



### **POILCY AND CANCELLATION OF BENEFITS POLICY:**

The following is a high-level overview of the policy and benefit cancellation policy of Ucovered Insurance Solutions (Pty) Ltd ("Ucovered") read in accordance with the applicable (including but not limited to) Governance Policies, TCF Guidelines and FAIS requirements.

- The Juristic entity receives notification of cancellation of a policy or benefit from Discovery, as being sent to the client.
- The retention department of Ucovered will contact the client and obtain a reason for cancellation. The retentions department will attempt to retain the policy dependent on the reason and will provide the client with factual information on the policy benefits which client could lose.
- The retentions department will then refer the client to the advisor should they require further information as to the benefits and consequences related to their policy for advice on the impacts of their policy cancellation.
- The Juristic entity will review the effect of such cancellation on the client's portfolio and/or policy held with the advisor, together with the latest advice recorded and/or review conducted on the client policy.
- All or any calls of such referral to the advisor is saved and recorded, and available to the client upon request.