

## IFA FUNERAL ASSISTANCE BENEFITS TERMS AND CONDITIONS

### 1. 24-HOUR HELPLINE

Supported by Europ Assistance South Africa (EASA).

#### 1.1. BENEFITS

Assistance in sourcing the relevant funeral service provider for all your requirements including, but not limited to:

- Caskets
- Tombstones
- Cremation
- Chapel and after-service venues
- Catering/restaurants
- Travel services and arrangements
- Design and printing of programmes
- Floral arrangements
- Other specialised items, keepsakes and services

Assistance in sourcing after-funeral care services including, but not limited to:

- grief counselling
- travel arrangements and transfers
- attorneys
- nurse or other care services
- home care services such as gardening and domestic services

#### 1.2. TERMS AND CONDITIONS

- Any services used are for your own cost
- Unlimited telephonic grief counselling is available to you and your family at no charge; however, face to face counselling is for your own cost
- Unlimited service is available to the members covered on the plan
- In order to make use of the service, the IFA Business Fee must be active and all fees must be paid up to date

#### 1.3. PROCEDURE FOR SERVICE UTILISATION

Contact Europ Assistance on 0860 320 333 and select menu item number 3.

### 2. DISCOUNTED PARTNERS

EASA offers discounted rates on relevant funeral service providers and products.

#### 2.1. BENEFITS

Discounts available from leading service providers across South Africa including, but not limited to:

- Doves – 10% off tombstones and discounts when purchasing a coffin and funeral services
- Martin's – 20% discount on funeral services and coffins
- Netflorist – 10% off on gifts and flowers
- Flowers.co.za – 8% off on gifts and flowers
- Special car hire rates from Europcar and First Car Rental
- Intercape – 10% discount

#### 2.2. TERMS AND CONDITIONS

- After contacting the EASA call centre and being verified, vouchers will be sent either by fax, SMS or email via EASA's voucher issuing platform
- Service providers are subject to change without prior notice. Should any of the above benefits no longer be available, EASA will replace them with a similar offer
- This is an access and information service only, all transactions will be between the service provider and yourself
- Service provider products and services terms and conditions apply
- The call centre is available on Monday to Friday, 07h00 – 19h00 and Saturday between 08h00 – 12h00
- EASA does not facilitate payments or delivery services
- Unlimited service is available to the members covered on the plan
- In order to make use of the service, the IFA Business Fee must be active and all fees must be paid up to date

#### 2.3. PROCEDURE FOR SERVICE UTILISATION

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### 3. REPATRIATION OF MORTAL REMAINS

EASA assists the bereaved family and next-of-kin with road or air repatriation of

the mortal remains to a funeral home closest to their normal place of residence. All arrangements to transport mortal remains as requested by the family are managed and special care is taken to consider particular customs and beliefs.

#### 3.1. BENEFITS

- Repatriation is arranged when the deceased's body is more than 100km from their place of residence within South Africa and neighbouring countries i.e. Lesotho, Namibia, Mozambique, Botswana, Zimbabwe and Swaziland
- Assistance with the necessary documentation and co-ordination with the authorities to transport the deceased's mortal remains to the place of residence
- Includes transfer of the ashes to their normal place of residence after cremation
- Where family members are required to identify the deceased or wish to accompany the deceased to the final funeral home, 1 night accommodation to the value of R1,000 is arranged and paid for

#### 3.2. TERMS AND CONDITIONS

- The EASA call centre is available 24 hours a day, 7 days a week and 365 days a year
- Unlimited service is available to the members covered on the plan
- In order to make use of the service, the IFA Business Fee must be active and all fees must be paid up to date

#### 3.3. PROCEDURE FOR SERVICE UTILISATION

Contact Europ Assistance on 0860 320 333 and select menu item number 3.

