



FUNERAL AND EXTENDED FAMILY FUNERAL COVER FREQUENTLY ASKED QUESTIONS

Who is covered under the Funeral Scheme?

All active members of the University of KwaZulu-Natal Retirement Fund who are under age 70, as well as their spouses and dependent children are insured for funeral benefits under a compulsory funeral scheme. The premium for the compulsory funeral benefits is paid by the Benefit Arrangement. As this is an employer scheme, fringe benefit taxation on the premium is payable by members and the benefit will be paid out without deduction of taxation. The applicable fringe benefit taxation is shown on your payslip monthly.

What is the amount of the funeral benefit?

The funeral benefit that is paid on the death of a member, spouse or dependent child, is set out below:

	Existing Benefit	New Benefit (as from 1 August 2017)
Member (*Maximum entry age for spouses is age 65)	R20 000	R30 000
Spouse	R20 000	R30 000
Children over 22 and below 26 (provided that proof registration of such children as full time students at a recognised school or tertiary institution is provided annually)	R20 000	R30 000
Children between 14 and 21	R20 000	R30 000
Children between 6 and 13	R10 000	R15 000
Children between 1 and 5	R6 670	R7 500
Children under 1 (including babies stillborn at over 26 weeks)	R3 335	R7 500

A child who is dependent on you and permanently incapacitated may qualify for a funeral benefit at any age, subject to certain conditions. If this applies to you, please contact the Fund Office for more details.

How is spouse defined in the policy?

Your spouse is a party to a **marriage** recognised in terms of either the Recognition of Customary Marriages Act, 1998 or the Civil Union Act, 2006, or to a union accepted as a marriage according to the doctrines of Asiatic religion.

Anyone who lives with you in a relationship of mutual dependency, as if married, may be covered under the funeral policy as your spouse, **if you submit a Funeral Nomination Form** reflecting them as your life partner. Please attach **a copy of your life partner's identification document to the form**.

A **maximum of two spouses** may be covered under the policy.

Who are my dependent children?

A dependent child is defined as:

- a child, under the age of 22, born to the Main Member;
- a stepchild, under the age of 22; of the Main Member;
- an extra-marital child, under the age of 22 born to the Main Member;
- a child, under the age of 22, legally adopted by the Main Member (provided that satisfactory proof of adoption is received by the insurer);
- an adult unmarried child of the Main Member who has attained the age of 22, but is mentally or physically disabled and totally and completely dependent upon the Main Member;

Cover under the policy can extend to age 26 years if they are full time students, **but this is subject to your having completed a Funeral Nomination Form advising the Fund.**

Where can I get a Funeral Nomination Form?

A Funeral Nomination form can be obtained by clicking on the following link:

<http://retirementfund.ukzn.ac.za/FuneralCover.htm>.

Please send your completed forms and documents to the UKZN Retirement Fund Office, Room 314, Admin Building, Westville Campus or email them to lessing@ukzn.ac.za.

How can I claim in the event of a death of my spouse or child?

Funeral Claim Forms are available on the UKZN Retirement Fund's website:

<http://retirementfund.ukzn.ac.za/FuneralCover.htm>

In the event of the death of any of your dependants covered under the policy, you must, **within six months** of the date of their death complete a Funeral Claim form, and attach the documents specified on the form. Claim Forms and supporting documents must be sent to your **Human Resources Site Administrator**. After confirming that the documents are in order, your Site Administrator will forward the claim to Alexander Forbes for processing. Claims should be paid within three working days of receipt by Alexander Forbes, providing all the supporting documents are in order. Please follow up with your **Human Resources Site Administrator** if you have submitted a claim and have not received payment of the benefit within a week.

How can my family claim in the event of my death?

When a staff member dies, your family must contact your **Human Resources Site Administrator**. Your Site Administrator will arrange for a funeral claim to be submitted to Alexander Forbes, and the benefit will be paid either to your spouse or to the family member who has paid for the funeral.

How long will it take for the insurers to make payment?

Valid claims will generally be paid within 72 hours of a claim form and all supporting documents being sent to Alexander Forbes.

Paid up option?

The funeral benefit now includes a paid up option. In light of this change (effective 1 January 2017), should you die or become disabled before your normal retirement age, **your spouse and child/ren will continue to be covered for a funeral benefit until they are no longer eligible due to their age, or you would have reached normal retirement age.** This benefit will be effective without further premiums being paid.

The premiums for this improved benefit will see the premium increase from R7.60 to R9.50 per member; but, again, as this increase will be funded from the Benefit Arrangement, the *allocation to retirement savings will not reduce.*

Can I cover my older dependent children and other family members for whose funerals I will be responsible?

An option exists for you to take Extended Family Cover for family members who are not covered under the UKZN funeral policy. You are responsible for the cost of this cover.

For whom can I take Extended Family Funeral Cover?

Family members for whom you may take out extended cover are:

- Your child who is over age 22 and not in full time education. (If you take out extended funeral cover from the month after your child ceases to qualify for the compulsory group funeral benefit, the six month waiting period for payment of benefits will not apply.)
- Your parents
- Your parents-in-law
- A brother or sister
- Your aunt or uncle
- Other relatives through blood or marriage

Insured family members must be **financially dependent upon you for the payment of their funeral costs. A waiting period for payment of benefits applies (see below for details).**

Important Note: Family members must be **under age 75 at the time that Extended Family cover is taken out.** Once you have taken out the cover, they can continue to be covered after age 75, provided that you continue to pay the correct premium for their age.

What is the premium for a family member covered under the Extended Family Funeral Cover?

The premium depends on the age of the family member you wish to insure.

The monthly premiums for **R20 000 funeral cover** in the 2017 year are as follows:

- R10.50 for family members aged up to 64*,
- R33.00 for family members aged 65 to 74
- R69.00 for family members aged over 75 years (Note: these persons must be under 75 years at the time they are first insured).

* Note that cover for a child under age 14 will be in line with the funeral benefit scale for the compulsory cover

These premium rates are reviewed annually. You will be advised of any changes in the premium rate, and your stop order will be automatically adjusted when there is a general premium change. However, **it is your responsibility to adjust your stop order when your extended family member reaches age 65, or age 75 years and the premium increases.**

What is the waiting period before the Extended Family Cover will pay a benefit?

As this is voluntary cover, **no claims will be paid in the first six months following payment of your first premium, if the death is due to natural causes.** This exclusion may be waived if proof has been supplied that this policy replaced a previous policy with a registered insurer, without any break in cover.

A claim will also not be paid if the death occurs within twelve months of payment of your first family member premium and is due to:

- Involvement in criminal activities,
- Suicide,
- Self-inflicted injury, or,
- Deliberate exposure to exceptional danger, except in an attempt by the deceased to save a human life.

How do I arrange the Extended Funeral Cover?

To arrange Extended Family Funeral Cover for family members who are dependent on you for payment of their funeral costs, you must complete a Funeral Nomination Form, which is available on the Fund's website <http://retirementfund.ukzn.ac.za/FuneralCover.htm> .

On the form you must provide your family details, and full details of the additional family member/s you wish to cover. You must also complete a Payroll Stop Order form to allow the Payroll Department to deduct the required premium from your salary monthly and pay it to the insurer. **Both these forms**, together with a copy of the **identification document** of the family member/s you wish to cover at your own cost, must be sent to the **UKZN Retirement Fund Office, Room 314, Admin Building, Westville Campus**, or emailed to lessing@ukzn.ac.za for checking and verification.

Correctly completed forms will be forwarded to the insurer and the Payroll Department for implementation. If a query is raised and you fail to respond to it, the commencement date of this cover will be delayed.

It is your responsibility to check on your payslip that the stop order has been actioned.

When does the Extended Family Funeral Cover commence?

Cover will only commence once the insurer has received your first monthly payment and the correctly completed documentation. However remember that, during the first six months, payment will only be made in the event of an accidental death. While the more general exclusions are set out for your information, policy conditions will always apply.

How can I change the cover for my extended family or add a new family member?

If you wish to add a family member, please complete a **new Funeral Nomination and Stop Order form** and mark them clearly "Amended Form".

If you would like to remove a family member, please advise both the Fund Office and Payroll in writing. **If you stop paying the premium for an Extended Family Member, you will not later be able to add them again.**

How can I claim in the event of a death of an Extended Family member covered under the policy?

In the event of the death of any of your extended family members covered under the policy, you must, **within six months** of the date of their death complete a Funeral Claim form, and attach the documents specified on the form.

Funeral Claim Forms are available on the UKZN Retirement Fund's website. To obtain a form click on the link: <http://retirementfund.ukzn.ac.za/FuneralCover.htm>

Claim Forms and supporting documents must be sent to your **HR Site Administrator**. After confirming that the documents are in order, your HR Site Administrator will forward the claim to Alexander Forbes for processing. If you have any queries you can contact Mrs. Shamilla Smith, Smiths1@forbes.co.za, or 031-573 8269.

Valid claims will generally be paid within 72 hours of submission of a valid claim form and all the required supporting documents. It is your responsibility to follow up if payment is not received, but if payment has not been received within a week please also notify the Fund Office.

Can I continue with the policy when I leave service?

No, you cannot. The policy has no continuation option and when you leave the service of UKZN.

Queries?

For queries about funeral cover please email: lessing@ukzn.ac.za, or call X1007

For claim queries please contact Shamilla Smith on 031 573 8269 or email:
Ukznretirementfund@aforges.co.za

Disclaimer

The funeral benefit is insured and cover is provided in terms of an insurance policy. The main terms of the policy as simply have been set out as simply as possible for your information. However, funeral benefit payments are subject to the terms and conditions set out in the policy document and schedule, as amended from time-to-time. In the case of any conflict, these terms and conditions will apply.