

## 2020 TRANSFER PROCESS FOR INDIVIDUALS

### WHO QUALIFIES AS A TRANSFER CLIENT?

A client who has been on cover with another Gap Cover provider for a minimum period of **3 months** and who transfers without a break in cover.

### WHAT DOCUMENTATION IS REQUIRED?

- Our **2020 Client Application Form**; and
- A policy document from the current Insurer **not older than 30 days** that confirms the cover start date, the Gap Cover option and applicable waiting periods.

### MAY COVER BE TRANSFERRED TO ANY STRATUM BENEFITS OPTION?

Cover may be transferred to any of our Gap Cover options.

### REPLACEMENT POLICY DISCLOSURE

Clients transferring cover must be informed of the following:

- A change in monthly premium and/or special terms and conditions may apply as products are different in benefit and fee structure;
- Our Policy Particulars provide more information about the general exclusions, terms and conditions of cover; and
- If there has been a break in cover of **30 days or more** between the end date of cover with the previous Insurer and the cover start date of the new Stratum Benefits policy, full underwriting will apply.



### WAITING PERIODS

Underwriting applies regardless of whether cover is transferred between the same Insurer, or from a different Insurer.

GENERAL WAITING PERIOD		
AGE DEMOGRAPHIC	49 OR YOUNGER	50 OR OLDER
	Where all individuals applying for cover on a policy are <b>49 or younger</b> at the time the policy becomes effective, the following waiting period will apply: <b>0 Month General Waiting Period</b>	Where any individual applying for cover on a policy is <b>50 or older</b> at the time the policy becomes effective, the following waiting period will apply: <b>3 Month General Waiting Period</b>
	Our <b>Out-Patient Specialist Consultation Cover</b> benefit offered on our <b>Elite</b> option is subject to a standard <b>3 Month General Waiting Period</b> .	
PRE-EXISTING CONDITION WAITING PERIOD		
LIKE-FOR-LIKE BENEFITS (Benefits that are similar in benefit design when the previous <b>Gap Cover</b> policy and the new <b>Stratum Benefits</b> policy are compared)	<ul style="list-style-type: none"> <li>• If the current <b>Gap Cover</b> policy has been active for <b>less than 12 months</b> and a <b>Pre-Existing Condition Waiting Period</b> applies to any of the insured persons, the balance of the <b>Pre-Existing Condition Waiting Period</b> applicable to each insured person will be carried over to the <b>Stratum Benefits</b> policy.</li> <li>• If the current <b>Gap Cover</b> policy, and all the insured persons on cover have been active for <b>12 months or longer</b>, a <b>Pre-Existing Condition Waiting Period</b> will not apply.</li> </ul>	
<b>ENHANCED BENEFITS</b> (Benefits provided by the new <b>Stratum Benefits</b> policy that the previous <b>Gap Cover</b> policy did not provide)		
If our policy provides benefits that are not provided by the current <b>Gap Cover</b> policy, the enhanced benefits will be subject to a <b>12 Month Pre-Existing Condition Waiting Period</b> .		
During a <b>Pre-Existing Condition Waiting Period</b> , we do not cover investigations, medical procedures, surgeries and/or treatments related to any illness and/or medical condition that was diagnosed and/or for which advice and/or treatment was received within <b>12 months</b> before your cover start date.		
<b>DISCLOSED PLANNED MEDICAL EVENTS</b> (Investigations, medical procedures, surgeries and/or treatments that are planned and that we have been informed about)		
If a claim is received within the first <b>10 months</b> of cover for a medical event that the client was aware of at the time of applying for cover that is related to a pre-existing medical condition, the claim will be covered at <b>20%</b> of the <b>approved claim amount</b> , subject to benefit limits where applicable.		

### IMPORTANT TO NOTE

- Claims received for accidental events that occur after the cover start date will be covered in full.
- Claims received within the first **12 months** of cover for investigations, medical procedures, surgeries and/or treatments that are deemed pre-existing and have not been disclosed at the time of applying for cover, may be investigated and rejected on the basis of non-disclosure.
- We will not refund any premiums that have been paid towards our policy if the current **Gap Cover** policy has not been cancelled. It remains the policyholder's and the appointed broker's responsibility to cancel the current **Gap Cover** policy before cover starts with us.
- Make a note to ask us about bulk transfers.