enterprise
LIFE
Your Advantage

ENTERPRISE Transitions PLAN

A good life deserves a good bye

Let's do the planning, enjoy the memories.

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PRODUCT TERMS AND CONDITIONS

A. YOUR POLICY

Please take the time to look through this document and understand the benefits applicable to your Plan type. The Life Assurance Policy Terms and Conditions, Application Form, communication of acceptance through SMS, email and the schedule of benefits enforce the Policy Contract between the Policyholder and Enterprise Life Assurance Company Limited (Enterprise Life). A Policy Document contains many legal and technical terms, which are required to protect both the Policyholder and the Life Insurer. Enterprise Life has, as much as possible, set out the terms in plain English in the interest of the Policyholder's clear understanding and communication.

Please be advised that you are not entitled to any benefits under this Policy until you have received confirmation from Enterprise Life that your application has been accepted and the first premium received.

Please read these documents carefully prior to premium payment and policy inception; and keep them in a safe place for future reference.

Fraud Warning: Knowingly presenting false information is a crime. Failure to disclose accurate information may result in non-payment of a claim and all benefits under the Policy being cancelled. No cash payments should be made to sales representatives. Clients who make such cash payments do so at their own risk.

Policy Features

How does the plan Work?

This Policy is for a whole life term with no minimum term. The Policy provides funeral services from Transitions, as policy benefits instead of the traditional cash payments upon the death of Insured Lives. The product offers Eight (8) main packages with variations in the value of service / benefit levels offered. The Policy has no maximum age limit but a minimum entry age limit. The Policy can cover a maximum of 12 lives and the cover package chosen by the policyholder should be the same for all lives assured under the policy.

Number of Lives Covered and Ages at Entry

MEMBER	MINIMUM AGE	MAXIMUM AGE
Main Life	18	No Max
Parents	31	No Max
Grandparents	44	No Max
Children	1	21
Sibling	1	No Max
Spouse	18	No Max

What will the Policy do for you?

The Policy allows the following;

a. **No waiting period for accidental deaths:** A claim on the Policy may be made immediately after acceptance by Enterprise Life in the event of death caused as a result of accidents only. If death occurs due to natural causes during the waiting period 100% of the risk premium will be refunded.

b. **Surrender value benefit:** Enterprise Life will pay between 5% to 15% surrender value (less policy fee) based on how long the policy has been in force should you cancel the Policy, provided there has been no claim on the Policy. This is applicable to active lives at the point of claim.

c. **Inflation Protector:** The payable premium will automatically increase on the anniversary date by the percentage indicated below.

INFLATION PROTECTOR	BENEFIT UPDATE
15.00%	11.25%

How do I get cover?

Complete the Policy application form and pay the applicable premiums in the required manner.

Policy duration

The Policy becomes active after the first premium has been paid and Enterprise Life has notified you of its acceptance subject to the applicable waiting period, if any. Where the Policyholder purchases the policy by age 49 and death occurs before the Policyholder turns 60, the premium waiver will kick in and the Policy would continue until the Policyholder attains age 60. The Policy would also end if cancelled.

Premiums

Premiums are payable in Ghana Cedis and on monthly basis. Unless otherwise stated in the Policy, premiums are payable in advance on or before the first day of each calendar month until Enterprise Life admits a death or a waiver claim on the Policyholder or the Policy is cancelled. The premium to be paid depends on the Service package that you choose. There are eight (8) Plan types. Please refer to the Service Package Table.

The onus is on the Policyholder to ensure that premiums reach Enterprise Life when due. All premium refunds will be made less policy fee.

Waiting Period for burial benefit

The following waiting period applies to non-accidental death (natural death), beginning a day after notice of acceptance of the Policy by Enterprise Life:

Covered Life	Waiting Period
All lives at inception	6 months waiting period(100% refund of risk premium if death due to natural causes occur within the waiting period)
Extended Family added after inception	12 months waiting period

BENEFITS

1. Service Packages:

On the death of any covered life, a service package is provided. The service to make up the package amount are listed below in two categories Core services and Other services

Core Services	Other Services
Funeral Arranging Services	Shroud
Mortuary Services (Embalming, Storage, Beautification, Facial Reconstruction etc)	Pall Bearers
Home Undertaking Services	Home & Funeral Grounds Decoration
Caskets	Cemetery
Chapel Hire & Reception Services	Graveside Preparation
Hearse Services	Autopsy
Family Vehicle Rental services	Epitaph
Removal Services	Tombstone
Repatriation Services (Import and Export)	Cremation
Graveside Decorations Setup (Lowering device, Green carpet, Grave canopy)	

Key Features on the Benefits.

1. Sum Assured of all packages under the plan to be disclosed to customers

2. The core services listed above applies to all the packages (At least, 70% of total service package value of services must be used for Transitions' core services)

3. Customers must select Transitions services at the point of sign up

4. Services to be selected at Transitions' prevailing market prices

5. Customer can add cash component at the point of sign up (this should not exceed 30% of sum Assured)

6. The total value of services and cash cannot exceed the maximum sum assured (100,000)

a. SERVICE PACKAGE TABLE:

Family Member	PACKAGE 1	PACKAGE 2	PACKAGE 3	PACKAGE 4
Main Life	10,000	15,000	20,000	25,000
Spouse	10,000	15,000	20,000	25,000
Children	10,000	15,000	20,000	25,000
Parents	10,000	15,000	20,000	25,000
Extended Family	10,000	15,000	20,000	25,000

Family Member	PACKAGE 5	PACKAGE 6	PACKAGE 7	PACKAGE 8
Main Life	30,000	50,000	70,000	100,000
Spouse	30,000	50,000	70,000	100,000
Children	30,000	50,000	70,000	100,000
Parents	30,000	50,000	70,000	100,000
Extended Family	30,000	50,000	70,000	100,000

Service(s) (offered by Transitions) of equal value can be exchanged at the time of claim.

2. Death waiver of premium benefit:

Should the Policyholder pass on before attaining age 60, Enterprise Life will pay the premiums (for the basic death cover) in favor of the lives covered under the Policy. This benefit will not be applicable if the policyholder was above age forty-nine (49) at the start of the policy.

What happens when I stop paying premiums?

The Policy would lapse when you cease premium payments. The Policy becomes active when you resume payment of premium subject to the applicable waiting period.

Can I change my benefit level?

Yes. You can switch between Plans after your application has been accepted. The waiting period applicable to the higher plan, will apply if the switch is to a higher plan.

Do all the covered members enjoy the same benefits?

Yes. All the covered lives will enjoy the benefit applicable to the package chosen.

Can I use the Policy as collateral for a loan?

No. The Policy cannot be assigned for the settlement of debt.

How do I make a claim?

1. Transitions must be notified of the death of any of the lives assured immediately for the removal of your loved one to Transitions to be provided. Kindly refer to the notification process below:

- Download the Enterprise Advantage App and log onto the Transitions page to request removal or
- Call Transitions on 0553802202

2. Complete a claim form at any Enterprise Life Branch office or Transitions office. Provide the following documents.

I. A properly completed claim form

II. Proof of the occurrence of the covered event for which the benefit is claimed such as death certificate, cause of death etc

III. The legal capacity of the claimant(s) to receive the benefit and evidence of the age of the Policyholder.

IV. All beneficiary appointments and cancellations thereof where applicable

V. In the event of unnatural death, we will require Police Statement / Officer's (Road) Accident Report

Enterprise Life reserves the right not to pay a claim covered under this Policy until all requirements, as specified by Enterprise Life, have been met.

Where a claim is repudiated, the client is responsible for all payments regarding services provided by Transitions.

Please note that this is a service based benefit policy, the death of any life assured must therefore be notified to Enterprise Life or Transitions immediately to enable it provide the service.

Any notification after the burial of a life assured under the policy will attract a 25% fee to the cash value payable or where the client opts for cash instead of services a 25% fee will apply.

When will the plan not pay out? (Exclusions)

Enterprise Life will not pay a claim if you provided false or inaccurate information for the Policy or when death of the Policyholder is occasioned or accelerated by any of the following:

- Suicide or any self-inflicted injury within 2 years of an active Policy, whether the Policyholder is sane or insane at the time.
- Any act committed by the Policyholder which constitutes a violation of criminal law;
- Excessive use of alcohol, willful inhalation of gas, willful exposure to radioactivity or the willful taking of poison, willful medication (except as prescribed by a medical practitioner)
- Any act of war, military action, terrorist activities (whether war be declared or not), riots, strikes, civil commotion or insurrection, in all cases whether as an active participant or not;
- Active participation in mountaineering , horse riding, motor cycle racing, hunting, fighting (except in self-defense adjudged by a Court) any speed contest other than a speed contest on foot
- Participation in any form of aviation activity other than as a fare-paying passenger on a scheduled air service over an established passenger route;

Should Enterprise Life reject or decline any claim, the Policy Holder or Trustee will be duly informed and such claim will be of no effect unless a legal action has been commenced against Enterprise Life within 3 years from the date the occurrence of the event that necessitated the claim.

What happens when the Policyholder dies?

Enterprise Life will pay the premiums for the service package for the Covered Lives (excluding Policy fee) provided the policyholder was not above age 49 at the start of the policy.

General Provisions

1. Misstatement of Age

If the age of any of the lives assured is incorrect any benefit that becomes payable will be recalculated. The amount payable on the death of the Policyholder and Lives Assured will be the initial burial cover selected.

2. Risk Date

The Policy will commence a day after acceptance and is subject to payment of premium within the first six months of acceptance. All benefits on the Policy become payable after the six (6) months waiting period, subject to any exceptions.

However, when the first and subsequent premiums are paid six (6) months after the acceptance date, benefits will become payable six (6) months after receipt of the premium.

3. Lapse Rule

The Policy will become inactive when the first of the following occur:

- 4 consecutive premiums are missed.

After lapsing, the Policyholder can reinstate the Policy within one (1) calendar year from the lapsed date based on the following conditions:

a. The Policyholder will pay at least a month's premium to reinstate the policy.

b. The Policy once reinstated will be restored to the premium and benefit statuses it was in a day before it went into a lapsed state. Premiums and Benefits will start from the status it was before the Policy went into lapse. (Premiums payable will be the current premium per the package as at the time of reinstatement)

c. The resumption date on the Policy will be adjusted to eliminate all outstanding premiums.

d. The Policy is subjected to a waiting period after reinstatement,

Find the reinstatement table below:

Reinstatement **within** six (6) months of Lapse	6 Months Waiting Period
Reinstatement after six (6) months of Lapse	9 Months Waiting Period

The Policyholder must write officially to the company, and submit satisfactory evidence of health from an approved health facility to reinstate the Policy. The Policy will be reinstated to its original status prior to the lapse.

4. Notice & Amendments

Enterprise Life must be notified in writing of any changes in the Policy including but not limited to nominated lives assured, additions to or deletion of covered lives, change in spouse or trustees, births or adoption of a child by the Policyholder. The written notice must be supported with relevant documentation. For example in the case of adoption, a certified copy of the court order for adoption must be produced.

5. Trustee

The Policyholder may by notifying Enterprise Life in writing, appoint, change or cancel the appointment of a Trustee at any time. Trustees receive the benefits of the Policy in respect of a claim arising from the death of the Policyholder under the Policy where the beneficiary is a minor.

The appointment of a new Trustee will automatically cancel the prior appointment of a Trustee. The appointment of a Trustee will be ineffective if the said Trustee dies before the Policyholder. If the Policyholder fails after such lapsing, or after the cancellation of the appointment of a Trustee to appoint a new Trustee, the proceeds of the Policy will be payable to the estate of the Policyholder. No provision in any Will and Last Testament executed by the Policyholder will have the effect of cancelling the appointment of a Trustee. The Trustee can access the Policy only after the death of the Policyholder.

6. Beneficiary

Enterprise Life will pay the benefits from this Policy to the Policyholder, or the Beneficiary in the event that the Policyholder dies. If the Beneficiary is a minor, the benefit will be paid to the nominated Trustee for the benefit of the Beneficiary. In the event that the Beneficiary or Trustees cannot be found, Enterprise Life will pay the benefit to the estate of the Policyholder.

The death of a Beneficiary before the death of the Policyholder would render the appointment of the Beneficiary invalid and the Policyholder in that circumstance is required to appoint another Beneficiary. Should the Policyholder fail to appoint another Beneficiary after such incident or after the cancellation of the appointment of a Beneficiary, the benefit under the Policy will be payable to the estate of the Policyholder. No provision in any Will and Last Testament executed by the Policyholder will have the effect of cancelling the appointment of a Beneficiary or of appointing a new Beneficiary. The Beneficiary can exercise rights to this Policy only when the Policyholder is late.

7. Incontestability Clause

Enterprise Life may contest the validity of the insurance contract on the grounds of a material misrepresentation in the application / proposal within two (2) years. A material misrepresentation in an application for life insurance is a misrepresentation that is relevant to the insurer's evaluation of the proposed insured by Enterprise Life. The misrepresentation is material when, if the truth had been known the insurer would not have issued the Policy or would have issued the Policy on a different basis, such as a higher premium or a lower sum assured.

8. Policy Fee

All Policies are subject to a Policy Fee. Enterprise Life reserves the right to adjust the Policy fee annually upon the approval of National Insurance Commission.

9. Residence and Travel

No restrictions apply as far as travel or occupation is concerned. However, at the time of taking out the policy all Lives Assured must be resident in the Republic of Ghana.

No life cover benefits will be paid for any Policyholder who is a permanent resident in a foreign country. This provision may be waived at the sole discretion of Enterprise Life.

10. Maximum number of Transitions Policies.

Unless otherwise provided for by Enterprise Life, a Policyholder is entitled to only ONE Transitions policy. A Policyholder who take more than one services policies may have the subsequent one(s) cancelled with premium refund. If this is not detected until a claim arises, the older or oldest Policy will be the relevant Policy and the others will be cancelled and premiums refunded (excluding Policy fee and any cash back paid to you).

11. Communication

The Policyholder may only regard communications with Enterprise Life as received if sent by hand delivery to the office of Enterprise Life, or via e-mails (to customerservice.life@enterprisegroup.com.gh) or on our digital platforms (Whatsapp, Facebook, Instagram & the USSD) and Enterprise Life has acknowledged receipt.

Other Terms.

- All outstanding premiums for the named life will be deducted from any death benefits payable.

12. Right to Review /Cancel

The Policyholder has the right to review and cancel this Policy within 30 days from the Acceptance Date and receive all premiums paid, if no benefit has yet been paid or claimed or if an insured event has not occurred. This cancellation must be communicated in writing by the Policyholder to Enterprise Life.

After completion of the 30-day period mentioned above, the Policyholder may give notice in writing to Enterprise Life to cancel the Policy. The cover will cease on the date of cancellation. Any premiums paid (excluding Policy fee and cash back paid to you) after Enterprise Life receives notice of cancellation will be refunded The cover will cease on the date of cancellation. 10% of the risk premiums paid (excluding Policy fee and cash back paid) will be paid.

DEFINITIONS

ACCIDENTAL DEATH - bodily injury caused solely and directly by violent, external, accidental and visible means which injury was the sole cause of the Policyholder's death", all other causes of death relating to illness, disease or the ageing process, shall be deemed to be caused by natural causes.

INCEPTION - These are new Policies in request of which the first premium has been paid. Inception date is therefore the date from which, under the terms of a Policy, an insurer is deemed to be at risk.

CHILD - means one of the children of the Policyholder and /or nominated spouse (including an adopted child, or a step-child who is unmarried and under the age of 21 years).

SPOUSE – means the person to whom the Policyholder is legally married in accordance with the laws of Ghana.

SIBLINGS – means children from one or both parents of the Policyholder

PARENTS – means biological parents of the Policyholder or those of his/her spouse.

STEP PARENT – Means the spouse of the biological parent of the Policyholder whose marriage is recognized in accordance with the law of Ghana.

GUARDIAN – means an adult custodian to whom the Policyholder has been effectively entrusted.

GRANDPARENT – means the biological parents of the Policyholder's biological parent.

GRANDCHILD – means the biological child of the Policyholder's biological child

EXTENDED FAMILY MEMBER – A person for whose funeral costs, the Policyholder might be financially liable for in the event of his/her death and shall include but not limited to parents, siblings, parents-in-law, grandparents, uncles, aunts, nephews, nieces, own children above 21 years and domestic workers.

TRUSTEE – a person named by the Policyholder to administer the policy in the event of the death of the Policyholder. The Trustee is not a beneficiary but in the event of death, claims notification and payment is administered by the Trustee for the benefit of beneficiaries.

RISK PREMIUM: This is the total premium paid less Policy fee, Commissions and Expenses.

COMPLAINTS

We value your comments. Kindly contact any of our branch offices for further clarifications. If you are not satisfied with our sales or services please contact our Customer Service Centre on T: 0307084444 or customerservice.life@enterprisegroup.com.gh; www.enterprisegroup.com.gh or through the digital Platforms (whatsapp, Facebook, Instagram and the USSD platform.

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