid 12 months after the death of the covered life.

What happens when I stop paying premiums?

Provided that premiums have been paid for at least 24 months, the Policy would not lapse or terminate when payment of premium subsequently ceases for 3 years. The Policy remains active, but the payable claim amount would be adjusted. However, this will be limited to the National

Insurance Commissions (NAICOM) policy reinstatement rule. If premiums have been paid for less than 24 months, the policy lapses after a grace period of 30 days. No benefit is payable on a lapsed policy. The policy will go through a waiting period of 6 months after reinstatement if at least 4 consecutive premiums have been missed.

Can I change my benefit level?

Yes. You can switch between Plans after your application has been accepted. The waiting period applicable to the higher plan will apply if the switch is to a higher plan.

Do all the covered members enjoy the same benefits?

Not automatically. This depends on the options selected by the Policyholder to cover the different lives. This is to enable the Policyholder tailor a policy benefit structure per his/her needs.

Can I use the Policy as collateral for a loan?

No. The Policy cannot be assigned for the settlement of debt.

How do I make a claim?

- Submit written notification of the death to Enterprise Life within one (1) year of occurrence.
- Complete a claim form at any Enterprise Life Branch office or digital platforms. Provide the following documents.
 - I. A properly completed claim form
 - II. Proof of the occurrence of the covered event for which the benefit is claimed such as death certificate, cause of death etc.
 - III. The legal capacity of the claimant(s) to receive the benefit and evidence of the age of the Policyholder.
 - IV. All beneficiary appointments and cancellations thereof where applicable.
 - V. In the event of unnatural death, we will require Police Statement / Officer's (Road) Accident Report.

Enterprise Life reserves the right not to pay a claim covered under this Policy until all requirements, as specified by Enterprise Life, have been met.

Please note that a delay in notification of death and submission of relevant documents may cause a delay in the claim payment.

When will the plan not pay out? (Exclusions)

Enterprise Life will not pay a claim if you provided false or inaccurate information for the Policy or when death of the Policyholder is occasioned or accelerated by any of the following:

- Suicide, attempted suicide, or any self-inflicted injury within 2 years of an active Policy, whether the Policyholder is sane or insane at the time.
- Any act committed by the Policyholder which constitutes a violation of criminal law;
- Excessive use of alcohol, willful inhalation of gas, willful exposure to radioactivity or the willful taking of poison, willful medication (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, motorcycle racing, hunting, fighting (except in self-defense adjudged by a Court) any speed contest other than a speed contest on foot
- Participation in any form of aviation activity other than as a fare-paying passenger on a scheduled air service over an established passenger route;

Should Enterprise Life reject or decline any claim, the Beneficiaries will be duly informed and such claim will be of no effect unless a legal action has been commenced against Enterprise Life within 3 years from the date the occurrence of the event that necessitated the claim.

What happens when the Policyholder dies?

Enterprise Life will pay the premiums for the basic death cover for the Covered Lives (excluding any cash back paid to you) except that automatic updates for the Covered Lives would cease upon the death.

GENERAL PROVISIONS

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. Benefits are not payable if the actual age of any life assured is not within the age limit at entry. The amount payable on the death of the Policyholder and Lives Assured will be the initial burial cover selected, plus automatic percentage, where applicable.

3. Risk Date

Policy commences on the date of premium payment and acceptance of the application. All benefits on the Policy become payable after the six (6) months waiting period, subject to any exceptions.

4. Notice & Amendments

Enterprise Life must be notified in writing of any changes in the Policy including but not limited to nominated lives assured, additions to or deletion of covered lives, change in spouse or trustees, births, or adoption of a child by the Policyholder. The written notice must be supported with relevant documentation. For example, in the case of adoption, a certified copy of the court order for adoption must be produced.

5. Conditions applicable to all Policy benefits

The payable premium shall not change upon the death of a covered life. The portion of premium assigned to a once covered life but now dead will be put in a cash account (investment). This account will be created if none exists and must exist for a minimum of 12 months. The Policyholder may make a maximum withdrawal of 50% of the value in the account from the 13th month of existence of the account.

6. Trustee

The Policyholder may by notifying Enterprise Life in writing, appoint, change or cancel the appointment of a Trustee at any time. Trustees receive the benefits of the Policy in respect of a claim arising from the death of the Policyholder under the Policy where the beneficiary is a minor. The appointment of a new Trustee will automatically cancel the prior appointment of a 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.

7. Beneficiary

Enterprise Life will pay the benefits from this Policy to the Policyholder, or the Beneficiary if the Policyholder dies. If the Beneficiary is a minor, the benefit will be paid to the nominated Trustee for the benefit of the Beneficiary. If the Beneficiary or Trustees cannot be found, Enterprise Life will pay the benefit to the estate of the Policyholder. The death of a Beneficiary before the death of the Policyholder would render the appointment of the Beneficiary invalid and the Policyholder in that circumstance is required to appoint another Beneficiary. Should the Policyholder fail to appoint another Beneficiary after such incident or after the cancellation of the appointment of a Beneficiary, the benefit under 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 late.

8. 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

9. Residence and Travel

No restrictions apply as far as travel or occupation is concerned. However, at the time of taking out 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.

10. Communication

The Policyholder may only regard communications with Enterprise Life as received if sent by hand delivery to the office of Enterprise Life, or via e-mails (to customerservice.life@enterprisegroup.com.gh) and Enterprise Life has acknowledged receipt in writing

Other Terms.

- All outstanding premiums for the named life will be deducted from any death benefits payable.
- The balance in your Cash Account which had accrued on the Policy will not be applied for the payment of accrued premiums.

11. Right to Review /Cancel

The Policyholder has the right to review and cancel this Policy within 30 days from the Acceptance Date and receive all premiums paid, if no benefit has yet been paid or claimed or if an insured event has not occurred. This cancellation must be communicated in writing by the Policyholder to Enterprise Life.

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. 10% of the risk premiums paid (excluding cash back paid) will be paid.

APPENDIX A

Personal Accident Scale

Injury	Percentage	Injury	Percentage	
Loss of both hands at or above wrist	100	Loss of ring finger - Three phalanges	5	
Loss of both feet at or above the ankles	100	Two phalanges	4	
Loss of one hand at or above the wrist and of one foot at or above the ankle	100	One phalanx	1	
Loss of all fingers and thumbs of both hands	100	Loss of little finger - Three phalanges	2	
Total and irremediable blindness in both eyes	100	Two phalanges	4	
Total and irremediable paralysis	100	One phalanx	3	
Loss of arm - At shoulder	60	Loss of metacarpals - First or second (additional)	3	
Between elbow and shoulder	50	Third fourth or fifth (additional)	2	
At elbow	47.5	Loss of Leg - At hip	70	
Between wrist and elbow	45	Between knee and hip	50	
Loss of hand at wrist	42.5	Below knee	35	
Loss of four fingers and thumb of One hand	42.5	Loss of ankle - Loss of all toes both feet	32.5	
Loss of four fingers	35	15	Loss of great toe - Both phalanges	5
Loss of lens of one eye	20	One phalanx	2	
Loss of thumb - Both phalanges	25	Loss of toe other than great toe (provided more than one toe is lost) - each	1	
One phalanx	10	Loss of one whole eye or total and irremediable blindness in one eye	30	
Loss of index finger - Three phalanges	10	Irremediable loss of sight (except Perception of light) in one eye	30	
Two phalanges	8	Total and irremediable deafness - both ears	50	
One phalanx	4	one ears	7	
Loss of middle finger - Three phalanges	6	Loss of middle finger - Three phalanges	6	
Two phalanges	4	Two phalanges	4	
One phalanx	2	One phalanx	2	

DEFINITIONS

Accidental death - "bodily injury caused solely and directly by violent, external, accidental and visible means which injury was the sole cause of the Policyholder's death", all other causes of death relating to illness, disease or the ageing process, shall be deemed to be caused by natural causes.

Inception - These are new Policies in request of which the first premium has been paid. Inception date is therefore the date from which, under the terms of a Policy, an insurer is deemed to be at risk.

Child - means one of the children of the Policyholder and /or nominated spouse (including an adopted child, or a stepchild who is unmarried and under the age of 21 years).

Spouse - means the person to whom the Policyholder is legally married in accordance with the laws of The Federal Republic of Nigeria.

Siblings - means children from one or both parents of the Policyholder.

Parents - means biological parents of the Policyholder or those of his/her spouse.

Step Parent - means the spouse of the biological parent of the Policyholder whose marriage is recognized in accordance with the law of The Federal Republic of Nigeria.

Guardian - means an adult custodian to whom the Policyholder has been effectively entrusted.

Grandparent - means the biological parents of the Policyholder's biological parent.

Grandchild - means the biological child of the Policyholder's biological child.

Trustee - a person named by the Policyholder to administer the policy in the event of the death of the Policyholder.

The Trustee is not a beneficiary but in the event of death, claims notification and payment is administered by the Trustee for the benefit of beneficiaries.

Risk Premium: This is the total premium paid less Commissions and Expenses.

Complaints

We value your comments. Kindly contact any of our branch offices for further clarifications. If you are not satisfied with our sales or services please contact our Customer Service Centre on **Tel: +2349088055606** or **customerservice.life@enterprisegroup.com.gh;** **www.enterprisegroup.com.gh.**