

TYRE & RIM **PROTECT**



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IMPORTANT CONTACT DETAILS

Claims / Administration Telephone: 012 942 4536

Claims Email: claims@vapsinsurance.co.za

Roadside Assistance: 066 251 3044

Complaints: complaints@vapsinsurance.co.za

Administrator Address: Suite 008, Midlands Office Park West, Mount Quray Rd, Midstream Estate, Centurion, 1692

OFFICE HOURS

The administrator's normal operating hours are shown below. Claims and emergency roadside assistance may be subject to separate operating arrangements.

Standard hours: 08:00 – 16:30 (Monday to Thursday)

08:00 – 16:00 (Friday)

Weekends / Public Holidays: Our office is closed on public holidays and weekends.

1. ABOUT THIS PRODUCT

Tyre & Rim Protect is designed to provide financial assistance when an insured tyre or rim suffers sudden, unforeseen damage during the period of insurance and the damage falls within the cover selected by the policyholder. The benefits available depend on the plan shown on the policy schedule.

The policy schedule, these terms and conditions and any approved endorsements together form the contract of insurance. If there is any inconsistency, the policy schedule or an applicable endorsement will apply to the extent stated in that document.

2. DEFINITIONS

Administrator: the party appointed to administer the product and/or claims, as shown on the policy schedule or product documentation.

Benefit Limit: the maximum amount available for a particular benefit during the period of insurance, subject to the plan selected and any applicable sub-limits.

Claim: a request for benefits arising from a single insured incident.

Insured Vehicle: the vehicle identified on the policy schedule and for which the required premium has been paid.

Irreparable Damage: damage to a tyre or rim that cannot reasonably or safely be repaired, including qualifying impact damage, cuts or bubbles, subject to these terms and conditions.

Legal Tread Limit: the minimum tread depth required by applicable South African road traffic legislation, as amended from time to time.

Period of Insurance: the period beginning on the inception date shown on the policy schedule and ending at the earliest of 24 months from inception or 70,000 kilometres, unless the policy schedule states otherwise.

Policyholder: the person or legal entity named on the policy schedule.

Rim: the wheel rim fitted to the insured vehicle, including an alloy or steel rim where eligible.

Tyre: an eligible tyre fitted to the insured vehicle.

Tpsm: commonly stands for Tyre Pressure Monitoring System.

3. WHAT IS COVERED

Subject to the selected plan, available benefit limits and all policy conditions, cover may include financial assistance for qualifying unforeseen damage to eligible tyres and rims while the insured vehicle is being used on South African road.

The benefits are limited to the plan selected and do not automatically include every benefit listed in this document.

4. ELIGIBLE VEHICLES, TYRES AND RIMS

The Plan applies to the following vehicle types:

- Passenger vehicles
- SUVs
- 4x4 vehicles
- Minibuses
- LDV
- Motorcycles and scooters
- Motorhomes
- Caravans

Unless specifically approved in writing, cover does not apply to:

- Vehicles recorded or registered as Code 3 or equivalent salvage status.
- Vehicles materially modified or performance enhanced where the modification contributes to the loss or increases the risk beyond normal manufacturer specification.
- Vehicles used in organised racing, competition, drifting or similar motorsport activities.
- Vehicles used for fare paying.
- Vehicles that are not roadworthy.
- Tyres with tread below the Legal Tread Limit.
- Any vehicle, tyre or rim specifically excluded on the policy schedule.

5. TYRE BENEFITS

Where a claim for a tyre is accepted, the insurer may authorise repair or replacement, depending on the nature and extent of the damage and the available benefit. Replacement is subject to the applicable tyre benefit and will ordinarily be for a tyre of a comparable size and specification to the tyre being replaced.

A claim for tyre replacement is intended for qualifying irreparable damage. Ordinary punctures or repairable damage do not automatically qualify for replacement unless the selected product schedule or an approved endorsement specifically provides otherwise.

6. RIM BENEFITS

Where qualifying damage to a rim is accepted, the insurer may authorise an appropriate repair, straightening or replacement, subject to the selected plan and available benefit limits.

Rim replacement is not automatic where a safe and suitable repair is available. The insurer or administrator may require an assessment and may approve the most appropriate remedy.

7. RIM STRAIGHTENING

Rim straightening is available up to the amount shown in the benefit schedule for the selected plan, provided the work is authorised and performed by an approved or otherwise authorised repairer.

8. WHEEL ALIGNMENT, BALANCING AND VALVES

Wheel alignment, balancing and valve replacement are available only where included in the selected plan and up to the benefit shown in the schedule. These benefits are not intended to cover routine maintenance that falls outside an approved claim or authorised service event.

9. TPMS AND LOCK NUT CONTRIBUTIONS

Where included under Premium or Platinum, the product may contribute towards a qualifying TPMS-related cost or wheel lock nut replacement up to the applicable plan limit. Payment is subject to the cost being directly connected to an accepted claim or otherwise authorised in advance.

10. ROADSIDE ASSISTANCE

Roadside assistance is provided according to the level shown in the benefit schedule and is subject to the terms of the appointed roadside assistance provider. Assistance may include support following a qualifying tyre or wheel-related incident, subject to service availability and the applicable benefit limit.

Contact the authorised **Roadside Assistance service** on 066 251 3044.

Tow-in and overnight accommodation benefits are limited to the amounts shown for the selected plan. Accommodation is only payable where authorised and where the circumstances reasonably require an overnight stay.

11. NO EXCESS AND NO WAITING PERIOD

No excess applies to an accepted claim under the benefit structure reflected in this document. No waiting period applies, provided the policy is in force, the premium has been paid as required and the claim otherwise meets all terms and conditions.

12. PERIOD OF INSURANCE

The cover period is 24 months from the inception date or until the insured vehicle reaches 70,000 kilometres, whichever occurs first, unless a different period is expressly shown on the policy schedule.

13. TRANSFER OF COVER

Subject to insurer and administrator requirements, the policy may be transferred with the insured vehicle to a new owner. Any transfer must be recorded and approved in accordance with the applicable administration process. Transfer does not increase the remaining period, benefit limits or number of claims available.

14. PREMIUM PAYMENT

The premium and payment terms are stated on the policy schedule. Cover will not commence unless the premium requirements have been met in accordance with the schedule and applicable law.

Where a premium is unpaid or a payment is reversed, cover may be suspended or terminated in accordance with the policy terms and statutory requirements.

15. CANCELLATION AND REFUNDS

15.1 You may cancel this Policy at any time by providing us with a written notice.

15.2 We may amend or cancel this Policy by providing you with 31 days' written notice prior to the effective date of such amendment or cancellation.

15.3 You are responsible for notifying us of any changes to your contact details to ensure that our records remain accurate and up to date.

15.4 No refund of premiums will be payable if a claim has been authorised and paid under this Policy

16. OTHER INSURANCE

If another insurance policy covers the same loss, the insurer may deal with the claim in accordance with the applicable principles of contribution and the terms of the respective policies. The policyholder may be required to disclose other relevant insurance.

17. HOW TO CLAIM

17.1 Report the breakdown or failure to the Claims Department (**012 942 4536**) within 5 working days of the incident/breakdown taking place.

17.2 You need to take your vehicle for a quote, if you are unsure where to take your vehicle, please call the Claims Department for assistance.

17.3 Photos of the damaged tyres needs to be sent to the Claims Department.

17.4 The repairing dealer needs to provide a quote to the Claims Department.

17.5 On receipt of the quote the Claims Department will check to see if you have a valid claim. If your claim is valid an authorisation number and amount will be issued.

17.6 Repairs cannot commence unless the Claims Department have given authorisation.

17.7 No claim will be considered if work on the vehicle has commenced prior to obtaining authorisation.

17.8 We only pay invoices which meet the SARS definition of a valid invoice.

17.9 We only pay the authorised amount. If there is a shortfall between the invoiced amount and the authorised amount, the shortfall is for the account of the policyholder.

17.10 If the repair of an authorised claim does not start within 90 days of authorisation, the claim will be closed as "Not taken up".

17.11 Any invoice not submitted to the Claims Department within 31 days of the invoice date, will not be considered.

18. CLAIM ASSESSMENT AND AUTHORISATION

The claims department may inspect the vehicle, request additional information, require further quotations or appoint an assessor. An authorisation number and approved amount may be issued where the claim is accepted. An authorisation does not create cover beyond the available policy limits.

If authorised work is not taken up within the period specified by the claims department, the authorisation may expire and the claim may need to be reassessed.

19. CLAIM REJECTION AND DISPUTES

The policyholder must provide reasonable proof of the loss and cooperate with the assessment process. If a claim is declined or the approved amount is disputed, the policyholder may use the insurer's internal complaints or dispute process within the time periods communicated in the decision. Any further legal rights and time limits are subject to applicable law and the policy documentation issued by the insurer.

20. FRAUD, DISHONESTY AND NON-DISCLOSURE

If the policyholder or any person acting on the policyholder's behalf submits information that is materially false, fraudulent or dishonest, or intentionally withholds material information relevant to the policy or claim, the insurer may reject the claim and take action permitted by law and the policy terms, including cancellation where appropriate.

21. GENERAL EXCLUSIONS

Unless specifically included by the selected plan or an endorsement, the product does not cover:

1. General wear and tear, gradual deterioration or ordinary maintenance.
2. Tyres with tread below the Legal Tread Limit.
3. Damage that existed before the start of cover.
4. Damage outside the definition of qualifying unforeseen damage.
5. Full refurbishment, upgrades or cosmetic work not expressly included in the selected plan.
6. Damage arising from use on roads or terrain that the product specifically excludes.
7. Losses occurring outside the territorial area specified by the policy.
8. Vandalism, abuse or deliberate damage.
9. Mechanical or structural defects in the vehicle that caused or materially contributed to the damage.
10. Damage arising from a motor accident that is more appropriately covered by comprehensive motor insurance, unless expressly accepted under this product.
11. Damage caused or materially contributed to by incorrect tyre pressure, defective wheel balancing, defective steering, defective suspension or failure to maintain the vehicle.
12. Consequential or indirect losses, loss of use, inconvenience, loss of income or other costs not expressly listed as a benefit.
13. Competition, racing, drifting or other excluded motorsport use.

22. MAXIMUM AMOUNT PAYABLE

The insurer will not pay more than the applicable benefit limit, the authorised cost or the reasonable cost of the approved repair or replacement, whichever is lower. All payments made under a benefit reduce the remaining amount available for that benefit where the schedule is expressed as an aggregate policy limit.

23. TERRITORIAL LIMIT

Unless the policy schedule states otherwise, cover applies only to qualifying incidents occurring within the Republic of South Africa.

24. COMPLAINTS AND CUSTOMER INFORMATION

The final issued policy should contain the current contact details for the administrator, insurer, claims department, complaints department, compliance contact and any relevant ombud or regulatory information. These details should be confirmed against the current insurer and regulatory records immediately before publication.

25. GENERAL CONDITIONS

The policyholder must take reasonable steps to prevent further loss or damage.

The policyholder must provide information and documents reasonably requested for underwriting, administration or claims assessment.

The insurer may recover amounts paid incorrectly or as a result of fraud, subject to applicable law.

No change to the product is valid unless confirmed through an authorised policy schedule, endorsement or written communication from an authorised representative.

The policy is governed by the laws applicable in the Republic of South Africa.

DISCLOSURE NOTICE

IMPORTANT - Please read carefully - Disclosure and other legal requirements

This notice does not form part of the Insurance Contract or any other document

As short-term insurance policy holder, or prospective policyholder, you have the right to the following:

1. YOUR ADMINISTRATOR

Name	VAPS Insurance Underwriters (Pty) Ltd
Physical address	Suite 008, Midlands Office Park West, Mount Quray Rd, Midstream Estate, Centurion, 1692
Postal address	P O Box 1538, Midstream Estate, 1692
Telephone	012 942 4536
FSP number	46264

2. YOUR UNDERWRITING MANAGER

Name	VAPS Insurance Underwriters (Pty) Ltd
Registration number	2015/276453/07
VAT number	4500273943
FSP number	46264
Licence categories	Category 1 Short-Term, Personal and Commercial Lines. Licensed to offer Intermediary Services.
Physical address	Suite 008, Midlands Office Park West, Mount Quray Rd, Midstream Estate, Centurion, 1692
Postal address	P O Box 1538, Midstream Estate, 1692
Telephone	012 942 4536
Fax	086 692 9622
Details of the complaints procedure	Should you have a complaint about any matter, please submit your complaint abrie@vapsinsurance.co.za. Should the matter not be resolved to your satisfaction you may then refer your complaint to the Product Supplier as detailed in Clause 3 below.
Compliance Officer	Moonstone Compliance and Risk Management Geta Hancke Contact details 0218838000
PI Cover	Yes
Financial Interest	Remuneration received from the Product Supplier in Clause 3 below, exceeds 30% of total remuneration received the past 12 months. No shares are held in the Product Supplier specified in Clause 3 below
Binder Agreement	We have a binder agreement with the Product supplier listed below and conduct binder functions and administrative services on their behalf; we receive a fee from the Product Supplier specified as follows: 10% of the gross premium of your policy.

3. PRODUCT SUPPLIER (INSURER)

Please note:

- This is a summary of disclosure and all other legal requirements. Please read it carefully
- This summary does not form part of your insurance contract or any other document.

As a non-life insurance policyholder, or prospective policyholder, you have the right to the following information:

Disclosure in terms of the Financial Advisory and Intermediary Services (FAIS) Act No. 37 of 2002

The FAIS Act requires compliance by product suppliers (insurers) and financial services providers (FSPs; intermediaries or underwriting management agents (UMAs)) with a general code of conduct that was introduced to help you make informed decisions about the insurance products you buy.

It also aims to ensure that your product supplier or its UMA (if applicable) and intermediary (if applicable), renders financial services honestly and fairly, with due care and skill, with the integrity of the financial services industry and to act in your best interest.

You'll receive a disclosure notice on your policy's start date and at each subsequent renewal (or anniversary) date. The disclosure notice contains certain information about your product supplier and intermediary (if applicable). Your intermediary may have a separate disclosure notice. You're entitled to this information, as well as information about the National Financial Ombud Scheme South Africa NPC (NFO) and the Registrar of Short-Term Insurance.

If you have any difficulty obtaining these details, please contact your financial services provider for further assistance.



Product supplier (Insurer):

Name	King Price Insurance Company Ltd
Reg no.	2009/012496/06
VAT no.	4710259724
FSP no.	43862
Physical address	Menlyn Corporate Park, Block A, Cnr Garsfontein Road & Corobay Avenue, Waterkloof Glen x11, Pretoria, 0181
Postal address	P.O. Box 284, Menlyn, 0063
Phone no.	0860 21 00 00 or 012 001 0800
Email	businessadmin@kingprice.co.za
Website	www.kingprice.co.za

Compliance department

For any compliance related matter, please email compliance@kingprice.co.za our compliance department

Complaints procedure

If you have a complaint, please follow this link <https://www.kingprice.co.za/za/documents/king-price-insurance-complaints-policy.pdf> to download the document to see your rights, our obligations, and the correct process to follow.

Type of policy involved

Full details about the name, class, and type of policy are more specifically described in your policy schedule and incorporated in the policy wording. The policy schedule and policy wording must always be read as 1 document.

Procedure to submit a claim

To submit a claim please contact your Broker and /or Underwriting manager as stipulated in point 1 and point 3.

Excess

It's important that you're aware of any amounts that you'll be required to pay in the unfortunate event of a claim. Your policy schedule contains the amounts you pay as a portion of a claim, and your intermediary or King Price can assist you with any queries you have in this regard.

Protecting your personal information

Your privacy is of the utmost importance to us and that's why we protect it in line with the Protection of Personal Information (POPI) Act No. 4 of 2013.

This policy regulates the processing of personal information/data by King Price. It sets forth the requirements with which King Price undertakes to comply when processing personal information/data pursuant to undertaking its operations and fulfilling its contractual obligations in respect of data subjects and third parties in general.

Conflict of interest policy

We've considered the conflict-of-interest provisions in terms of the FAIS Act and haven't identified any actual or potential conflicts of interest, either ownership interest, third party relationships, associates, or distribution channels as defined. We adopted a values-based approach where the spirit of the legislation is embraced. This is reviewed at least annually and reported to the Financial Sector Conduct Authority (FSCA).

4. SHARING OF INFORMATION

The sharing of information for underwriting and claims purposes (including credit information) is in the public's interest as it enables the insurer to underwrite policies and assess risks fairly and to reduce the incidence of fraudulent claims with a view to limiting premiums.

When you accept this policy you waive any person you may represent and/or your rights to privacy with regards to underwriting or claims information (including credit information) that you or any person you represent provide or that is provided by any other person on your behalf or on behalf of any person you represent in respect of any insurance policy or claim made or lodged by you.

You further confirm that you have purchased this product of your own free will and was in no way forced or incentivised to purchase this product.

5. USE OF YOUR PERSONAL INFORMATION

When you enter into this policy, you will be giving us your personal information that may be protected by data protection legislation, including but not only, the Protection of Personal Information Act, 2013 (POPI). We will take all reasonable steps to protect your personal information.

You authorise us to:

- a) Process your personal information to:
 - i. Communicate information to you that you ask us for.
 - ii. Provide you with insurance services.
 - iii. Verify the information you have given us against any source of database.
 - iv. Compile non-personal statistical information about you.
- b) Transmit your personal information to any affiliate, subsidiary or re-insurer so that we can provide insurance services to you and to enable us to further our legitimate interests including statistical analysis, re-insurance and credit control.
- c) Transmit your personal information to any third party service provider that we may appoint to perform functions relating to your policy on our behalf.

You acknowledge that this consent clause will remain in force even if your policy is cancelled or lapsed.

6. PREMIUM AND YOUR MONETARY OBLIGATIONS

The amount of premium due is contained on the policy schedule. In all instances premium must be paid before cover is effected.

7. OTHER MATTERS OF IMPORTANCE

- The intermediary must tell you about any material changes to information about them and/or King Price.
- If any complaint to the Broker or the Insurer is not resolved to your satisfaction, you may submit your complaint to the FAIS Ombud.
- Polygraph or similar tests are not obligatory and claims may not be rejected solely on the basis of a failure of such a test.
- You are entitled to a 15 day period of grace after the due date for the payment of your premium. (this period of grace applies from the second month on monthly policies only)
- The Broker must give you 31 days' notice in writing of its intention to cancel your debit order.
- The Insurer and not the Broker must give reasons in writing for the rejection of any claim submitted by you.
- The Insurer must give you 31 days written notice of its intention to cancel your policy.
- You are entitled to a copy of your policy document , free of charge.
- Incorrect information or non-disclosure of information by you of relevant and material facts, may influence your cover and the outcome of any future claims. Honesty is always the best policy.

8. WARNING

- Do not sign any blank or partially completed application form.
- Complete all forms in ink.
- Keep all documents handed to you.
- Make notes as to what is said to you.
- Do not be pressurised into buying the product.
- Incorrect or non disclosure of information may impact on any claims arising from your policy.
- Always insist on confirmation of cover to you when taking out new insurance or adding assets to an existing policy.

9. WAIVER OF RIGHTS

The General Code of Conduct stipulates that no intermediary may request or induce in any manner a client to waive any right or benefit conferred on you by/or in terms of any provisions of the said Code, or recognise, accept, or act on any such waiver by you. Any such waiver is invalid.

10. THE NATIONAL FINANCIAL OMBUD SCHEME (NFO)

Any claim or complaint that is not satisfactorily resolved by your intermediary and/or us may be referred to The National Financial Ombud Scheme (NFO).

Physical address	110 Oxford Road, Houghton Estate, Johannesburg, 2198 Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, Cape Town, 7700
Postal address	P O Box 32334, Braamfontein, 2017
Phone no.	0860 800 900
Email	info@nfosa.co.za
Website	https://nfosa.co.za

11. FAIS OMBUD

Any complaint relating to a financial service rendered by an intermediary or the representative of the provider (other than regarding the settlement of a claim), may be referred to the FAIS Ombud.

Physical address	125 Dallas Avenue Menlyn Central, Waterkloof Glen, Pretoria, 0010
Postal address	P O Box 41, Menlyn Park, 0063
Phone no.	012 762 5000
Email	info@faisombud.co.za
Website	https://www.faisombud.co.za/



CONTACT US



012 942 4536



claims@vapsinsurance.co.za



www.vapsinsurance.co.za



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