



Excess Buy Down Terms and Conditions

Please take note of the following summary of terms and conditions of cover:

1. The Buy-down cover is in respect of the first rental period, authorized by your insurance company/broker, with a car rental company.
2. If your insurance company extends your rental period, and you require Buy-down cover you are required to pay an additional premium for the new rental period authorised.
3. Notwithstanding the terms of indemnity of the buy-down cover, the car rental company's standard terms and conditions shall apply at all times during the rental and cover period.
4. The buy-down cover shall not cover any breach of the car rental company's standard terms and conditions of rental.
5. The buy-down cover shall, subject to 3 and 4 above, indemnify the authorized driver/renter of the rental vehicle against paying:
 - a. the Collision Damage Waiver Excess; and / or
 - b. the Theft Loss Waiver Excess
 - c. and Car Rental Company Accident Administration Fee
 - d. in the event of an accident or incident (including theft), with the rental vehicle.
6. The indemnity amount shall be refunded to you after receipt of the Car Rental Company accident report and verification by the Car Rental Company.
7. The buy-down cover shall only respond where a claim is accepted and approved by the Car Rental Company. Claims must be reported to CarSure within 30 days of the date of incident or accident.
8. The buy-down cover excludes;
 - a. any claim repudiated by the Car Rental Company
 - b. all motor glass
 - c. all tyres, wheels, rims and wheel accessories
 - d. any vehicle spares and any accessories including radio
 - e. any mechanical breakdown
 - f. claims reported later than 30 days from date of loss.
9. The buy-down cover has been arranged by CarSure a division of Guardrisk Insurance Company Limited, the address and contact details appear on this confirmation of cover.

Claims Procedure

1. The buy down cover is bought from CarSure before the rental vehicle is collected from the rental station
2. There is an incident with the rental vehicle
3. The incident is reported to a rental station within 24 hours of the incident
4. An incident administration form is completed and signed
5. The excess is paid to the rental station and a receipt is received
6. The rental station replaces the rental vehicle



7. An excess refund claim is submitted to CarSure by:
 - a. Tel: 086 122 7784
 - b. E-mail: courtesycar@carsure.co.za
8. The following documents and details are submitted to CarSure:
 - a. Proof of excess payment to the rental station
 - b. Copy of the signed incident report form
 - c. Notification of banking details
 - d. Car Rental Company accident invoice
9. CarSure will refund the paid excess within 48 hours of receipt of the documentation.

Complaints Procedure

Complaints relating to our services may be addressed to our Product Manager, whose contact details are as follows:

Guardrisk Insurance Company Limited
PO Box 786015, Sandton 2146
Email: righardt@carsure.co.za
Telephone Number: 011 669 1245

Car Rental Company Rental Terms and Conditions

The Car Rental Company will explain all additional costs which are payable to Car Rental Company and the additional costs are not included in the policy and are for the responsibility of the driver / hirer. The Car Rental Company Rental Terms and Conditions may change from time to time and the cost as levied by Car Rental Company on the day of the rental shall be payable.

STATUTORY NOTICE

IMPORTANT INFORMATION – PLEASE READ CAREFULLY

DISCLOSURE NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002

DISCLOSURE AND OTHER LEGAL REQUIREMENTS

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

YOUR INSURER and DIRECT MARKETER

CarSure is a division of Guardrisk Insurance Limited. Reg. No: 1992/001639/06. Authorised Financial Services Provider FSP no. 75.

Name:	Guardrisk Insurance Company Limited ("Guardrisk") Reg No. 1992/001639/06		
Physical Address:	3 rd Floor, 102 Rivonia Road, Sandown, Sandton 2196	Postal Address:	PO Box 786015, Sandton, 2146
Telephone Number:	+27-11-669-1000	Facsimile Number:	+27 12 675 3856
Legal Status:	Guardrisk is an Authorised Financial Services Provider in terms of the FAIS Act. FAIS registration number is: 75		
FAIS Registration:	In terms of the FSP license, Guardrisk is authorised to give advice and render financial services for product CATEGORY I: Short-term Insurance : Personal Lines Short-term Insurance : Commercial Lines		
PI and FG Cover:	Guardrisk has a Professional Indemnity Cover and a Fidelity Guarantee Cover in place.		
Compliance Officer:	The Compliance Officer: Tel: +27-11-669-1104, e-mail: compliance@guardrisk.co.za		
Complaints:	You can access our Complaints Resolution Policy at: www.guardrisk.co.za or e-mail: complaints@guardrisk.co.za		
Conflict of Interest:	You can access our Conflict of Interest Management Policy at: www.guardrisk.co.za		

OTHER MATTERS OF IMPORTANCE

1. You will be informed of any material changes to the information about the intermediary, insurer and or underwriter provided above.
2. No cooling off period or rights will apply because the policy term/duration is less than 31 days.
3. If we fail to resolve your complaint satisfactorily, you may submit your complaint to the Ombudsman of Short-Term Insurance.
4. You will always be given a reason for the repudiation of your claim.
5. If the insurer wishes to cancel your policy, this will be done in writing, to your last known address.
6. You will always be entitled to a copy of your policy at no extra charge.

WARNING

1. Do not sign any blank or partially completed application form.
2. Complete all forms in ink.
3. Keep notes of what is said to you and all documents handed to you.

4. Don't be pressurised to buy the product.
5. Failure to provide correct or full relevant information may influence an insurer on any claims arising from your contract of insurance.

WAIVER OF RIGHTS

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

PARTICULARS OF THE SHORT-TERM OMBUDSMAN

Postal Address: PO Box 32334, Braamfontein, 2017

Telephone Number: +27-11- 726- 8900

Facsimile Number: +27-11- 726- 5501

PARTICULARS OF THE REGISTRAR OF SHORT-TERM INSURANCE

Postal Address: PO Box 35655, Menlo Park, 0102

Telephone Number: +27-12- 428-8000

Facsimile Number: +27- 12- 347- 0221

PARTICULARS OF THE FAIS OMBUDSMAN

Postal Address: PO Box 74571, Lynnwood Ridge, 0040

Telephone Number: +27- 12- 470- 9080

Facsimile Number: +27- 12- 348- 3447