BODY REPATRIATION SERVICE | FACT SHEET

The body repatriation service assists with the transportation of mortal remains over distances of 150 km or more, ensuring that the deceased can be laid to rest in their chosen place.

The body repatriation service is made available as an optional add-on service to the funeral benefit and death benefit.

The service is offered and administered by Gwiliza Repatriation Services and distributed by Hollard Group Risk.

The basic service

The body repatriation service assists with the transportation of mortal remains over distances of 150 km or more.

Body collection and repatriation is available 24 hours a day, 365 days of the year.

The place of death must be within the borders of the Republic of South Africa, Namibia, Botswana, Mozambique, Zimbabwe, Lesotho or Eswatini.

Additional services

- Processing of required burial / legal documents is included.
- Consultation with the bereaved regarding repatriation arrangements is available if required.
- Advice on the processing of all necessary and associated documentation is available if required.
- Assistance in dealing with Government appointed Funeral Directors in reclaiming mortal remains is provided if required.

Service maximums

The amount payable is determined by various factors including the distance travelled and method of transport and is limited to the following maximums:

Area of service	Maximum cost of repatriation
Within South African borders	R15 000 per insured
Neighbouring states (i.e. Namibia, Botswana, Mozambique, Zimbabwe, Lesotho or Eswatini)	R25 000 per insured

Hollard Group Risk, a division of the Hollard Life Assurance Company Limited (Reg No. 1993/001405/06), a Licensed Life Insurer and an authorised Financial Services Provider. FSP no. 17697. V.4.1

General terms and conditions

Eligibility conditions	The body repatriation service is an optional add-on service to the funeral benefit and death benefit. It will be offered on the death benefit only if the employer does not already have a similar service on an insured funeral benefit. If the service is added to the funeral (or death) policy, cover will be compulsory for all main members under that policy. In cases where funeral cover is extended to the main member's spouse and children under the funeral policy, the body repatriation service will be extended to those insureds as well. The main member, and spouse and children if applicable, need to meet the eligibility criteria and cover conditions under the funeral (or death) policy to be eligible for the body repatriation service.
When cover starts	Cover for the body repatriation service starts on the later of: - The relevant insureds meeting the eligibility criteria under the funeral (or death) policy - The body repatriation service being selected - Premium payment starts
When cover stops	Cover for the body repatriation service will end when any of the following occur: - We discontinue offering the body repatriation service - The employer cancels the body repatriation service by giving us one month's written notice - The funeral (or death) policy ends in terms of the applicable policy - Premiums for the funeral (or death) benefit are not paid
Limitations of cover	A claim for body repatriation services will only be considered on the acceptance of a valid funeral (or death) claim by us. Body repatriation services will not be available under the following circumstances: - Any conditions under the respective funeral (or death) policy are not met - The respective territory is rendered inaccessible by natural disasters, including but not limited to flooding and earthquakes - The respective territory is deemed to be unsafe due to warlike activities as detailed in the funeral (or death) policy that would put the lives of the service providers personnel and assets at risk - The territories are designated as no-travel zones by health authorities due to the outbreak of infectious diseases

Claim conditions

Claim process	The beneficiary nominated by the main member under the funeral benefit must call 0861 494 5492 to arrange the repatriation of the deceased's mortal remains. If an insured spouse or child covered under the funeral policy dies, the main member is automatically the beneficiary. The service will be rendered by Gwiliza Repatriation Services after receiving all the required information. The policy reference number needs to be quoted in all communication with them. Service turn-around times are as follows: - 48 hours for deaths within the borders of South Africa - 92 hours for deaths outside of the borders of South Africa
Claim payments	The costs for body repatriation of the main member are paid as a lump sum to the insured's nominated beneficiary, or estate in the case of no nominated beneficiary. The costs for body repatriation of the main member's covered spouse and/or children are paid as a lump sum to the main member.

Administration information

Premium payment	Premiums are paid with the funeral (or death) benefit premium, in accordance with the terms and conditions set out in the respective funeral (or death) policy.
Changes in premium	Premiums may change at the yearly premium review or when there are material changes to the employer's business or lives insured.
Notice period for changes in service terms and conditions	31 days
Termination of the body repatriation service	Hollard may cancel the service by giving 60 days' written notice. The employer may cancel the service by giving 31 days' written notice.

Important

For more information about this service or any of our other Group Insurance products, please contact your Hollard consultant.