

Card Protection Plan **Claim Form**

ACCOUNT HOLDER PERSONAL INFORMATION

| | |
|----------------------------|--|
| Surname | |
| First Name | |
| Date of Birth | |
| ID number of Insured | |
| Contact Number – home/work | |
| Contact Number - mobile | |
| Postal address | |
| | |
| Email address | |

ACCOUNT INFORMATION

| | |
|---|----------------------|
| Account number | |
| Have you claimed on this policy? | Circle answer YES NO |
| If you have claimed before, please provide date | |
| If you have claimed before, please provide claim number | |

DOCUMENTS REQUIRED

- Completed and signed Claim Form
- Certified Copy of ID Document
- Affidavit in the event that ID Document is lost

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CIRCUMSTANCES OF CLAIM

| | |
|--|----------------------|
| Unauthorised Use | |
| Date of unauthorised use | |
| Date reported to RCS | |
| Describe circumstances of unauthorised use including value of purchases made | |
| Was this incident reported to SA Police | Circle answer YES NO |
| Date reported to SA Police | |
| Police case reference number | |
| Which Police Station did you report it to? | |
| Card replacement | |
| Date card was lost | |
| Date reported to RCS | |
| Describe circumstances of loss of card as well as where loss took place | |

HOW TO SUBMIT THIS CLAIM

| | |
|-------|---|
| Email | claims@rcsgroup.co.za |
| Post | RCS Cards Pty Limited, PO Box 111, Goodwood, 7459 |

DECLARATION

I certify that all information provided relative to this claim is true and correct

Circle answer YES NO

| | |
|-----------|--|
| Signature | |
| Date | |

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PROTECTION OF PERSONAL INFORMATION IN TERMS OF POPI ACT 4 OF 2013

Your privacy is of utmost importance to Us. We will take the necessary measures to ensure that any and all information, including Personal Information (as defined in the Protection of Personal Information Act 4 of 2013) provided by you or which is collected from you is processed in accordance with the provisions of the Protection of Personal Information Act 4 of 2013 and further, is stored in a safe and secure manner and kept for the period prescribed by the Applicable Laws.

You hereby agree to give honest, accurate and up-to-date Personal Information which may be used for the following reasons:

1. to establish and verify your identity in terms of the Applicable Laws;
2. to enable Us to fulfil our obligations in terms of this Claim;
3. to enable Us to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws; and
4. reporting to the relevant Regulatory Authority/Body, in terms of the Applicable Laws

We may share your information for further processing with the following third parties, which third parties have an obligation to keep your Personal Information secure and confidential:

1. Payment processing service providers, merchants, banks and other persons that assist with the processing of any benefit payable;
2. Law enforcement and fraud prevention agencies and other persons tasked with the prevention and prosecution of crime;
3. Regulatory authorities, industry ombudsmen, governmental departments, local and international tax authorities, and other persons that we, in accordance with the Applicable Laws, are required to share your Personal Information with; and
4. Credit Bureau's.

You acknowledge that any Personal Information supplied to Us in terms of this Claim is provided according to the Applicable Laws. Unless consented to by yourself, We will not sell, exchange, transfer, rent or otherwise make available your Personal Information to any other parties and you indemnify Us from any claims resulting from disclosures made with your consent. Such Personal Information provided (voluntarily, unconditionally and specifically) will be utilised by Us or by any appointed third parties, on our behalf, and will be kept for such period as legislated according to the Applicable Laws.

You understand that if We have utilised your Personal Information contrary to the Applicable Laws, you have the right to lodge a complaint with Guardrisk within 10 (ten) days. Should Guardrisk not resolve the complaint to your satisfaction, you have the right to escalate the complaint to the Information Regulator.

| | |
|-----------|--|
| Signature | |
| Date | |

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