



# Frequently Asked Questions



## 1. Who is behind Instant Life?

All Instant Life policies are reinsured with Hannover Re ([www.hannover-re.com](http://www.hannover-re.com)), one of the largest reinsurers in the world. You can therefore be sure your claim will be paid out, irrespective of the financial position of Instant Life. Each policy is also underwritten by Guardrisk Life (part of the Alexander Forbes Group). You can therefore sleep easy, knowing your policy is safe and backed by companies with substantial financial resources.

## 2. What else, other than life insurance, is included in the Instant Life premium?

Nothing. We have not complicated our products by including all sorts of hidden investment products and items that even people with a financial degree can't figure out. You decide what cover you want. We provide the lowest premium. If something happens to you, Instant Life pays out the amount you have insured based on the terms of your policy. No hidden clauses; no fine print; no complexity.

## 3. Does Instant Life underwrite at claims stage?

No. You are fully covered when we issue your policy. When you claim, like all insurance companies, all that is required is to ensure your claim is valid based on the answers you provided on the medical questions. The lack of standard medical testing at the start does not mean any extra checking at claims stage, just less hassle at the start.

## 4. Does Instant Life offer financial advice?

No. We do not offer or profess to offer that Instant Life can do your risk planning for you. If you are unsure, please approach a FICA approved financial advisor. At Instant Life, we start from the premise that you know you need life, disability, cancer or cover based on the other risks we insure. We then enable you to buy this directly online in the simplest way possible, and at the lowest cost. We do not believe you need a broker or call centre agent to help or to coerce you into buying life insurance or the other products we offer and plan to offer.

## 5. From which brokers can I buy Instant Life?

You cannot buy Instant Life from a broker. We do work with affiliates like minded groups who share the same philosophy of giving you the best possible value.

## 6. Will my monthly premium be increased?

Yes. Your premium will increase by 7.5% per year. We have taken the view that for the vast majority of people, their income will increase at least with inflation. 7.5% should therefore be affordable. We also offer a 5% optional benefit increase each year at the anniversary of your policy for a small increase (over and above the inflation adjustment) in your monthly premium.

## 7. What is the maximum life cover that Instant Life offers?

We do not limit cover. Currently we offer up to R6 million on the website. To apply for higher cover, you would need to complete the normal application online for up to R6 million cover and then contact us for details around additional requirements.

## 8. If I want cover over R6 million, what is involved?

You firstly complete the normal application online for cover up to R6 million. Should you require cover above R6 million we will require you to go for further blood tests.

## 9. Can anyone around the world buy an Instant Life policy?

At this stage, Instant Life is offered to anyone with a South African bank account and who resides in any one of our specified countries presented in the application process.

10. Can you add your spouse or children on our policies?

No. We only offer individual policies , so each person has to apply individually.

11. Do you offer combination products?

No. We currently only offer individual policies per product.

12. When do I get charged for my first premium?

Your first premium will be charged within 3 days of you completing you policy application. The next premium will be deducted on your nominated deduction date. Your first deduction will include the policy establishment fee and, if required ,the HIV test fee.

13. Will I be required to go for an HIV blood test?

No, if you have had an HIV test within the last 3years and you can provide evidence of the result.

Yes, if you have not been tested in the last 3years or if you have been tested but are unable to present proof of your test results.