

# MTC Credit Life Insurance

## FREQUENTLY ASKED QUESTIONS

### 1. What is covered under this policy?

This will cover the life of the contract subscriber in the event of death and will pay MTC Namibia the outstanding amount on the contract(s) for the equipment(s).

### 2. How many policies can a customer take out?

A Life Assured may take out multiple MTC Credit Life policies over a maximum contract term(s) of 36 months, provided that the combined value of the initial/outstanding loan amounts on all contracts does not exceed N\$250,000 (two-hundred and fifty thousand Namibian dollars).

### 3. When will cover cease?

Covers under this arrangement shall cease on the day that:

- The subscriber's contract is terminated with MTC Namibia, or
- The premiums which are due in respect of the subscriber cease, or
- A claim has been paid, or
- Expiry of the contract term, or
- In the event of default on payments of the MTC contract the policy will also be terminated.

### 4. To whom is the benefit paid?

To MTC upon delivery of proof of the death of the Postpaid subscriber.

### 5. What is excluded from this cover?

The life insurance benefit will not be paid in the event of the PostPaid (Contract) subscriber committing suicide within the first year of his/her effective date.

In addition, the life insurance benefit will not be paid in the event of death being a direct result of:

- War or armed international conflict, whether war has been declared or not, or
- Terrorist or insurgency activities, uprising, riot, civil commotion, rebellion, sabotage or any activity associated with the foregoing, or the defense, quelling, investigation or containment thereof by any security force, or
- Participation in criminal activities.

### 6. What will this Credit Life Insurance cost?

The maximum initial amount that can be granted to a PostPaid subscriber with one or more equipment contracts is N\$250 000. The single premium is expressed as an amount per N\$1 000 of the initial loan amount granted or for existing subscribers, the outstanding loan amount at entry, per year of loan.

Per year of loan rate: N\$6.50

The premium payable will be calculated as follows:

Premium = Single Premium Rate x Initial/Outstanding Loan Amount/1000 x Initial/Outstanding Loan Term/12.

### 7. How will the customer pay for this policy?

The amount will be a once-off payment on activation or renewal of contract in cash in advance.

### 8. How can a claim be submitted?

Suitable evidence in respect of any death claim must be supplied to MTC within 6 months of the Subscriber's/Assured's death, or 3 months after an inquest into a death (where applicable).

### 9. Who can take out this Credit Life insurance?

Any MTC Postpaid/Contract Subscriber/Assured between the age of 18 and 75 is entitled to cover in terms of this proposal provided he/she is a permanent resident in Namibia or is/will be a resident for a period not less than 12 months. Should a/an Subscriber/Assured be absent from Namibia for more than 12 consecutive months, the cover that such a /an Subscriber/Assured would have been entitled to in terms of this proposal shall be forfeited.

### 10. Will the policy cease when the contract period expires or will it be valid beyond the contract period?

The policy is a once-off payment which only covers the duration of the contract. Upon renewal, a new policy can be signed and paid for to cover the next contract period.

### 11. Can a customer decide to cancel the policy during the contract period and will the premium be refunded?

Yes, the refundable value will be calculated and MTC will refund the customer by means of a credit on his/her account after confirmation from the Underwriter.

make the connection

*mtc*