

Why Sanlam?



2013 Interim Financial Results

We continued the trend of delivering a solid Performance in the first 6 months of 2013.

Normalised
headline
earnings per
share up

35%

New business
volumes up
37% to

**R83
billion**

Net fund
inflows of

**R13
billion**

Group Equity
Value per
share of

R37.47

Sanlam Life
CAR cover of

**3.9
times**

Sanlam Risk Cover

Our underwriting philosophy

Sanlam's underwriting philosophy is to carry more risk. Any changes in occupation or smoking habits or the taking up of risky activities by your client after his/her policy was issued, will have no effect on that policy. Existing planholders also enjoy full cover during their stay abroad – provided the policy does not contain a specific restriction in this regard (Sanlam's policies usually do not contain such restrictions). Prospective clients can also in certain circumstances obtain cover even when they intend being abroad for long periods.

Claims

Rest assured that your client's risk cover is in good hands with Sanlam's consistent approach with regard to claims payout. We care about our clients and pride ourselves on treating customers fairly.

CLAIMS STATISTICS

1 January –
31 October 2013

Disability	%	Amount paid
Admit	88.68%	R 155,386,789.80
Dread Disease	%	Amount paid
Admit	80.45%	R 179,828,685.40
Income Protector	%	Amount paid
Admit	89.66%	R 5,328,864.43
Sickness Benefit	%	Amount paid
Admit	93.68%	R 29,174,625.00
Death	%	Amount paid
Admit	99.01%	R 1,713,462,430.99



The most important reasons for declined claims

01

Disability and Dread Disease claims

The criteria for the claims were not met or the illness claimed for was not listed in the contract and also non-disclosure.

02

Income Protector

Most of the repudiated claims have been the result of waiting periods not having expired. These claims will be reconsidered after the expiry of the specific waiting periods.

03

Sickness benefit

Non-disclosure as well as deterioration in insurance risk between application and cover date.



Death benefit - Insuring HIV-positive lives

Our philosophy has always been to treat everyone as fairly and equitably as possible, based on scientifically proven research and the best underwriting practices. Latest international and local research shows that HIV/AIDS can be treated the same as other chronic illnesses given timely and proper treatment. Easier compliance with antiretroviral treatment (ART), better affordability and good outcomes of medical treatment help make HIV/AIDS a manageable disease.

We therefore now offer certain HIV+ lives normal Matrix death cover with underwriting as for any other chronic illness.

Disability plus Whole life Impairment benefit

People generally have a longer life expectancy these days and together with the effects of the global economic crisis, this means people remain in the workplace longer than before. Taking this into account, our Disability plus Whole life Impairment benefit offers the client disability cover until the earlier of retirement age and age 70, and also Physical impairment cover for whole of life. This benefit is perfectly geared to protect clients in their later years against impairments or events that can seriously impact their lifestyle. This cover makes provision for such unexpected events as hip-, knee-, ankle- and shoulder replacements and hence offers clients the opportunity to follow an active lifestyle even when they are retired.



Sickness benefit

Sanlam offers a genuine sickness benefit up to age 70. Our sickness benefit pays out when the life insured is on sick leave as a result of illness or injury. This benefit is now **also available to a wider client base** and with more options regarding waiting and payment periods: Clients with a 3- or 4-year degree (or equivalent) and different Disability classes can qualify for the benefit.

Comprehensive dread disease

Our comprehensive dread disease benefit covers the most prevalent dread diseases on diagnosis and then mostly at 100% payment and with the minimum use of sliding scales. To make sure that our cover is even more comprehensive and competitive, we now also offer a 'Catch-all' claim event with all comprehensive benefits. **More protection, more peace of mind.**

Income Protector benefits

Now providing cover up to age 70. **With Sanlam you can insure up to 100% of your income under our Disability Income benefit.** The benefit will pay up to 100% of the life insured's average monthly income during the first 24 months of disability. A benefit of up to 100% of the life insured's income is also payable if he or she becomes totally and permanently disabled and the disability is not a result of certain back and psychological conditions.

Disability Cover

A 3-in-1 benefit which covers **occupational disability, personal disability and recognised disability.** You can choose between Disability for regular occupation and Disability for regular and reasonable occupation. Options with tapering or without tapering are also available. The client also does not have to inform us of any occupational changes after the policy was issued. We carry more risk.

Accident Cover

Sanlam pays for **gunshot wounds** and penetrating stab wounds under our Accidental Injury benefit. South African statistics show that violent crimes are a real threat and thus a need that must be addressed when looking at risk cover. In addition, this benefit also covers some of the most **common injuries sustained in motor vehicle accidents**, e.g. coma, amputations, paraplegia, quadriplegia and multiple rib fractures.

Whole Life Payment guarantee

Sanlam is the only company that also offers a payment pattern with a genuine **whole-life payment guarantee.** No matter how the economic situation or claims experience changes, your client's payment will remain unchanged, except for the contractual payment growth.

Living Protector

Our new combination benefit that combines different types of cover into one benefit. The life insured has the peace of mind of being covered for a wide range of events without having to choose different types of cover on offer. This benefit provides cover for **Disability** up to age 70, **Dread Disease, Physical Impairment, Loss of Income** and **Retrenchment.** None of these benefits is a watered-down benefit and all pay lump sums.



Sanlam Savings Product Solutions

Sanlam Life offers a range of investment solutions with a clear focus on the needs of our clients. Cost-effective solutions are on offer, providing flexibility and choice as well as all the investment options and features that clients would need to enable them to maximise their savings goals.



Savings and investments

- Cumulus Investments
- Nimbus Investments
- Stratus Endowment
- Stratus Edufocus
- Stratus Continuations and Conversions
- Stratus Linked Investments
- Stratus Guaranteed Investments

With the **Cumulus and Nimbus Investments** Sanlam Life adds an additional 5% to the single premium investment amount, ensuring that the investment grows even faster. These products also offer investment funds with a unique guarantee that increases over time as the value of the investment grows.

With the **Stratus Endowment**, Sanlam Life offers the client a transparent and affordable investment as well as all the flexibility and choice any client could ever need.

Stratus Edufocus has specifically been designed as an endowment which offers a disciplined way of saving with a waiver of payment benefit option, to ensure that provision for education is not compromised when payments cannot be met any more.

The **Stratus Continuation** option is merely an extension of the client's disciplined way of saving with probably the greatest benefit being the powerful mechanism of compound interest to continue working for them.

Stratus Conversions give clients the opportunity to convert old-generation Legacy policies to new-generation Stratus plans with no alteration charge, i.e. the fund value of the Legacy policy is simply transferred.

Pre-retirement

- Cumulus Echo Retirement Annuity
- Cumulus Echo Pension/Provident Preserver Funds
- Stratus/Cobalt for Professionals Retirement Annuity
- Stratus/Cobalt for Professionals Linked Retirement Annuity
- Stratus Continuations and Conversions
- Stratus Pension/Provident Preserver Funds

With the **Cumulus Echo Retirement Annuity**, Sanlam Life will boost the retirement savings by adding an additional amount, called the Echo Bonus, at retirement or termination. The Echo Bonus makes this one of the most cost-effective retirement savings options in the market!

With the **Stratus and Cumulus Echo Preserver Plans** Sanlam Life wants to encourage clients to preserve their retirement savings for when they retire. We also want to ensure that those who are retrenched, and as a result have to use some of their retirement savings, are provided with the most tax-efficient solution.

Post-retirement

- Capital Protection Options
- Pension with Capital Repayment
- Conventional Life Annuity
- Guaranteed CPI Annuity
- Inflation Linked Income with Capital Preservation

At retirement, the member's retirement proceeds are fixed, but the decisions on how to use them will have far-reaching consequences for the member's financial security in retirement. Of these, determining an appropriate retirement income strategy is probably the most important. The **post-retirement products** offer a range of investment options for the purchase of a compulsory annuity with a portion of the retirement proceeds.