



# Burial repatriation and Funeral support

The loss of a loved one will always remain one of the most traumatic events in our lives.

While no-one can make it easier to lose a loved one, Sanlam Group Risk (SGR) can lighten the load by transporting the deceased back home if the death occurred far from his/her home base.

The Burial Repatriation and Funeral Support benefit is a service that allows for the transport of the deceased member's body back home to the final funeral home closest to their place of burial in South Africa, if the death occurred far from his/her home.

## Benefit

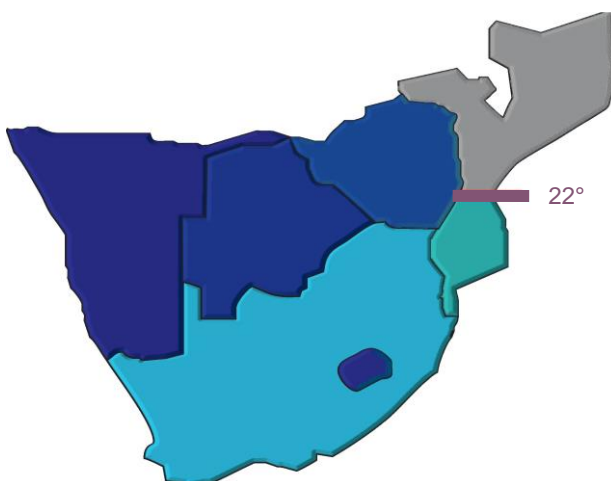
The service is available at the death of any principal employee (i.e. member of a policy underwritten by SGR, except for a funeral insurance policy), and his/her qualifying spouse and child/ren.

## What does the service offer you?

The service includes

### Transport of the deceased

Via road or air, to the funeral home closest to the place of burial in South Africa, transport is available from anywhere in South Africa, Lesotho, Eswatini (formerly Swaziland), Zimbabwe, Botswana, Namibia or Mozambique (i.e. south of the 22° latitude):



All our vehicles are refrigerated Mercedes Benz Sprinters and are fitted with live Satellite Tracking.

### Special cultural preferences

We have taken into account that the surviving family may have special cultural preferences regarding the transportation of the deceased and we will ensure that special care is taken to meet these preferences.

### Accompanying the deceased

If death occurs in South Africa, the service also allows for

- ⦿ transportation arrangements for a single relative to accompany the mortal remains to the final funeral home; and
- ⦿ overnight accommodation (subject to limitations) for a single relative.

### Other services

Other services, which are aimed at simplifying the death/ burial for the family, include:

- ⦿ assistance and advise on claims procedures is provided to the surviving family;
- ⦿ if necessary, legal assistance can be arranged to assist with the interpretation of the Will and the management of the necessary documentation;
- ⦿ advice will be provided on matters such as obtaining a death certificate and cross-border documentation;
- ⦿ referral to a pathologist will be made if an autopsy is necessary;
- ⦿ referral to reputable funeral parlours and providers of other funeral services such as catering and transport can be made, and clients benefit from our experience and knowledge of suitable providers; and
- ⦿ assistance can be provided when looking for a tombstone supplier.

### How to arrange for this service

The employee, or his/her next of kin, can access this benefit:

- ⦿ Call the 24-hour specialised call centre on **0860 732 548/9**
- ⦿ Follow the voice prompts for **Reality Access for SGR**

These services are available 24 hours a day, 7 days a week and calls can be answered in any one of the official South African languages.

The information required to process the claim:

- ⦿ ID number of the insured employee
- ⦿ Name and ID number of the deceased
- ⦿ Place (and time) where death occurred

This brochure provides a general summary of the products Sanlam offers. If there is a discrepancy between this Fact Sheet and the provisions of the contract with the Service Provider, the contract with the Service Provider will prevail.

Sanlam Life is a Licensed Insurer, Financial Services Provider and Registered Credit Provider (NCRCP43)