TERMS AND CONDITIONS

Full Terms and Conditions and Disclosures are included in the policy documents that are sent after sign-up for the product you have selected. These should be read in full after you have taken out a Simply policy. You will have the right to cancel the policy within 31 days at no cost (you will be refunded any premiums that have already been paid).

Application process

LIFEWELL distributes wellness and employee products online, through its own call centre, and through third party intermediaries. Sign-up for any of our products is done telephonically or by completing an application in person. By signing up for a LIFEWELL product, you agree to be bound by our terms and conditions. Once your application has been submitted to LIFEWELL, LIFEWELL will evaluate your application and check the personal and banking/card details provided to ensure that they are correct and relevant to you as an applicant. You will be able to review the application and correct any mistakes in your application. Once LIFEWELL has receive the application and accepted it, you can cancel the policy at any time by sending an email to cancellations@lifewell.co.za. If you, as policyholder, cancel the policy, we will not collect any more premiums from you. The cover will continue until the next normal debit date.

The contract

Your contract consists of your application, policy schedule and policy document. The cover you have under the policy will be explained fully in your policy document. Be sure to read your policy document carefully, double check all the details in the document and contact us if you have any questions.

Premium payment

LIFEWELL facilitates the collection of your premium. You agree that you will pay the premium on the specified date(s) and authorise LIFEWELL to debit your bank account / debit card using the account information provided in your application (where applicable). Premiums will be payable monthly in advance from the start date of your policy, and your obligation to pay a monthly premium will continue if your policy is in effect. Your premiums are guaranteed for the first year thereafter Simply may revise them, with at least 30 days' notice.

Term

The cover will start as soon as your application has been completed, unless your first premium is due to be collected more than 30 days from the application date, in which case cover will start 30 days before Simply receives your first premium. Your policy will automatically be renewed each year and will continue as long premiums continue to be paid.

LifeWell
Your Better Half

Cancellation Policy

If you change your mind and want to cancel this policy within 30 days of taking it out, we will refund any premiums you have paid. If you want to cancel after this date, you will lose any premiums you have paid.

Policy Reinstatement

You are permitted to reinstate lapsed policies within 3 months of your first missed premium. However, LIFEWELL reserves the right to limit the number of allowed reinstatements to 5 over the term of the policy.

Debit order

Where the premium is payable by debit order we will attempt to deduct your premium on the debit order date you've selected, but we may track your bank account and deduct on another day.

Period of cover

You are covered for life if the monthly premium is paid and account is up to date.

Premiums

Your premiums are paid monthly in advance. Your premiums increase by 5% every year. Your cover does not increase unless you contact us to increase it.

Guarantee of Premium

Your premium (the amount you pay each month) is guaranteed not to change for the first year of your policy. Thereafter, we may revise it at any time with at least 30 days' notice. We will only make changes to premiums (on top of the standard 5% annual increase) if claims or administration expenses are vastly different to what we expected when we initially set the price, or if there is a major change in regulation.

Missing a payment

There is a 30-day grace period if you fail to pay a premium. This means you will still be covered until the following premium is due. If that payment also fails, your cover will become inactive, and any claims received after this point would not be paid. We will continue to try to collect a premium and your cover will start again as soon as a premium is received.

Reactivation of cover

If your policy lapses because you have not paid the last premium, but you don't want to lose the policy, you can restart it. This is called a reinstatement. LIFEWELL will continue to try to contact you, and to deduct the premium due for a period after your cover has become inactive. However, after 3 additional attempts, we will give up and the policy will be cancelled. You will receive a notification of this cancellation. You will still have a short window after this to contact us, pay a premium and restart the cover. You can re-instate your policy in this way a maximum of 5 times. If you do not use this option you will need to take out a brand-new policy, potentially at a different premium.

Grace period

If you fail to pay a premium, you will remain covered for another 30 days ("the Grace Period"). At the end of this period, unless you have paid a premium, your cover will become inactive, and any claims will not be paid. This does not mean the policy is cancelled immediately, and further attempts to collect the premium and reactivate the cover will be made.