

Personal **insurance**

Policy document

kingprice.co.za

Licensed insurer | FSP no. 43862

KingPrice™
INSURANCE

Here's what's **inside**

Welcome to your very own King Price policy document (KPPD)

Click here

Welcome to our family	<u>4</u>
The king's insurance options	<u>5</u>
Things you need to know	<u>7</u>
The stuff you need to do	<u>17</u>
How to claim	<u>19</u>
Our commitment to you	<u>25</u>
Car insurance	<u>27</u>
Car warranty	<u>50</u>
Shortfall cover	<u>61</u>
Scratch and dent	<u>62</u>
Tyre and rim	<u>64</u>
Little dings and tyre things	<u>69</u>
Motorbike insurance	<u>70</u>
Trailer and caravan insurance	<u>83</u>
Home contents insurance	<u>88</u>
Buildings insurance	<u>100</u>
Portable possessions insurance	<u>110</u>
Personal accident insurance	<u>118</u>
Code red	<u>123</u>
King's cab	<u>127</u>
The king's emergency assist	<u>129</u>
Important contact details	<u>136</u>
Sasria	<u>138</u>

Our contact details

Get in touch

It's official! As part of the King Price family you now have royal service at your beck-and-call. Chat to us when you want to, how you want to.

Your choice, our pleasure!

Need emergency assistance?
Call 0860 50 50 50.

To manage your policy online, do self-inspections or check your latest schedule, [click here](#).

You can also WhatsApp or call us on 0860 50 50 50.

Our online deets

[Click here](#) to email client care.

[Click here](#) to submit a claim.

[Click here](#) for our website.

Want us to call you back? [Click here](#).

We'd love to hear from you...

Love what we do? Aaah, thanks. We love doing it!

[Email](#) the king directly and share your thoughts or leave your Google review [here](#). You can even share your compliments on our Facebook page.

If you've got a complaint, please [email](#) us so we can sort it out ASAP.



Your very own KPPD

*King Price
policy document*

Welcome to our royal fam!

Let's face it... Most people would probably run a marathon barefoot on a road filled with Lego bricks while it's raining cats and dogs than read insurance documents.

That's why we've kept your KPPD (King Price policy document) simple. It contains everything you need to know about your cover in plain English so that it's easy to understand. But, if there's anything that's unclear or you'd like more info on, please contact us. We're eager to assist.

Please take a moment and read your KPPD. It contains super important info.

Don't forget to update us if anything changes that could impact your cover. This includes big things like getting married or installing solar at your home; as well as little things like adding a towbar to your car or upgrading your phone.

Not sure if something could affect your cover? Ask us!

Remember, incorrect details = incorrect cover.

Putting your trust in our hands is a big deal, we get it. Thank you! We promise to give you the royal service you deserve.

Royal regards,



King Price

clientcare@kingprice.co.za

Call/WhatsApp 0860 50 50 50

[Click here](#) to find the most up-to-date version of our KPPD.

07/26

The king's insurance options

Your choice, our pleasure

King Price is proud to offer you a range of insurance options, all backed by our promise of royal service. Here's a simple summary of what we have to offer.

Your choice, our pleasure.

Click here

Car

- Agreed value.
- Comprehensive (decreasing premium).
- Chilli.
- Theft and write-off.
- Third party, fire and theft.
- Third party only.

Car warranty

Insurance for your car's moving parts... And you can get it no matter where (or even if) your car is insured.

Motorbike

- Comprehensive cover.
- Third party and theft.
- Third party only.
- Theft only.

Trailer and caravan

Happy camper? We've got cover against damage to, or the theft of, your trailer and caravan. We've also got optional additional cover for your trailer and caravan contents.

Home contents

- Comprehensive.
- Fire and fury.

Buildings

Cover for damage to the physical structures of your property, like your home and its outbuildings.

Portable possessions

Carry on with cover against the loss of, or damage to, your portable possessions that you normally carry with you.

R1 insurance

No, it's not a typo. Yes, you can insure your bicycle, golf clubs or hearing aid for only R1 per month if we comprehensively cover your car. You can also insure your motorbike gear for only R1 per month if we comprehensively cover your motorbike.

Personal accident

Compensation in case of your or a family member's accidental disability or death.

Code red

At the push of a red button, this app-based service will get the closest armed response or emergency vehicle to you ASAP.

King's cab

Our personal chauffeur service will get you and your car home safely when driving yourself just isn't a good idea.

Shortfall cover

This option covers the difference between what your car or motorbike is worth at the time of it being stolen or written-off, and what you still owe on it.

Scratch and dent

Royal cover for minor repairs to the exterior of your car... Like those mysterious little dings that happen in parking lots.

Tyre and rim

Tyre damage? If they're repairable, we'll repair them. If they aren't, we'll replace them. We'll also fix your rims if we can.

Little dings and tyre things

We've put 2 of our value-added products together, to bring you extra cover at a better price. It's called 'little dings and tyre things' and it combines our scratch and dent cover with cover for your tyres and rims.

Car hire

Add car hire cover for when your insured car or motorbike is damaged, stolen or hi-jacked and you still need to get around.

Things you need to know

Your King Price policy... It's all about you

Your contract with us (King Price) consists of this policy wording, your policy schedule, all written correspondence and verbal agreements. You need to ensure that all the info is correct. Incorrect info may influence the validity of the contract and/or the outcome of your claim.

By 'you' we mean

You, your spouse/partner, any member of your household, or anyone you intend to cover under this policy.

If anything (at all) is not correct, please contact us immediately to have it updated.

Remember, incorrect details = incorrect cover.

KPPD

- + Schedule
- + Written correspondence
- + Recorded calls
- + Changes recorded electronically online.

} = Your policy



If we've sent written correspondence or documents to your email address noted on your policy schedule, we'll assume that you've received and read our communication.

When it starts

The commencement date (start date) of your cover is the date on which we agreed that the policy should start. The first premium must also be paid by this date.

Monthly premium

Your monthly premium is the amount that you need to pay in advance every month, as per the agreed payment method, to enjoy the insurance cover you chose. We'll always collect your premium in advance based on calendar months... So, if your recurring payment date is on the 15th of every month then your premium payment for the following full calendar month is on the 15th.

How and when to pay

Your monthly premium must be paid on the agreed payment date, and in the manner agreed upon.

Please note:

- **You always pay for insurance in advance.**
- **If your debit order date:**
 - **Falls on a Sunday or a public holiday, collection will be on the ordinary business day before or after your debit date.**
 - **For the month of December, is between 21 December and 4 January, your premium will be collected on 20 December for your cover period in January.**
- **We may use DebiCheck, which enables you to authorise debit orders via your bank, and ensures that no unapproved debit orders come off your account.**

And if you don't pay

If you've instructed your bank not to honour the debit order, or if you've reversed a debit order, you won't enjoy cover for the period that would've been covered by the unpaid or reversed premium.

If a claim was paid during the relevant month, we may recover the claimed amount from you and/or we reserve the right to cancel your policy and refuse to issue a policy to you in future.

We may also cancel your policy.

If your debit order is returned by your bank for any other reason (for example, if you didn't have enough money in your account) and your insurance premium due to us isn't paid as a result of that:

- You'll have a grace period of at least 15 days from the date of payment that has been agreed between you and us (as noted on your policy schedule), to correct the situation and pay us. If your premium is paid on a monthly basis, the grace period will commence from the second month that you're insured with us.
- If the premium remains unpaid, you'll unfortunately not be covered for the full period that would have been covered by this unpaid premium. This break in cover may also result in your policy being re-rated.
- If you want to claim for an incident that happens during this 15-day grace period, the approval of such a claim will only be considered once we have received your premium payment in full, and no later than the 15th day of the grace period.

Please note:

If we don't receive the payment for 2 months in a row, we might cancel your entire policy and you'll no longer enjoy cover.

Remember, no premium paid = no cover.

So, to ensure continuous, peace of mind cover, please make sure that there's enough money in your bank account every month, on the date that you asked us to deduct your premium. Please don't reverse or cancel your debit orders.

What you need to pay, if you need to claim

If something happens for which you need to claim, you'll be expected to pay the basic excess amount, as noted on your policy schedule.

You may also be expected to pay any of the additional excess amounts (refer to your policy schedule).

If you want to leave us

Let's hope that you never need to make use of this section, but just in case:

- You may cancel your policy at any time and with immediate effect. If you do, we'll refund the relevant portion of your premium, less any admin cost, provided that no valid claim has been submitted for that period.
- We may also cancel your policy by giving you 31 days' notice, unless there's a material change in risk or circumstances that justifies an immediate cancellation. We would do so telephonically, or by email.
- Your policy will automatically cancel if your monthly premiums aren't paid for 2 consecutive months, either on the payment dates or within the grace periods in those months. Your policy and cover will end on the final day of the period for which you last paid your premium.

Need a change

You may make changes to your policy at any time and it's really simple to do so... Wherever you are and whenever it suits you. You can:

- Manage your policy [online](#).
- Call/WhatsApp us on 0860 50 50 50.
- Pop us an [email](#).

Any change you make will be effective from the time and date agreed to. We'll email you an updated policy schedule (so please make sure that the email address you give us is correct). Please check that the changes are made just as you had requested.

Remember, incorrect details = incorrect cover.

King Price may also make changes to your policy, as and when we deem it necessary to do so. When we do, we'll give you 31 days' notice.

Please note:

Your personal risk profile determines your premium and all other variables relating to the cover that we advertise and offer. It's your responsibility to keep your profile 100% correct and up to date.

Sharing of info

For the sake of sound insurance practices, it's sometimes expected of us to process your personal info. It's also sometimes expected of insurers to share some info relating to claims, insurance, and the financial history of their clients. Your privacy is of the utmost importance to us and that's why we protect it in line with the Protection of Personal Information Act No. 4 of 2013. For more on our privacy protection matters, please [click here](#) to refer to our data sharing and privacy policy.

If the info that you provide relates to anyone other than you, you must get their permission to give it to us and for us to use it. You may apply for a copy of your info and correct it if we've got it wrong.

Need to claim

We have the choice to settle your claim in any of the following ways:

- Paying out cash to you.
- Repairing the damage at a repairer of our choice.
- Replacing the item at a supplier of our choice.
- Any combination of the above.

Payment to finance institutions

If any item that's claimed for is financed, we'll pay the finance institution before paying over the balance of the insured amount, if any, to you.

Ownership

If we replace any insured item, then the damaged or stolen item automatically becomes our property and we may dispose of it in any manner we see fit.

Jurisdiction

This policy is governed by the laws of SA.

Taxes and VAT

All King Price premiums, insured values and excesses payable are inclusive of all taxes and VAT.

Simple **cheap insurance**



Things that are never covered by King Price

Please note:

If your claim is rejected because we say that any of these exclusions apply, the onus is on you to prove the contrary.

This policy doesn't cover any loss, damage, liability or injury directly or indirectly arising from any of the following:

Asbestos

You're not covered for any actual or alleged liability whatsoever for any claim or claims in respect of loss or losses directly or indirectly caused by, arising out of, or resulting from, as a consequence of, in any way involving, or to the extent contributed to by, the hazardous nature of asbestos in whatever form or quantity.

Grid interruption and restoration of power

You're not covered for any loss, damage, liability, claim, cost, exposure, expense or another sum of any nature, including any consequential loss, that's directly or indirectly, regardless of any other cause or incident contributing concurrently or in any other sequence, caused by, related to, resulting from, or arising out of:

- Grid interruption.
- The restoration of supply of electricity by the utility supplier following grid interruption.

By 'grid interruption' we mean

An interruption or suspension of electricity supply from any electrical power supply network to any end-user for whatsoever reason, whether due to damage, an inability and/or failure (whether partial or total) of the utility supplier to generate, transmit or distribute electricity, or otherwise.

By 'loadshedding' we mean

The intentional, total or partial withholding of electricity supply (from any source) by any party other than you, which is implemented in phases and which doesn't affect a municipality (including local, district, regional or any other level that's created by law) or province or the country at the same time.

Please note:

You're covered for loss and damage caused by power surges due to loadshedding.

By 'consequential loss' we mean

Consequential losses arising from grid interruption, include but aren't limited to:
The interruption of other utilities such as water, sewage and telecommunications systems, whether provided by public or private entities.

Possible delays on claims due to the unavailability of spare parts, stock, replacement items and running out of your car hire period.

War, military uprising, terrorism or any such attempted act

- War, an act of a foreign enemy, a warlike operation (whether war be declared or not) or civil war.
- Military uprising or usurped power, martial law, rebellion or revolution that determines the proclamation or maintenance of martial law.
- Any act of terrorism including the use, or threat of use, of force or violence by any person or group of persons (whether acting alone or on behalf of another, or harmful to human life or not) with the intention of influencing any government or inspiring fear in the public.
- Looting and theft arising from the above incidents.

Civil commotion, riot and strike

- Civil commotion, any labour action or strike, public disorder or any act calculated to bring about any of these.
- Any act (whether on behalf of any organisation, body, person or group of persons) calculated to overthrow or influence any state, government, or provincial, local or tribal authority with force, fear, terrorism, violence or protest against them.
- Any act that's calculated to bring about loss or damage in order to further any political aim, or to bring about any social, economic, religious, personal, ethnic or ideological change.
- The act of any lawful authority in any other way dealing with any occurrence referred to in any of the clauses above.

Nuclear risk

You're not covered for any legal liability, loss or damage that's caused directly or indirectly by:

- Nuclear reaction.
- Ionising radiation from, or contamination by, radioactivity from any nuclear fuel or nuclear waste, or from burning nuclear fuel.

- The radioactive, toxic, explosive or other dangerous properties of any nuclear installation, reactor or other nuclear equipment, or any nuclear part of them.
- Any weapon or device using atomic or nuclear fission, fusion or similar reaction, or radioactive force or material.
- The radioactive, toxic, explosive or other dangerous properties of any radioactive material.

For the purpose of this exception only, 'combustion' includes any self-sustaining process of nuclear fission.

Nationalisation

You're not covered for nationalisation, confiscation, commandeering or requisition by any lawfully constituted authority.

Please note:

Loss and damage arising from such incidents, as well as consequential looting and theft, may be covered by Sasria, but only in South Africa and doesn't extend across borders. [Click here](#) for the Sasria policy doc.

Stolen or cloned property

Any stolen or cloned property that was previously stolen or cloned and is in your possession.

This exclusion applies regardless of whether you were aware, or should've been aware, that the property was stolen or cloned.

Confiscated property

Any property that has been legally confiscated, detained or forfeited.

Sanction limitation

You're not covered, and we won't make any payment or provide any benefit, that would expose us to any sanction, prohibition or restriction under any United Nations resolutions, or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

Pollution or contamination

Pollution, contamination or seepage, radioactive or nuclear material.

Computer losses

The incapacity or failure of any computer (including data processing equipment, microchip, integrated circuit or similar device in a computer or non-computer equipment) to capture, save, retain or access any data, code or info as a result of:

- Any program error, incorrect entry or inadvertent cancellation of data or programs.
- Any virus, corruption, malware, Trojan horse, time or logic bomb, worm or any other destructive or disruptive code, media or program.

Please note:

You're also not covered for unlicensed software, or electronic programs or data.

You're not covered for:

- Any cause that wasn't sudden and unforeseen.
- Gradual deterioration, including rising damp, wear and tear, rust, mildew or fading.
- A rise in the underground water table or pressure caused by it.
- Defective lubrication, or lack of oil or coolant.
- Mechanical, electrical, or electronic breakdown, defect or failure.
- Damage to consumable parts, or parts with a limited lifespan.
- Damage recoverable under any maintenance or lease agreement.
- Servicing, maintenance, cleaning, repairing, restoring, dyeing, bleaching or alteration.
- Defective design, material and workmanship.

More specifically covered elsewhere

- Your insured possessions which are more specifically covered elsewhere.
- Including a manufacturer's guarantee, warranty, purchase agreement, or service contract.

Insects and pests

Damage caused by insects or pests, such as moths, rats, etc.

Intended purpose

Loss or damage caused:

- When not following the manufacturer's instructions.
- When not using the item for its intended purpose for which it was designed.
- If the item wasn't installed correctly.

Contracts

This includes:

- Breach of contract.
- Liability arising from a contract or agreement.

Selling your possessions

When selling your possessions, you need to have prior confirmation from your bank that a valid and legal payment for the sale has been made, and that the payment is cleared and reflects in your account, before giving the property to the other person. You're not covered for loss or damage arising from scams, fraud or theft by false pretences.

Pawned items

Any pawned items, whether you pawned them or you're holding them on someone else's behalf.

Consequential loss

Any consequential loss or damage which isn't directly caused by an insured peril. Some consequential losses can be covered and are specifically noted.

Illegal and criminal activities

The use of the insured property for, or in connection with, the commission of any offence. This includes any incident relating to obtaining, using or soliciting narcotics (drugs).

Pre-existing damage

There's no cover for any damage which existed before the insured incident, or before your insurance cover started with us.

Sets and pairs

There's no cover for remaining parts or items that are part of any set or pair. So, if you claim for a damaged or stolen item that forms part of a set or pair, we'll either replace the individual item or settle the cash equivalent. We won't replace the entire set or pair.

Electronic smoking devices, eCigarettes and eLiquids

- You're not covered for the liability including loss, cost and expenses due to electronic smoking devices, eCigarettes and eLiquids, whether or not there's a related cause of loss that may have contributed concurrently or in any sequence to a loss, cost or expense.
 - An electronic smoking device is a battery-powered device that delivers a vaporised inhalable substance through a mouthpiece including, but not limited to, battery powered cigarettes, pipes, cigars, hookahs and vaporisers, but excluding steam inhalers, mist inhalers and vaporisers used for medical purpose. This exclusion includes the design, manufacture, distribution, sale, maintenance, use and repair of such device, and the inhalation of vapour delivered from such device.
 - An eLiquid or eJuice means the nicotine solution, flavouring or any other substance used in an electronic smoking device, including the design, manufacture, distribution, sale, maintenance or use or such liquid or juice.

Cyber loss

You're not covered for any loss, damage, liability, claim, cost, or expense directly or indirectly caused by, contributed to by, resulting from, arising out of, or connected to any:

- Loss of use, reduced functionality, repair, replacement, restoration, or reproduction of data, including its value.
- Other cause or event contributing at the same time or in any sequence.

Subject to all policy terms, conditions, limits, endorsements, and exclusions, this policy covers physical loss of or damage to insured property:

- Caused by a fire or explosion directly resulting from a cyber incident, unless the cyber incident is connected to a cyber act, including any action to control, prevent, suppress, or remedy it.
- The cost to repair or replace data processing media, including copying data from backups or previous originals.

Please note:

- **These costs don't include research and engineering, or the cost to recreate, gather, or assemble data.**
- **If the media isn't repaired, replaced, or restored, settlement will be based on the cost of blank data processing media.**
- **The policy excludes any amount relating to the value of the data, even if it can't be recreated, gathered, or assembled.**
- **If any part of this exclusion is invalid or unenforceable, the remainder remains fully effective.**

What we mean when we say

For the purpose of this exclusion:

By 'cyber loss' we mean

Any loss, damage, liability, claim, cost, or expense directly or indirectly caused by, contributed to by, resulting from, arising out of, or connected to any cyber act or cyber incident, including any action to control, prevent, suppress, or remedy it.

By 'cyber act' we mean

Any unauthorised, malicious, or criminal act (or related acts), or the threat or hoax thereof, involving access to, processing of, use of, or operation of any computer system.

By 'cyber incident' we mean

- An error or omission (or related errors or omissions) involving access to, processing of, use of, or operation of any computer system.
- Partial or total unavailability or failure (or related failures) to access, process, use, or operate any computer system.

By 'computer system' we mean

Any computer, hardware, software, communications system, electronic device, server, cloud, or microcontroller, including related input, output, storage, networking, or backup facilities, owned or operated by you or any other party.

By 'data' we mean

Any info, facts, concepts, code, or other information recorded or transmitted for use, access, processing, transmission, or storage by a computer system.

By 'data processing' we mean

Any insured property on which data can be stored, excluding the data itself.

The stuff **you need to do...**

Yip, you

Pay us

Pay your premiums, on time, every month.

Be honest

Always provide us with true and complete info. This applies when anyone else acts on your behalf or with your knowledge or consent.

If you give someone permission to supply us with info, or if someone provides us with info with your knowledge or consent, and this info is found to be not true, incomplete or dishonest in any way, we may reject your claim.

Tell us

Inform us immediately of any changes to your circumstances that may influence whether we give you cover or continue to give you cover, or that could affect the conditions of cover or the premium that we charge you.

This includes any changes/incorrect details of any of your info, such as:

- Personal info: All of your personal details on the policy schedule are very important.
- Address: If your address changes for any reason, or if you park any insured vehicle at a different address for an extended period of time.
- Car and motorbike details:
 - The regular driver or named rider.
 - What you use your car or motorbike for.
 - Where you park.
 - Your average monthly mileage.
- Potential risk: Let us know if your home will be unoccupied for any period longer than 45 days in a row.
- Other factors that may influence cover: Like we need to know when your home is let or sub-let.
- Changes to the insured structure: Notify us of any alterations, additions or improvements that are made to your home.
- Criminal convictions: Against you or anyone covered by this policy.
- Accidents and claims that you suffer, after entering into a contract with King Price, whether these happen while you are insured with King Price, or another insurer, or whether you're uninsured at the time it happened.
- Cancellation by another insurer: If another insurer has ever cancelled your cover, or advised you to seek alternative cover.

Look after your stuff

Take reasonable, necessary steps to prevent or minimise loss, damage, injury or liability.

This includes:

- Obeying all legal and manufacturers' requirements.
- Maintaining the property, or items, in a fit and sound condition.

Keep your promises

You need to:

- Supply all info and documentation we ask of you, within the timeframe we set.
- Provide true and complete info to us and the authorities. We act on the info you provide, therefore any info which is misleading, incorrect or false will prejudice the validity of your claim.

Keep your receipts safe

You need to please:

- Prove ownership and the value of any item that you're claiming for. This is especially important for items that are specified and noted on your policy schedule, such as high-value jewellery, watches and electronic items. We may reject certain claims if you can't provide proof of ownership and value.
- Make damaged items, which you're claiming for available for inspection, in order for us to verify the full extent and nature of the damage.

Make double bubble sure

That all those who are living with you, or who are driving your car, or riding your motorbike, are indeed adhering to the terms and conditions of this policy.

How to claim

But let's hope you won't ever need to

First and foremost, if you have an accident and you're covered by the king's comprehensive car or motorbike insurance...

It's vital that you phone the King Price emergency and roadside assist line on 0860 50 50 50 (as soon as possible after the accident, before the car or motorbike is towed and when you're medically able to do so). Our team will arrange and authorise the towing of your car or motorbike.

You can check page 29 to see if your car cover includes accident assist, and page 73 for your motorbike.

Please note:

- **You'll be personally responsible for the cost of the towing and storage if you don't comply with this. So, save the number on your phone now: 0860 50 50 50.**
- **Keep our accident form on-hand in case of an accident. This will help you jot down important info you might otherwise forget about. You can [click here](#) to download or print it.**

What to do in the event of a claim

Tell us

The sooner you let us know, the faster we can help you. Please take note of these important time limits:

- Report your claim or any incident that may lead to a claim, to us as soon as possible, but no later than 30 days, after any incident.
- This includes incidents that you don't want to claim for right away, but which may result in a claim in the future.
- Email us all documentation relating to your claim, as soon as possible.

Tell the police

- If you've been involved in an accident and someone was injured or someone's property was damaged, you must report it to the police as soon as possible, even if there's no damage to your car or motorbike.
- If you've suffered a theft, hi-jacking, burglary or any crime-related incident, you must report it to the police immediately after becoming aware of the incident.

Do the paperwork

You need to provide us with a copy of:

- The police report.
- The police case number.
- Your statement to the police.
- Details of the police station and attending officer.
- A detailed list of all items lost, stolen or damaged.
- Any other relevant documentation needed to validate your claim.
- Details of any third party involved in the incident, if applicable.

Check and let us know

If there's any other insurance policy which covers the same insured incident.

Keep us updated

You need to tell us immediately if:

- You become aware of any possible prosecution, legal proceedings or claim that could be lodged against you, as a result of the incident, for which you have already claimed.
- Any other relevant or new info which has, in the meantime, come to light regarding the insured incident that you have claimed for, even if this info only surfaces after you've submitted the claim, or if the claim has already been finalised.

Wait for us to help you

Never permit any replacement or repairs that haven't yet been authorised by us. Get our written approval first before disposing of any damaged property, or repairing or replacing any losses that you may have suffered. Failure to do so may lead to your claim being rejected.

Help us help you

You need to act on, or take note of, the following:

- Pay all the excess amounts, plus any additional excess amounts, that you have to contribute for each claim, if relevant and as noted on your policy schedule.
- The excess amount that you have to pay will consist of:
 - The basic excess amount that applies to each specific insured incident/item.
 - Plus any additional excess amounts that may be applicable for some of the insured incidents or circumstances, the details for both of which are noted on your policy schedule.
- Excess payments are also payable in circumstances where you didn't cause the accident.

- Assisting us, where possible, in any recovery action against any third party responsible for the loss or damage. We'll reimburse you for any reasonable extra expenses that were incurred for this purpose.
- Complying with our instructions and requests, as and when we need your assistance.

Please note:

- **You can track the progress of your claim online by [clicking here](#).**
- **We'll send claim updates when we can and, if you have any queries, you can call/WhatsApp us on 0860 50 50 50.**

Get it done

Any repairs or replacements must be completed within 3 months of your claim being settled.

Let us take care of the difficult part

Never admit guilt or offer a settlement to any other party involved in an incident in which you're involved. We won't be bound by any such admission or offer that you make.

So, no matter what, never, ever, ever admit guilt or offer a 'settlement' to any other party involved in an incident, in which you're involved. This may prejudice any attempt to recover any money spent on repairing your car or motorbike.

Just let us take care of everything. It's our job.

After your claim has been settled

You need to let us know if you recover money or receive any other form of compensation from a third party after claiming. The settled amount may be recovered from you, if a third party pays you after we've settled a claim.



Our commitment to you

The king and his court are committed to settling all valid claims, as quickly as possible. However, it's in the interest of all our policyholders, including you, that we investigate the validity of every claim. For this reason, delays in authorising claims may sometimes happen. Sorry, but not everyone is as honest as you, so we have to just check to make sure. You understand... Right?

Settlement of your claim

Only you, the policyholder, have the right to submit a claim to us. Your claim will be paid out according to the amount of cover that you have for each particular insured incident or item (noted as the insured value on your policy schedule), less the excess amount that's payable by you.

Where it's relevant, instead of paying out cash for your claim, the king and his court may decide to rather have repairs done, or to replace the items that you've claimed for. Once we've made any payment, either to you or the third party, our responsibility ends.

Sometimes your claim may be settled through a combination of cash, repairs and replacements. In such cases:

- We may make use of trusted suppliers of our choice.
- We may choose to replace your lost or damaged items with similar items, instead of the exact same kind.

Please note:

Our payment of claims is always subject to the insured values noted on your policy schedule. You must make sure that your replacement value is realistic, so that you'll have enough cover when you need it.

Insured value, minus

- **Excess**
- **Dual insurance, if applicable**
- **Under-insurance, if applicable**

} = Your payout



Dual insurance... Double cover doesn't = double payout

If a claim is also covered by another insurance policy that you may have, we'll only pay you out for our portion. So, if you insure an item for R100,000 elsewhere and the same item is insured for R100,000 with us as well, we'll only pay half, and the other insurer will be liable for the rest of the amount.

We may act on your rights... Let the king protect you

When you submit a claim, we may act on your rights or obligations against other people to recover costs or defend any claim that they may make against you. If we manage to also recover the excess amount that you've already paid, then we'll refund it to you. Relax, we have your back.

Fraud or dishonesty... Honesty is always the best policy

If your claim is rejected due to fraud or dishonesty, you'll need to pay us back for any expenses that we may have incurred, relating to your claim. If you, or anyone acting on your behalf, submits a claim or any info or documentation relating to any claim, that's in any way fraudulent, dishonest or inflated, we'll reject that entire claim and cancel your policy retrospectively.

Remember, honesty is always the best policy.

Disputed claims... If you're not happy with the outcome

If you disagree with the outcome (our final decision) of your claim with us you may, of course, officially object, and you have 9 months in which to do so. During the first 90 days (3 months) of this period you may lodge your objection directly with us by sending an email to yourcouncil@kingprice.co.za or by clicking [here](#) (we have a team of legal professionals ready and waiting to help you).

From the first day after this 90-day period, you have a further 6 months to serve a formal summons on us. If you don't formally raise your objection within either of these time frames, you'll then no longer have the right to challenge the outcome.

Please note:

We're all about making it easy for you. You're more than welcome to send any of the above correspondence to yourcouncil@kingprice.co.za and we'll take care of it for you.

Car insurance

No matter what car insurance cover you choose, this info is for you. So it's best to read it... Yip, all of it.

By 'car' we mean

- Any South African-registered motorcar or LDV (light delivery vehicle/car).
- The car that you have insured with us, as noted on your policy schedule.

Cars that are used for any of the following aren't covered by the king:

- Emergency services (including traffic control and armed response).
- Law enforcement.
- Rental purposes.
- Towing.
- Driving instruction.
- Taxi purposes or transporting of fare-paying passengers.

By 'retail value' we mean

The insured value of your car and its accessories is determined by the Auto Dealers' Guide or from a reputable independent source.

This guide takes the age, mileage and condition of your car and accessories into account. If your car isn't listed in the guide then we'll establish its reasonable value from a suitable source.

If the car has been hi-jacked or stolen and not recovered, or if it has been written-off, then we'll pay the insured value, including the value of any specified, non-standard factory fitted accessories, according to the values determined by the Auto Dealers' Guide or reputable independent source.

What it's worth

The insured value that's noted on your policy schedule simply refers to what it's covered for. In the event of a claim from you, the maximum amount that we'll pay is the total value of your car minus:

- The basic excess amount that's payable by you, as noted on your policy schedule for each type of claim.
- Any additional excess amounts that are payable by you, if applicable, and if noted on your policy schedule for that type of claim/circumstance.

- Any dual insurance, meaning if you're covered for the same amount at another insurance company, we're only liable for our portion of it.
- Betterment values, if applicable. You're not covered for costs that are regarded as betterment. If a repair requires new or exchange parts that we think are in excess of what's necessary, you may need to contribute to the cost of the repair.

If the car is financed, we'll first pay the outstanding settlement over to the relevant finance institution, up to the maximum insured value.

This excludes:

- Settlement penalties.
- Interest charges on arrear payments that your finance institution may charge.
- Additional finance charges.

The balance, if any, will be paid to you.

If the car has been stolen or hi-jacked and not recovered, or if it's been written-off, then we'll pay the insured value, including the value of any specified, non-standard factory fitted accessories, according to the values determined by the Auto Dealers' Guide or by a reputable independent source.

Please note:

If your car is stolen, hi-jacked or written-off and we find that it's registered as a previously rebuilt (code 3) vehicle, we'll pay you up to 70% of its Auto Dealers' Guide or reputable independent source value.

Who drives your car

The regular driver is the person who drives the car most frequently during any monthly period and who's noted as such on your policy schedule. It's very important that you supply us with the correct info, as this may affect the premium and outcome of a claim.

You need to let us know immediately if the regular driver of the car changes, like if you give the car to your child, or if your spouse starts using it more than you do.

Please note:

Refer to pages [28](#) and [29](#) for a list of the insured perils, benefits and optional cover for each of our cover types.

What you use your car for

The use that you chose is noted on your policy schedule. To ensure you have sufficient cover, it's super important that you insure your car for the correct use.

- Private use, is for private or social purposes, including driving between your home and place of work.
- Business use, includes private use with additional cover, for instances where the car forms an essential part of any work or function.

Please note:

Only you, your spouse and the regular driver can be insured for business use of your car.

Countries where you're covered

Your car is covered in SA, Botswana, Lesotho, Mozambique, Namibia, Eswatini (Swaziland), Malawi and Zimbabwe when used for private purposes. If your car is insured for business use, then it's not covered while being used for business purposes outside SA. It will only be covered when used for private purposes.

Please refer to page [12](#) and [13](#) for some of the important exclusions you need to know.

Keeping your car safe

You may need to fit an anti-theft device in your car, the details of which will be confirmed with you at the inception of your cover, and will also be noted on your policy schedule.

Where a tracking device is a condition of cover, you need to inform the relevant tracking company, immediately after a theft or hi-jacking takes place.

You won't have theft and hi-jack cover if the required tracking device isn't installed or isn't in proper working condition as per the manufacturer's specifications. Your safety is our concern, always.

Inspection

Unless your car is brand-new, it's a condition of cover that you have it inspected when you take out the kings' car cover. You can self-inspect and manage your policy [online](#) (it's super quick and easy) or take your car to an approved inspection centre.

[Click here](#) to find an inspection centre close to you. Any existing damage isn't covered.

No inspection = no cover.

Please note:

If we paid you cash to repair damages, you must complete a self-inspection online within 30 days of the repairs being finalised. Failure to do so may affect future claims.

Car insurance options

Your choice, our pleasure

You may insure your car for any 1 of the following options:

- A. Agreed value.
- B. Comprehensive (decreasing premium).
- C. Chilli.
- D. Theft and write-off.
- E. Third party, fire and theft.
- F. Third party only.

	Comprehensive cover			Limited cover		
	A. Agreed value	B. Decreasing premium	C. Chilli	D. Theft & write-off	E. Third party, fire & theft	F. Third party only
Insured perils						
Accident	✓	✓	✓	✓	×	×
Theft	✓	✓	✓	✓	✓	×
Hi-jack	✓	✓	✓	✓	✓	×
Fire	✓	✓	✓	✓	✓	×
Explosion	✓	✓	✓	✓	×	×
Storm	✓	✓	✓	✓	×	×
Earthquake	✓	✓	✓	✓	×	×
Flood	✓	✓	✓	✓	×	×
Freezing	✓	✓	✓	✓	×	×
Snow	✓	✓	✓	✓	×	×
Third party liability	✓	✓	✓	✓	✓	✓
Animals (excl. your domestic animals & pets)	✓	✓	✓	✓	×	×
Damage resulting from attempted theft	✓	✓	✓	✓	✓	×
Damage resulting from attempted hi-jack	✓	✓	✓	✓	✓	×
Intentional incident by someone else	✓	✓	✓	✓	×	×
Benefits						
Roadside assist	✓	✓	✓	×	×	×
Medical assist	✓	✓	✓	✓	×	×
Accident assist	✓	✓	✓	✓	×	×
Sasria	✓	✓	✓	✓	✓	✓
Choose your insured value	✓	×	×	×	×	×
Flexible excess	✓	✓	✓	✓	✓	×
Multiple car discount	✓	✓	×	×	×	×
Decreasing premium	×	✓	×	×	×	×
Drive less, pay less	×	×	✓	×	×	×
Windscreen cover	✓	✓	✓	×	×	×

	Comprehensive cover			Limited cover		
	A. Agreed value	B. Decreasing premium	C. Chilli	D. Theft & write-off	E. Third party, fire & theft	F. Third party only
Optional cover						
Hail cover	If not financed	If not financed	✓	×	×	×
Car hire	✓	✓	✓	✓	✓	×
Shortfall	✓	✓	✓	×	×	×
Accessories specified	✓	✓	✓	✓	✓	×
King's cab	✓	✓	✓	×	✓	✓
Scratch & dent	✓	✓	✓	×	×	×
Tyre & rim	✓	✓	✓	×	✓	✓
Warranty	✓	✓	✓	✓	✓	✓
Specified radio cover (R750 excess)	✓	✓	✓	✓	✓	×
R1 insurance (bicycle, golf clubs & hearing aid)	✓	✓	×	×	×	×
Security & inspection						
Tracking device (please see schedule)	✓	✓	✓	✓	✓	×
Inspection required (if not brand-new & delivery not taken yet)	✓	✓	✓	✓	✓	✓
Car code						
Brand-new	✓	✓	✓	✓	✓	✓
Pre-loved	✓	✓	✓	✓	✓	✓
Rebuilt (70% of the value)	✓	✓	✓	✓	✓	✓
Other						
Additional excesses applicable	✓	✓	✓	✓	✓	×
Insurance history affected	✓	✓	✓	×	×	×



What's covered by the king

A. Agreed value



In a nutshell...

Agreed value insurance covers you for accident damage, theft and hi-jacking, and for damage to other people's property (which in the insurance world is known as third party liability) as the result of an accident that you're involved in. The only difference between our agreed value and comprehensive options is that, with agreed value, the insured value that's noted on your policy schedule is the amount that the car is covered for, for the 3-year-period.

How it works

The agreed value that's noted on your policy schedule refers to the amount that the car is covered for, for the 3-year period following the start of the cover.

This agreed value must be, well, agreed on by you and us. It won't depreciate, and so your car premium won't decrease monthly.

After 3 years, during policy renewal, we'll recalculate the agreed value based on the updated retail value of your car. This will then become the new agreed value, for the next 3 years as noted on your policy schedule.

Please note:

- **Accessories and non-standard fitted extras must be noted on your policy schedule and a separate premium paid for them.**
- **Cover under agreed value is dependent on your personal risk profile.**

Hail damage

Hail damage to your car is covered, unless otherwise requested by you, and accordingly noted on your policy schedule.

Locks and keys

You're covered for the cost of replacing lost and damaged keys and remotes, as well as for replacing locks and reprogramming your car's alarm system.

Please note:

You'll have to pay the excess amount, as noted on your policy schedule.

Towing and storage

- It's vital that you phone the King Price emergency assist line before the car is towed. We'll arrange and authorise the towing of your car. You'll be personally responsible for the towing, storage and recovery of the car, if you don't comply with this.
- In circumstances following an accident, where it's impossible for you or the incident driver to contact King Price before the car is towed, you'll be covered for the reasonable cost to store the car, or to tow it to the nearest King Price-approved storage facility.
- If your claim is declined or there was no contract in place at the time of the incident you'll be personally responsible for the towing, storage, recovery and all other costs incurred.
- If King Price authorises the towing and storage, and it's later found that the contract was invalid, you'll be liable for the reasonable towing and storage costs.

Please note:

In the case of an accident, you need to call the King Price emergency assist line and make use of the recommended towing operator and storage facility. If you fail to do so, you'll be liable for the costs. So please save the number of our emergency assist line on your phone now: 0860 50 50 50.

Transit

You're covered for the loss of, or damage to, your car due to theft, accident and fire, while it's being transported by road, sea, rail or air. You're covered if:

- The transit is provided by a reputable, registered transport company that has the facility to transport cars.
- Your car is transported on a trailer that's specifically designed to do so, and the driver of the towing car has the correct driver's licence.
- Your car is damaged while being loaded or unloaded for transit.

Please note:

You're not covered for damage due to vibration during transit.

B. Comprehensive (decreasing premium)



In a nutshell...

Your premium for comprehensive car insurance decreases monthly as your car loses value... So your car is always covered for what it's worth. Comprehensive car insurance covers you for accident damage, theft and hi-jacking, and for damage to other people's property (which in the insurance world is known as third party liability) as the result of a car accident that you're involved in.

Hail damage

Hail damage to your car is covered, unless otherwise requested by you, and accordingly noted on your policy schedule.

Locks and keys

You're covered for the cost of replacing lost and damaged keys and remotes, as well as for replacing locks and reprogramming your car's alarm system.

Please note:

You'll have to pay the excess amount, as noted on your policy schedule.

Towing and storage

- It's vital that you phone the King Price emergency assist line before the car is towed.
- We'll arrange and authorise the towing of your car. You'll be personally responsible for the towing, storage and recovery of the car, if you don't comply with this.
- In circumstances following an accident, where it's impossible for you or the incident driver to contact King Price before the car is towed, you'll be covered for the reasonable cost to store the car, or to tow it to the nearest King Price-approved storage facility.
- If your claim is declined or there was no contract in place at the time of the incident you'll be personally responsible for the towing, storage, recovery and all other costs incurred.
- If King Price authorises the towing and storage, and it's later found that the contract was invalid, you'll be liable for the reasonable towing and storage costs.

Please note:

In the case of an accident, you need to call the King Price emergency assist line and make use of the recommended towing operator and storage facility. If you fail to do so, you'll be liable for the costs. So please save the number of our emergency assist line on your phone now: 0860 50 50 50.

Transit

You're covered for the loss of, or damage to, your car due to theft, accident and fire, while it's being transported by road, sea, rail or air. You're covered if:

- The transit is provided by a reputable, registered transport company that has the facility to transport cars.
- Your car is transported on a trailer that's specifically designed to do so, and the driver of the towing car has the correct driver's licence.
- Your car is damaged while being loaded or unloaded for transit.

Please note:

You're not covered for damage due to vibration during transit.

C. Chilli



In a nutshell...

Chilli is comprehensive car cover, just way cheaper because the less you drive, the less you pay. Just like the comprehensive car cover explained above, you're insured against accident damage, theft and hi-jacking, and for damage to other people's property (which in the insurance world is known as third party liability) as the result of a car accident that you're involved in.

Please note:

- **For more on what's covered by the king, please refer to 'A. Comprehensive cover', because the cover is exactly the same.**
- **We created chilli for lockdown conditions, when our clients were driving a lot less than normal. If you're an existing chilli client, and you're driving more, switching back to 'A. Comprehensive cover' may be more cost-effective for you. We're not selling chilli cover to new clients at the moment.**

By ‘drive less, pay less’ we mean

Not everyone drives the same distance every month, so why should everyone pay the same for their car insurance every month? With chilli, your monthly premium depends on your monthly mileage, as well as your individual risk profile. Essentially, you ‘pay per k’. Cool hey?

Here’s how it works

Your first monthly premium will be based on the mileage you drive in an average month. (Because we know you’re honest, and we’re nice like that.) The value of your car also plays a part. Going forward, your monthly premium will change depending on your previous month’s actual mileage, the value of your car, the excess as noted on your policy schedule, and your individual risk profile. Please refer to your policy schedule to see how these factors affect your premium breakdown.

Please note:

With chilli your premium doesn’t decrease monthly like our normal comprehensive car cover, as the depreciating value of your car is already accounted for in the ‘pay per k’ premium calculation.

Locks and keys

You’re covered for the cost of replacing lost and damaged keys and remotes, as well as for replacing locks and reprogramming your car’s alarm system.

Please note:

You’ll have to pay the excess amount, as noted on your policy schedule.

Towing and storage

- It’s vital that you phone the King Price emergency assist line before the car is towed. We’ll arrange and authorise the towing of your car. You’ll be personally responsible for the towing, storage and recovery of the car, if you don’t comply with this.
- In circumstances following an accident, where it’s impossible for you or the incident driver to contact King Price before the car is towed, you’ll be covered for the reasonable cost to store the car, or to tow it to the nearest King Price-approved storage facility.
- If your claim is declined or there was no contract in place at the time of the incident you’ll be personally responsible for the towing, storage, recovery and all other costs incurred.
- If King Price authorises the towing and storage, and it’s later found that the contract was invalid, you’ll be liable for the reasonable towing and storage costs.

Please note:

In the case of an accident, you need to call the King Price emergency assist line and make use of the recommended towing operator and storage facility. If you fail to do so, you'll be liable for the costs. So please save the number of our emergency assist line on your phone now: 0860 50 50 50.

Transit

You're covered for the loss of, or damage to, your car due to theft, accident and fire, while it's being transported by road, sea, rail or air. You're covered if:

- The transit is provided by a reputable, registered transport company that has the facility to transport cars.
- Your car is transported on a trailer that's specifically designed to do so, and the driver of the towing car has the correct driver's licence.
- Your car is damaged while being loaded or unloaded for transit.

Please note:

You're not covered for damage due to vibration during transit.

Keeping track of your mileage

It's super important to send us monthly mileage updates, and it's super simple to do so. You can either:

- Install a chilli-approved tracking system, which will update us automatically.
- Manage your policy [online](#) and follow the 3 easy steps every month.

If you choose the tracking device option:

- There's an additional monthly cost for you, payable to the tracking company, and this must always be up to date.
- The device must be in full working order at all times.
- We may occasionally ask you to send a mileage update. Manage your policy [online](#).

If you choose the online management option:

- Manage your policy [online](#) and find our step-by-step guide to sending your monthly mileage update.
- You need to send us your monthly mileage update during the 3 days before your debit order date.
- Managing your policy [online](#) also has a bunch of other awesome features that make managing your royal insurance super easy.

Whichever option you choose:

- You need to tell us what your car's total mileage is, by managing your policy [online](#), on the day that your chilli cover starts, or just before, so that we have a starting point to work from. After that, we'll use your monthly mileage update from your tracking system or your [online](#) policy management option.
- Your monthly mileage update automatically determines your premium for the next month.
- If you're not going to be driving your car for a few weeks and won't be able to send us your monthly mileage updates during this time, just let us know and we'll debit the lowest premium noted on your policy schedule for that time. This may be applicable if, for example, you're going to be in hospital or on holiday, or if your car is in for repairs.

Collectable cars

Please note:

- **While we aren't selling chilli cover for 'normal' cars at the moment, we'll still cover your collectable cars under chilli.**
- **Please read the chilli section above, to see how to send us your monthly mileage, which helps us to deduct the correct premium every month.**

Some cars are super special... Like classic and high-value collectable models. And, if you own a special collectable car, chances are good that you don't drive it every day. That's why we recommend chilli insurance for it.

Because most collectable cars don't have a formal industry value, you'll have to give us a valuation certificate for yours. This valuation will help us to determine an 'agreed value'.

This agreed value will be noted on your policy schedule and:

- Is the maximum amount payable by us in the event of the total loss of your car.
- Must include the non-standard fitted extras and accessories, as well as any parts and accessories you're storing at the insured address.
- Won't depreciate.

Please note:

It's your responsibility to let us know if your car's value changes.

We know that parts for your collectable car may not be readily available. So, if you submit a valid claim for damage, we'll come to an arrangement to cover the necessary parts and labour. If possible, we'll manage the repairs through our accredited providers. However, if this isn't an option, we may pay you cash so that you can manage the repair process.

Please note:

If we paid you cash to repair damages, you must complete a self-inspection online within 30 days of the repairs being finalised. Failure to do so may affect future claims

D. Theft and write-off



In a nutshell...

This car insurance option covers you for the total loss of your car, like if it's written-off, or if it's stolen or hi-jacked and not recovered. But, if your car is damaged during an attempted theft or hi-jacking, or is found to be damaged after it's recovered, the damage is covered.

By 'written-off' we mean

When the cost of repairing your car will be more than 65% of its retail value, the car will be written-off. We'll use our supplier network to assess the damage.

Towing and storage

- It's vital that you phone the King Price emergency assist line before the car is towed. We'll arrange and authorise the towing of your car. You'll be personally responsible for the towing, storage and recovery of the car, if you don't comply with this.
- In circumstances following an accident, where it's impossible for you or the incident driver to contact King Price before the car is towed, you'll be covered for the reasonable cost to store the car, or to tow it to the nearest King Price-approved storage facility.
- If your claim is declined or there was no contract in place at the time of the incident you'll be personally responsible for the towing, storage, recovery and all other costs incurred.
- If King Price authorises the towing and storage, and it's later found that the contract was invalid, you'll be liable for the reasonable towing and storage costs.

Please note:

- In the case of an accident, you need to call the King Price emergency assist line and make use of the recommended towing operator and storage facility.
- If you fail to do so, you'll be liable for the costs. So please save the number of our emergency assist line on your phone now: 0860 50 50 50.
- Car accessories and sound are only covered in a total loss incident.
- This option is risk profile-dependent and may not be available for all our clients.

E. Third party, fire and theft



In a nutshell...

Here, you're covered for fire, theft and hi-jacking, as well as damage to other people's property (which in the insurance world is known as third party liability) as the result of a car accident that you're involved in.

Please note:

Accidental damage to your own car isn't covered by third party, fire and theft insurance.

F. Third party only



In a nutshell...

Some cover is way better than no cover at all. Here you're covered for damage to other people's property (which in the insurance world is known as third party liability) as the result of a car accident that you're involved in.



What's NOT covered by the king

All options

Driving with an endorsed licence or without a valid driver's licence

If any person drives the car:

- With a licence that's endorsed.
- Without a valid driver's licence or permit for the specific car type.
- With a foreign licence, unless the driver has a valid international driving permit or a valid driver's licence that was issued in the driver's country. The licence must be in English (or translated into English by the authorities of that country), with a photo of the driver and it must be for an equivalent car in SA. Any person living in SA permanently must get an SA licence within 1 year of becoming a permanent resident. If the foreign licence is a provisional or learner's licence, the person must get a valid SA driver's licence.

Driving under the influence

If the person who drives the car:

- Is under the influence of alcohol or drugs.
- Has a concentration of alcohol in their blood exceeding the legal limit or fails a breathalyser test.
- Is under the influence of medication.
- Refuses to give either a breath or blood sample.

Leaving the scene of an accident

If the car is involved in an accident and the person who drove the car then leaves the scene of the accident unlawfully, you won't be covered.

Racing, drifting or competition

You're not covered when the car is used for:

- Racing, drifting or competition.
- Driving on a racetrack.
- Testing the car's performance anywhere.

Using the car to earn an income

You're not covered when the car is used for:

- Driving instruction.
- Towing.
- Hiring for which the driver or the owner receives payment.

Selling your car

There's no cover when the car is in the possession of another party, who's selling it on your behalf, including when your car is at a motor dealer to be sold.

An unroadworthy car

There's no cover when the car is involved in an accident and it doesn't meet the roadworthy requirements, as noted by road traffic legislation in SA.

Intentional loss or damage

There's no cover for the loss of, or damage to, your car:

- Caused intentionally by you, members of your household or the regular driver.
- Or, which happens with your knowledge or consent.

Your car is used without your consent

There's no cover for the loss of, or damage to, your car, when anyone uses it, without your consent or knowledge, and the loss or damage wouldn't have been covered, had you given consent to use the car. Immediately after becoming aware of the incident, you have to report it to the police and lay a criminal charge against the person using it without your consent. You can't withdraw the charge at any stage without getting our written permission first.

Modifications to alter performance

There's no cover for any damage caused, directly or indirectly, as a result of a modification to your car to alter its performance.

Incorrect fuelling

There's no cover for any loss or damage that's caused by putting the wrong fuel into your car.

Loss or damage when you misplace your keys

There's no cover for any loss or damage due to you leaving your keys in an unsecured place and/or with an unknown person and/or with someone with no responsibility towards your car.

Liability to others... What's covered

Under this liability cover by 'you' we mean

You, the regular driver, and financially-dependent family members who live with you at the address noted on your policy schedule, are covered for legal liability arising from incidents that cause damage to other people's property. Your children who are full-time students are also covered for liability, whether they live at the insured address or not.

This includes legal costs that someone else may recover from you, and which we agree to, in order to settle or defend a claim against you. Our liability is limited to the insured value that's noted on your policy schedule.

You're covered for incidents that involve:

- An insured car, as noted on your policy schedule.
- Any car being towed by an insured car, as noted on your policy schedule.
- A car being driven by you, or by the regular driver, and which you or they don't own.

Please note:

If your claim for loss or damage arising from an incident isn't successful, you cannot claim for liability arising from the incident.

Liability to others... What's NOT covered

Death, bodily injury or emotional shock

This cover is usually required when you travel to neighbouring countries and may be arranged by your travel agency, before you travel or when entering the country.

Loss of, or damage to

- Property owned by you, or in your control.
- Property owned by, or in the control of, any member of your household, the regular driver or any of your employees.
- A car being driven by you, the regular driver, any of your employees or members of your household, which you or they don't own, or have hired.
- A car being towed by the insured car.

If your car claim is rejected

You're not covered for any incident that causes damage to other people's property or injury to them, when the claim for loss of, or damage to, the car itself isn't covered.

Already covered by legislation and/or other insurance contracts such as

- Any compulsory car insurance act.
- The Occupational Health and Safety Act.
- The Compensation for Occupational Injury and Diseases Act.
- Any other insurance contract.

Optional cover

Cover more, pay a little more

Your choice, our pleasure

Please note:

You may choose to add the following optional extra cover to your car insurance (except if you have 'E. Third party only' cover). They'll only be valid if they're noted on your policy schedule, and an additional monthly premium is paid for each of them.

Car accessories

The insured value of your car covers the value of the car and accessories. If your car has additional extras which aren't standard and/or factory-fitted, you must specify and insure them separately in order to have cover for them.

If your standard factory-fitted sound equipment and/or accessories are stolen or damaged, your basic car excess will apply.

Car sound equipment

The insured value of your car covers the value of the car, including the standard, factory-fitted sound equipment and sound accessories.

You may select optional cover for the loss of, or damage to non-standard or factory-fitted car sound equipment.

If your standard factory-fitted sound equipment and/or sound accessories are stolen or damaged, your basic car excess will apply.

If you prefer a lower excess for your car radio, then you'll need to specify and insure it separately.

This additional cover must be noted on your policy schedule and an additional monthly premium must be paid for it.

Car hire

You may choose to add optional car hire cover to your car insurance so that we can help you out with the cost of hiring a car if you have a valid car claim for a car that's been:

- Damaged, and being repaired.
- Damaged, and not driveable.
- Stolen or hi-jacked.

Please note:

- **The hired car is available until your car insurance claim is finalised, up to a maximum period as noted on your policy schedule.**
- **Car hire is linked to your car insurance policy and you're paying a premium for the cover.**
- **If your car is being repaired under scratch and dent cover, car warranty cover, roadside assist, or any other cover or if your car goes in for a service, you can't claim for car hire.**

If you make use of the hired car that we offer while your car is being repaired or replaced, then you'll need to contact the car rental company and pay for the following:

- The fuel, security deposit and running costs, as well as the collection and delivery fees.
- The excess amount that's payable, in the event of a claim for loss of, or damage to, the hired car.

The car hire charge will be paid on your behalf, directly to the car rental company.

Your premium for car hire is based on the ‘group’ of cars that you’ll hire from

All options include radio, power steering, ABS, and aircon.

Group	Size of your ride	Manual	Automatic
A	Small hatchback	✓	×
B	Medium hatchback	✓	×
C	Medium sedan	✓	×
D	Medium sedan	×	✓
F	Luxury sedan	×	✓
K	Medium sports utility vehicle (SUV)	✓	×
Y	8-seater minivan	✓	×
		Long wheelbase	Light duty vehicle (LDV)
H	1-ton pick-up (without canopy)	✓	✓
J	1-ton pick-up (with canopy)	✓	✓

Car warranty



In a nutshell...

Our royal car warranty cover ensures that car parts that fail are repaired or replaced... And that your car is back on the road as soon as superhumanly possible. That's our responsibility. It's your responsibility to make sure that these car parts are serviced and maintained as they should be. The best thing about our car warranty is that anyone can sign on the dotted line for it. If your car is insured with us, if your car isn't insured with us, and even if your car isn't insured at all... You can have King Price car warranty cover!

Please note:

Our car warranty cover isn't a maintenance plan. You're still responsible for maintaining and servicing your car as per the manufacturer's guidelines.

By 'car' we mean

Any light motor vehicle or light delivery vehicle (LDV; which weighs less than 3,500kg) that's registered in SA.

We don't cover:

- Taxis and buses.
- Emergency vehicles (like traffic control or armed response).
- Law enforcement vehicles.
- Vehicles used for towing.
- Trucks and heavy commercial vehicles (HCVs).
- Motorbikes.

By 'cost of repair' we mean

The usual and reasonable charges for parts and labour to repair or replace the parts that you're claiming for.

By 'mechanical or electrical failure' we mean

The sudden and unforeseen failure of any of the parts covered by this policy, which arises from mechanical or electrical defects and causes them to stop working, and which as a result need to be repaired or replaced.

Dual insurance... Double cover doesn't = double payout

If a claim is also covered by another policy that you may have, we'll only pay you out for our portion. So, if you insure an item for R100,000 elsewhere and the same item is insured for R100,000 with us as well, we'll only pay half, and the other insurer will be liable for the rest of the amount.

Please note:

This warranty product isn't top-up cover.

Our T's & C's

Authorised repairer

All repairs must be done by a repairer of our choice, and we'll pay all claims directly to the repairer.

By 'authorised repairer' we mean

A manufacturer approved or RMI-registered service centre.

Eligibility

To be eligible for cover you must:

- Be able to provide a full service history of the car.
- Reside permanently in SA.

What you use your car for

If you use your car for commercial use, as defined below, you're not covered, and the onus is on you to let us know.

- Private use, is for private or social purposes, including driving between your home and place of work.
- Business use, includes private use with additional cover, for instances where the car forms an essential part of any work or function.
- Commercial use, is when a vehicle is used for transporting goods or passengers for business purposes and for a fee. This usually includes trucks, vans, cars, and other equipment that fall into the commercial category.

By ‘up-to-date service history’ we mean

While you're insured with us as the owner of the car, you must service your car according to the manufacturer's requirements and at their prescribed service intervals.

If you don't have an up-to-date service history for your car when you take out our car warranty cover with King Price, you won't be able to claim. (So, take your car to a manufacturer-approved or RMI-registered service centre and have it done before you sign up, okay.)

If the car wasn't serviced according to the manufacturer's requirements before you took ownership of it, we understand that these are circumstances out of your control. However, we may still consider your claim under such circumstances at our sole discretion.

Breakdowns resulting from a previous failure to undertake a major service and/or a failure to replace service items needed at specific or regular intervals, like v-belts, cambelts, injectors, glow plugs, etc., are excluded.

Lack of maintenance

If your car is still within the manufacturer/factory warranty, you need to continue servicing it at the appointed facility in line with the manufacturer's instructions.

If your car no longer has a factory warranty, you can choose to service it at a factory-appointed or an RMI-registered (retail motor industry) workshop.

You need to continue servicing it in line with the manufacturer's instructions.

Self-servicing your car, or having it serviced at any other facility, doesn't fulfil our maintenance requirement. However, we know that having your car serviced can be a bit inconvenient, so we give you leeway of 1,500km or 30 days of the due mileage or date, whichever happens first.

Please note:

You're not covered for the repair or replacement of any part that's deemed to be excessively worn at the start date of the policy.

End date

Your cover under this policy will end when:

- You sell the insured car. (Please note that you can't transfer this policy to your new car.)
- The insured car is written-off, or is stolen or hi-jacked and not recovered.
- You tell us to end your cover.

Please note:

When your cover ends it doesn't have a cash value.

Waiting period

We won't pay claims for any damage that happens before, or within 30 days of, the start date.

After the first 30 days have passed, for the next 30-day period, we'll pay 25% of the cost of either the repair or the insured value for the part as noted on page [59](#), whichever amount is less.

After the first 60 days have passed, you're covered in full up to the insured values noted on page [59](#).

What's covered by the king

Mechanical or electrical failure

After an unforeseen and unexpected mechanical or electrical failure or breakdown, you're covered for the repair or replacement of the parts, as well as the cost of the necessary labour and associated outwork. If your car's mileage is:

- Less than 200,000km, you're covered up to the repair cost, with a maximum as per the limits on page [59](#).
- Between 200,001km and 250,000km, you're covered up to 75% of the repair cost, up to a maximum as per the limits on page [59](#).
- Between 250,001km and 300,000km, you're covered up to 50% of the repair cost, up to a maximum as per the limits on page [59](#).
- More than 300,001km, you're covered up to 25% of the repair cost, up to a maximum as per the limits on page [59](#).

Please note:

Cars between 20 and 30 years with less than 200,000km will only be covered up to 50% of the claimed amount, up to a maximum as per the limits on page [59](#).

Multiple parts

You're covered for any number of failures or repairs that result from the same incident. Such cases will be treated as 1 claim and the amount we'll pay is limited to the higher insured value. The balance is for your account.

For example, if your car's engine control unit/module (management system) fails and this affects the starter motor (electrical components), and the car warranty option you're paying a premium for covers both these components, we'd cover them both up to the maximum payout of the management system as it's the higher limit.

Other countries

Your warranty cover is applicable in SA and extends into Botswana, Lesotho, Mozambique, Namibia, Eswatini (Swaziland), Malawi and Zimbabwe when visiting for private purposes only.

Please note:

You're not covered for the cost of bringing your car back into SA if it's damaged in another country.

What's NOT covered by the king

Accidents and unreasonable use

You're not covered for damage caused by a car accident or by unreasonable use of the car.

Alterations and modifications

You're not covered for damage if your car has in any way been altered from the manufacturer's specifications, or if your car has been modified to improve its performance, including suspension components.

An unroadworthy car

You're not covered when the car is involved in an accident and it doesn't meet the roadworthy requirements, as noted by road traffic legislation in SA.

Betterment

You're not covered for costs that are regarded as betterment. If a repair requires new or exchange parts that we think are in excess of what's necessary, you may need to contribute to the cost of the repair.

Burnt valves

You're not covered for burnt valves caused by a cracked exhaust manifold or by over-fuelling.

Claim limits

If a claim exceeds the insured value noted on page 57 for the component you're claiming for, you're covered up to the insured value.

You're not covered if the aggregate value of your claims over the past 24 months is more than 50% of the retail value of your car.

For example:

Your car's retail value	R200,000	A → R10,000 less than 50% of the retail value
50% of your car's retail value	R100,000	
Paid-out car warranty claims over past 2 years	R90,000	
New valid claim	R30,000	
We'll pay	R10,000	
For your account	R20,000	

The total of your car warranty claims may not be more than the purchase price of your car.

For example:

Your car's purchase price	R200,000	A → R20,000 less than the purchase price
Total of your car warranty claims	R180,000	
Paid-out car warranty claims over past 2 years	R90,000	
New valid claim	R30,000	
We'll pay	R20,000	
For your account	R10,000	

Please note:

In such cases, the balance would be for your account.

Damage while servicing

You're not covered for damage caused by incorrect lubricants, improper servicing or malicious damage even if these are supplied, performed or carried out while the car is being serviced.

Depreciation

You're not covered for depreciation.

Driveshafts and steering racks

You're not covered for damage to driveshafts or steering racks as a result of damaged rubber boots or seals, or from damage caused by potholes and road inequalities.

Existing causes and pre-existing damage

You're not covered for damage or damaged parts if we think it existed, and would've been evident, before the policy start date.

Exhausts and catalytic converters

You're not covered for exhaust systems and catalytic convertors.

Faulty workmanship or materials

You're not covered for damage caused by faulty workmanship or materials.

Hoses and pipes

You're not covered for damage to hoses, pipes, T-pieces, etc.

Insured costs

You're not covered for costs or expenses that are covered by your car insurance policy.

Intentional acts

You're not covered for any loss or damage caused intentionally by you, or with your knowledge.

Odometer

You're not covered if the odometer isn't working, or if we think it's been tampered with, altered or disconnected, or replaced without our knowledge.

Oil leaks

You're not covered for damage resulting from oil leaks or for oil leaks themselves, including oil seals on differentials, side shafts, drive shafts, brake boosters, tappet covers, etc.

Parts

Only the parts noted on page [57](#) are covered. You're not covered for any parts that are covered by the manufacturer or supplier's warranty when they fail.

Racing, drifting or competition purposes

There's no cover when the car is used for:

- Racing, drifting or competition purposes.
- Driving on a race track.
- Testing the car's performance anywhere.

Using the car to earn an income

There's no cover when the car is used for:

- Driving instruction.
- Towing.
- Hiring for which the driver or the owner receives payment.

Routine maintenance

You're not covered for the cost of servicing your car, or for routine maintenance.

Selling your car and motor trade

You're not covered when your car is on the premises of a third party involved in the motor industry, like when:

- The car is on the showroom floor of a dealer to be sold.
- The car's brakes or shocks are being tested or replaced, or to test performance in extreme weather conditions).

Service items

You're not covered for service items or items that need to be changed at specific or regular intervals, like oil, grease, filters, hydraulic fluid, additives, anti-freeze, spark plugs, points, condenser, V-belts, cambelts, consumables, shock absorbers, springs, injectors, glow plugs, worn parts, etc.

Strip, quote and diagnostic costs

You're not covered for any strip, quote and diagnostics costs.

Towing and repatriation

You're not covered for any costs associated with transporting or towing your car, whether in SA or in any other country.

Unauthorised repairs

You're not covered if you have repairs done without our prior written permission.

Unlicensed or drunk driving

You're not covered for damage that happens while the car is being driven by you, or another person with your consent, while not fully licensed to drive or while under the influence of drugs or alcohol.

Driving under the influence

You're not covered if the person who drives the car:

- Is under the influence of alcohol or drugs.
- Has a concentration of alcohol in their blood exceeding the legal limit or fails a breathalyser test.
- Is under the influence of medication.
- Refuses to give either a breath or blood sample.

Wear and tear

You're not covered for damage caused by parts that wear as part of their function, like diffs, the suspension, wheel bearings, CV joints, clutch, drive pulleys, brake pads, brake linings, tyres, etc. If these parts are replaced as part of a larger repair job, you'll have to contribute to the cost in line with their level of wear and tear.

If an insured component fails as a result of wear and tear, 50% of the claimed amount (up to a maximum of 50% the applicable benefit) will apply.

Resultant damage

You're not covered for any resultant damage. This includes damage arising from or caused by the initial excluded event.

Wiring, immobilisers and security

You're not covered for damage to any electrical wiring, or to your car's immobiliser or security system, whether factory-fitted or not.

	Car value: R0 - R100,000	Car value: R100,000 - R150,000	Car value: R150,000 - R200,000	Car value: R200,000 - R250,000
Max mileage	200,000km	200,000km	200,000km	200,000km
Engine: Max payout	R15,000	R20,000	R25,000	R35,000
Gearbox: Max payout	R15,000	R20,000	R25,000	R35,000
Diff: Max payout	R15,000	R20,000	R25,000	R35,000
Turbo: Max payout	R7,500	R7,500	R10,000	R12,000
Management system: Max payout	No cover	R7,500	R10,000	R12,000
Fuel system: Max payout	No cover	No cover	R5,000	R7,000
Electronic ignition: Max payout	No cover	R7,500	R10,000	R12,000
Cooling system: Max payout	No cover	R5,000	R5,000	R7,000
Overheating: Max payout	R7,500	R10,000	R12,500	R17,500
Electrical components: Max payouts	No cover	No cover	R5,000	R7,000
Cambelt: Max payout	R2,000	R3,500	R5,000	R7,000
Clutch	No cover	No cover	No cover	No cover
Suspension	No cover	No cover	No cover	No cover
Over- and under- fuelling	No cover	No cover	No cover	No cover
The basic excess amount that's payable by you, as noted on your policy schedule for each claim				

How to claim

[Click here](#) for our claims form or pop us a WhatsApp on 0860 50 50 50.



Shortfall cover



In a nutshell...

If the car or motorbike that we insure comprehensively for you is financed by a financial institution, and it's written-off, stolen or hi-jacked, then shortfall cover pays the amount that you still owe the financier after we've settled the claim. This cover must be noted on your policy schedule, and an additional premium is payable.

What's covered by the king

- The difference between what your car or motorbike is worth at the time of being written-off, stolen or hi-jacked, and what you may still owe the financial institution for it, if:
 - Your car or motorbike can't be recovered after the theft or hi-jacking.
 - It's not cost-effective to repair your car or motorbike after the accident or other insured incident.
- Balloon payments and residual values.

What's NOT covered by the king

- Higher settlement amounts due to re-financing or re-advance amounts.
- Any payment arrears, interest on arrear amounts, or other extra finance charges.
- Early settlement charges.
- Any amount over and above the financed amount or original purchase price of the car or motorbike.
- Any amounts that are refundable to you.
- The excess amount/s that's applicable to your comprehensive car or motorbike cover, and any other amount/s that may rightfully be deducted from the car or motorbike claim.
- Non-standard sound equipment, extra trimmings and accessories that have been fitted to your car or motorbike, which aren't noted on your policy schedule.
- Any claim under this section if your claim for the loss of, or damage to, your car or motorbike is unsuccessful, or if your King Price policy is cancelled.

Scratch and dent



In a nutshell...

Scratch and dent covers minor repairs to the exterior of your car... Like those mysterious little dings that happen in parking lots, and those annoying spots of tar that stick like superglue.

How to claim

[Click here](#) for our claims form or pop us a WhatsApp on 0860 50 50 50.

What's covered by the king

In any 12-month period we'll pay an unlimited number of claims, up to a limit of R3,000 per claim. The basic excess amount that's payable by you, as noted on your policy schedule, applies to each claim.

Chips

You're covered for the repair of minor chips (smaller than 1.5mm in diameter) on the bodywork of your car.

Hail

You're covered to repair damage that's caused by hail, once in any 12-month period. If your royal car cover also includes cover for hail damage, you may choose which insurance to claim from.

Mags and rims

You're covered for the repair of damage to your car's mag wheels and wheel rims. If a mag or rim is damaged to such an extent that it can't be repaired, this isn't covered.

Minor dents

You're covered for the repair of minor dents (smaller than 15cm in diameter) on the bodywork of your car. If any part of a body panel has been ripped or torn, it isn't covered.

Minor scratches

You're covered for the repair of minor scratches (smaller than 15cm in length) on the bodywork of your car. If any part of a body panel has been ripped or torn, it isn't covered.

Tar removal

You're covered for an unlimited number of tar removals.

What's NOT covered by the king

You're not covered for:

- Repairs not listed under 'What's covered by the king'.
- Repairs to pre-existing damage, including rust and any other gradually-developing cause.
- Repairs that are done without our written permission, or that aren't done by our authorised service providers.
- Single claims that exceed R3,000.
- The replacement of body panels or parts thereof, or repairs due to the replacement of body panels or parts thereof.
- Damage to accessories, door mouldings, window mouldings and beading.
- Damage to tyres and stickers.
- Any depreciation in value arising from repairs.
- Repairs that are done outside of South Africa.

Strip and assemble

You're not covered for any strip, quote and diagnostics costs.

Accidental damages

You're not covered for car accident damages as this isn't considered minor dents or scratches.

Our T's & C's

Accumulation

You can't accumulate damage, and must claim per incident.

Comprehensive cover

You can only have scratch and dent cover if your car is comprehensively covered by us.

Selective repairs

You can't elect to only have certain damage repaired. All damage will be taken into account when calculating the cost of a repair.

Transferability

If you sell the insured car, the remaining part of this policy can't be transferred to the new owner or your new car.

Tyre and rim



In a nutshell...

Our tyre and rim insurance covers, well, your tyres and rims. We'll repair your tyres if they're repairable, and we'll replace them if they aren't. We'll also fix your rims if we can. So, damage from rocks, broken glass, potholes, steel and other road hazards = no problem, when you're with the king. (We're nice like that.)

How to claim

[Click here](#) for our claims form or pop us a WhatsApp on 0860 50 50 50.

By 'car' we mean

Any light motor vehicle or light delivery vehicle (LDV; which weighs less than 3,500kg) that's registered in SA.

We don't cover:

- Taxis and buses.
- Emergency vehicles (like traffic control or armed response).
- Law enforcement vehicles.
- Vehicles used for towing.
- Trucks and heavy commercial vehicles (HCVs).
- Motorbikes.
- Vehicles used for racing or rallying.
- Vehicles used for rental purposes.
- Vehicles that aren't licensed or aren't roadworthy.
- Vehicles used for driving instruction.

By 'breakdown damage' we mean

The physical loss or breakdown of, or damage to, tyres, road wheels and mag wheels as a result of road hazards.

By 'malicious damage' we mean

The deliberate, wilful or wanton act of any person, which is committed with the intention of causing damage.

By 'road hazards' we mean

Cuts, snags, bruises or irreparable punctures to tyres, and damage caused to tyres and rims by rocks, broken glass, potholes, steel, etc.

What's covered by the king

Tyres

You're covered for the repair of tyres that are damaged as the result of road hazards, up to the limit shown on page [66](#).

If a tyre can't be repaired we'll pay for it to be replaced, up to the limit shown on page [66](#).

Rims: Road and mag wheels

You're covered for the repair of rims that are damaged as the result of road hazards, up to the limit shown on page [66](#).

Please note:

You're not covered for the replacement of rims. If a rim can't be repaired, our liability is limited to any resulting damage to the tyre.

What's NOT covered by the king

Accident, fire and theft

You're not covered for loss or damage that arises from a car accident, fire, theft, or any other cause that isn't malicious or accidental damage.

Alterations and modifications

You're not covered for damage if your car has in any way been altered from the manufacturer's specifications, or if your car has been modified to improve its performance.

Consequential loss

You're not covered for any kind of consequential loss or damage that's a result of damage to your insured tyres and rims.

Contractual liability

You're not covered for any claim arising from contractual liability.

Gradual causes

You're not covered for loss or damage that's due to gradual causes such as wear and tear, depreciation, mildew, fading, the action of light or atmospheric conditions, moths, insects or vermin.

Intentional acts

You're not covered for any loss or damage that's caused intentionally by you, or with your knowledge.

Lack of maintenance

You're not covered for loss or damage that's due to your car not being maintained properly, or being unroadworthy.

Other insurance and warranties

You're not covered for the cost of repair or replacement if such costs can be recovered from any other insurance or warranty, including the manufacturer's warranty.

Reasonable replacement price

You're not covered for more than the reasonable replacement price of a damaged tyre.

Repatriation

You're not covered for any costs associated with transporting or towing your car, whether in SA or in any other country.

Sets and pairs

You're not covered for undamaged tyres or rims if a tyre or rim that we replace doesn't match.

Tyre tread

You're not covered if any portion of a tyre's tread is below the limit noted in the National Road Traffic Act, No. 93 of 1996.

Unlicensed or drunk driving

You're not covered for damage that happens while the car is being driven by you, or another person with your consent, while not fully licensed to drive or while under the influence of drugs or alcohol.

Usage

You're only covered if the car is used for private purposes.

You're not covered if the car is:

- Used for any business purpose (like being rented out or used for driving instruction for reward).
- Connected with the motor trade (like being used to test brakes or shocks, or to test performance in extreme weather conditions).

Wheel alignment and/or suspension straightening

You're not covered for the cost of wheel alignment and balancing, as well as suspension straightening resulting from impact with a road hazard.

Our T's & C's

Claims

You must submit claims within 30 days of the incident. Once we've authorised your claim, you must have the damaged items repaired or replaced by a service provider of our choice. The service provider must retain any items that they replace.

Eligibility

To be eligible for cover you must reside permanently in SA.

End date

Your cover under this policy will end when:

- You sell the insured car. (You can't transfer this policy to your new car, and must take out a new policy.)
- The insured car is written-off, or is stolen or hi-jacked and not recovered.
- You tell us to end your cover.

Please note:

When your cover ends it doesn't have a cash value.

Salvage

We may deal with salvage in any reasonable way. However, you may not abandon any property to us, or any other party, after an incident.

Waiting period

We won't pay claims for any damage that happens before, or within 30 days of, the start date.

Limit	2 tyre claims and 2 rim claims per year			
	Option 1	Option 2	Option 3	Option 4
Limit per tyre claim	R1,000	R2,000	R3,000	R5,000
Annual limit for tyre claims	R2,000	R4,000	R6,000	R10,000
Limit per rim claim	R400	R500	R600	R700
Annual limit for rim claims	R800	R1,000	R1,200	R1,400
Overall annual limit	R2,800	R5,000	R7,200	R11,400

Little dings and **tyre things**



In a nutshell...

If you choose to cover scratch and dent, with tyre and rims we offer a combination product we call little dings and tyre things.

What's covered by the king

Refer to page [60](#) and [63](#).

What's NOT covered by the king

Refer to page [61](#) and [63](#).

How to claim

[Click here](#) for our claims form or pop us a WhatsApp on 0860 50 50 50.

Motorbike insurance

No matter what motorbike insurance cover you choose, this info is for you. So it's best to read it... Yip, all of it.

By 'motorbike' we mean

- Any South African NATIS-registered motorbike.
- The motorbike that you've insured with us, as noted on your policy schedule, including all its parts and attached accessories.

Motorbikes that are used for the following aren't covered by the king:

- Emergency services (including traffic control and armed response).
- Law enforcement.
- Rental purposes.
- Towing.
- Driving instruction.
- Taxi purposes or transporting of fare-paying passengers.
- Collections and deliveries.

The following aren't covered by the king:

- Full off-road bikes.
- Quad bikes.
- Trail bikes.
- Pit bikes.
- Buggies and side-by-sides.
- Hyper superbikes.

Who rides your motorbike

Only the named rider noted on your policy schedule will be covered in the event of a claim. This means that there won't be cover if anyone else rides your motorbike.

You may ask us to consider an alternative rider for a period of time that's less than 30 days. You'll have to provide us with this person's insurance, claims and driver's licence history before we'll consider it and, if we approve, we'll give consent in writing. If this change is applicable for more than 30 days, we'll need to change the named rider noted on your policy schedule and adjust your premium accordingly.



Please note:

You need to keep us up to date on ANY changes.

Remember, incorrect details = incorrect cover.

What it's worth

The agreed value that's noted on your policy schedule refers to the amount that the motorbike is covered for.

This agreed value must be, well, agreed on by you and us, and must include the non-standard fitted extras and accessories.

This agreed value won't depreciate, and so your motorbike premium won't decrease monthly.

It's your responsibility to review this agreed value at least every 6 months.

Inspection

Unless your motorbike is brand-new, it's a condition of cover that you have it inspected when you take out the kings' motorbike cover. You can self-inspect and manage your policy [online](#) (it's super quick and easy) or take your motorbike to an approved inspection centre.

[Click here](#) to find an inspection centre close to you. Any existing damage isn't covered.

No inspection = no cover.

In the event of a claim

The maximum amount that we'll pay is the agreed value minus:

- The basic excess amount that's payable by you, as noted on your policy schedule for each type of claim.
- Any additional excess amounts that are noted on your policy schedule for that type of claim.
- Any dual insurance, meaning that if you're covered for the same amount at another insurance company, we're only liable for our portion of it.
- Betterment values, if applicable. You're not covered for costs that are regarded as betterment. If a repair requires new or exchange parts that we think are in excess of what's necessary, you may need to contribute to the cost of the repair.

If the motorbike is financed, we'll first pay the outstanding settlement over to the relevant finance institution, up to the maximum insured value.

This excludes:

- Settlement penalties.
- Interest charges on arrear payments that your finance institution may charge.
- Additional finance charges.

The balance, if any, will be paid to you.

If the motorbike has been stolen or hi-jacked and not recovered, or if it's been written-off, then we'll pay up to the maximum insured value, including the value of any specified, non-standard factory fitted accessories, according to the values determined by the Auto Dealers' Guide or by a reputable independent source.

Please note:

If the motorbike is found to be a previously rebuilt (code 3) we'll determine the reasonable rebuild value, which will never exceed the agreed value. The agreed value must include all standard and non-standard accessories, and it's your responsibility to ensure that the agreed value always reflects the value of the motorbike and these accessories.

Car hire

You may choose to add optional car hire cover to your motorbike insurance so that we can help you out with a hired car if you have a valid motorbike claim.

Refer to page [46](#) & [47](#) under the car section, T's and C's apply.

What you use your motorbike for

The use that you chose is noted on your policy schedule. To ensure you have sufficient cover, it's super important that you insure your motorbike for the correct use.

- Private and recreational use covers the named rider for private and social purposes, including riding between home and work.
- Business use covers the named rider for private use, with additional cover for when the motorbike forms an essential part of any work or function but excluding deliveries.

Your licence

You aren't covered for riding with an endorsed licence or without a valid licence.

You're also not covered for riding with a foreign licence, unless you have a valid international permit or licence that was issued in your country. The licence must be in English (or be translated into English by the authorities of that country), and must have a photo of you. Any person living in SA permanently must get an SA licence within 1 year of becoming a permanent resident. If the foreign licence is a provisional or learner's licence, you must get a valid SA driver's licence.

If you only have a learner's licence, you're not covered if you're carrying a passenger at the time of an incident.

Countries where you're covered

Your motorbike is covered in SA, Botswana, Lesotho, Mozambique, Namibia, Eswatini (Swaziland), Malawi and Zimbabwe when used for private purposes. If your motorbike is insured for business use, then it's not covered while being used for business purposes outside SA. It will only be covered when being used for private purposes.

Please refer to page [12](#) and [13](#) for some of the important exclusions you need to know.

Keeping your motorbike safe

You may need to fit an anti-theft device to your motorbike, the details of which will be confirmed with you at the inception of your cover, and will also be noted on your policy schedule.

Where a tracking device is a condition of cover, you need to inform the relevant tracking company, immediately after a theft or hi-jacking takes place.

Motorbike insurance options

Your choice, our pleasure

You may insure your motorbike for any 1 of the following options:

- A. Comprehensive.
- B. Third party and theft.
- C. Third party only.
- D. Theft only.

	A. Comprehensive	B. Third party & theft	C. Third party only	D. Theft only
Insured perils				
Accident	✓	×	×	×
Theft	✓	✓	×	✓
Hi-jack	✓	✓	×	✓
Fire	✓	×	×	×
Explosion	✓	×	×	×
Storm	✓	×	×	×
Earthquake	✓	×	×	×
Flood	✓	×	×	×
Freezing	✓	×	×	×
Snow	✓	×	×	×
Third party liability	✓	✓	✓	×
Animals (excl. your domestic animals & pets)	✓	×	×	×
Damage resulting from attempted theft	✓	✓	×	✓
Damage resulting from attempted hi-jack	✓	✓	×	✓
Intentional incident by someone else	✓	×	×	×
Benefits				
Roadside assist	✓	×	×	×
Medical assist	✓	×	×	×
Accident assist	✓	×	×	×
Sasria	✓	✓	✓	✓
Agreed insured value	✓	✓	×	✓
Locks & keys	✓	×	×	×
Optional cover				
Hail cover	✓	×	×	×
Car hire	✓	✓	×	✓
Shortfall	If financed	×	×	×
Accessories specified	✓	✓	×	✓
R1 insurance (motorbike gear)	✓	×	×	×

Inspection				
Inspection required (if not brand-new & delivery not taken yet)	✓	✓	✓	✓
Motorbike code				
Brand-new	✓	✓	✓	✓
Pre-loved	✓	✓	✓	✓
Rebuilt (70% of the value)	✓	✓	✓	✓
Other				
Additional excesses applicable	✓	✓	x	✓
Insurance history affected	✓	x	x	x

What's covered by the king

A. Comprehensive



In a nutshell...

Comprehensive motorbike insurance covers you for accident damage, theft and hi-jacking, and for damage to other people's property (which in the insurance world is known as third party liability) as the result of a motorbike accident that you're involved in. Only the named rider is covered for accidental damage that happens at track school, provided that we've given authorisation in writing for your participation. We'll also come to your aid if you get stuck at the side of the road or have an accident.

Hail damage

Hail damage to your motorbike is covered.

Locks and keys

If your motorbike keys are stolen, you're covered up to the insured values that's noted on your policy schedule, per incident, for the cost of replacing locks, keys and the remote alarm controller, and for reprogramming the coded alarm system.

Loss or damage

You're covered for loss or damage caused:

- In an accident or intentional incident by someone else.
- Due to theft or hi-jacking, including attempted theft or attempted hi-jacking.
- By fire, explosion, earthquake, storm, flood, freezing or snow.
- By animals, excluding your domestic animals and pets.

On- and off-loading your motorbike

If your motorbike is damaged while it's being on- or off-loaded, or while it's being transported, you're covered up to the agreed value.

Towing and storage

- It's vital that you call our emergency assist line before the motorbike is towed. We'll arrange and authorise the towing of your motorbike. You'll be personally responsible for the towing, storage and recovery of the motorbike if you don't comply with this.
- In circumstances following an accident, where it's impossible for you or the named rider to contact us before the motorbike is towed, you'll be covered for the reasonable cost to store the motorbike, or to tow it to the nearest King Price-approved storage facility.
- If your claim is declined or there was no contract in place at the time of the incident you'll be personally responsible for the towing, storage, recovery and all other costs incurred.
- If we authorise the towing and storage, and it's later found that the contract was invalid, you'll be liable for the reasonable towing and storage costs.

Please note:

In the case of an accident, you need to call the King Price emergency assist line and make use of our recommended towing operator and storage facility. If you fail to do so, you'll be liable for the costs. So, please save our emergency assist number on your phone now: 0860 50 50 50.

Track school

You're covered, up to the agreed value, for accidental damage that happens while you're at an approved track school, provided that we've given authorisation in writing for your participation.

Please note:

- **Track school cover doesn't extend to third party damage or liability.**
- **You're not covered for open track days, all-night track events or any form of racing,**
- **You're also not covered if you're carrying a passenger at track school.**

B. Third party and theft



In a nutshell...

Here, you're covered for theft and hi-jacking, as well as for damage to other people's property (which in the insurance world is known as third party liability) as the result of a motorbike accident that you're involved in.

Please note:

Accidental damage to your own motorbike isn't covered by third party and theft insurance.

C. Third party only



In a nutshell...

Some cover is way better than no cover at all. Here you're covered for damage to other people's property (which in the insurance world is known as third party liability) as the result of a motorbike accident that you're involved in.

D. Theft only



In a nutshell...

Some cover is way better than no cover at all. Here, you're covered for loss caused due to theft or hi-jacking, including attempted theft and attempted hi-jacking.



What's NOT covered by the king

Applicable to all options

Driving under the influence

If the named rider:

- Is under the influence of alcohol or drugs.
- Has a concentration of alcohol in your blood exceeding the legal limit, or if you fail a breathalyser test.
- Is under the influence of medication.
- Refuses to give either a breath or blood sample.

Leaving the scene of an accident

If the motorbike is involved in an accident and the named rider leaves the scene of the accident unlawfully, you won't be covered.

Racing, drifting or competition purposes

There's no cover when the motorbike is used for:

- Racing, drifting or competition purposes.
- Driving on a race track.
- Testing the motorbikes's performance anywhere.

Using the motorbike to earn an income

There's no cover when the motorbike is used for:

- Driving instruction.
- Towing.
- Hiring for which the driver or the owner receives payment.

Selling your motorbike

There's no cover when the motorbike is in the possession of another party, who's selling it on your behalf, including when your motorbike is at a dealer to be sold.

An unroadworthy motorbike

There's no cover if the motorbike is involved in an accident and it doesn't meet the roadworthy requirements, as noted by road traffic legislation in SA.

Intentional loss or damage

There's no cover for the loss of, or damage to, your motorbike:

- That's caused intentionally by you, or by the named rider or members of your household.
- Or, which happens with your knowledge or consent.

Your motorbike is used without your consent

There's no cover for the loss of, or damage to, your motorbike, when anyone uses it, without your consent or knowledge, and the loss or damage wouldn't have been covered, had you given consent to use the motorbike. Immediately after becoming aware of the incident, you have to report it to the police and lay a criminal charge against the person using it without your consent. You can't withdraw the charge at any stage without getting our written permission first.

Modifications to enhance engine performance

There's no cover for any damage caused, directly or indirectly, as a result of modifications to enhance engine performance.

Incorrect fuelling

There's no cover for any loss or damage that's caused by putting the wrong fuel into your motorbike.

Loss or damage when you misplace your keys

There's no cover for any loss or damage to the motorbike that's due to anyone leaving the keys in an unsecured place and/or with an unknown person and/or with someone with no responsibility towards your motorbike.

Liability to others... What's covered

The named rider is covered for legal liability following a motorbike accident that causes damage to other people's property. This includes legal costs, which someone else may recover from you, and which we agree to, in order to settle or defend a claim against you. The maximum amount that you may claim per incident is noted on your policy schedule.

The accident must involve:

- The insured motorbike.
- The insured motorbike, when it's being towed on a trailer by a car that's legally allowed to tow a motorbike on a trailer, or when it's loaded into the bin of a bakkie or onto a truck, for transport purposes.

Liability to others... What's NOT covered

Death, bodily injury or emotional shock

This cover is usually required when you travel to neighbouring countries and may be arranged by your travel agency, before you travel or when entering the country.

An alternative rider

You're not covered for liability of any kind, for loss or damage caused by an alternative rider, even if we've approved the temporary use of the insured motorbike by an alternative rider.

Loss of, or damage to

- Property owned by you, or in your control.
- Property owned by, or in the control of, any member of your household, the named rider or any of your employees.
- A motorbike being ridden by the named rider, which you don't own, or that you've hired.
- Anything being towed by the insured motorbike.

Your motorbike claim is rejected

You're not covered for any incident that causes damage to other people's property or injury to them, if your claim for the loss of, or damage to, the motorbike itself isn't successful.

Already covered by legislation and/or other insurance contracts such as

- Any compulsory insurance act.
- The Occupational Health and Safety Act.
- The Compensation for Occupational Injury and Diseases Act.
- Any other insurance contract.

While on- or off-loading your motorbike

You're not covered for any injury you cause to third parties, or damage to their property, while on- or off-loading your motorbike for transport.

Trailer and caravan insurance



In a nutshell...

We offer comprehensive trailer and caravan insurance, which means that you'll be covered for the loss of, or damage to, your own trailer or caravan, which is noted on your policy schedule, as well as for any legal liability for damage to other people's property caused by an incident that involves your trailer or caravan.

What's covered by the king

- Your trailer or caravan is covered for social, domestic and pleasure purposes only.
- Your trailer or caravan contents may also be insured, but this will be at an additional monthly premium and must be stipulated as such, and specified separately on your policy schedule.

Please note:

Accessories fitted to your trailer and caravan are only covered if they've been included in the insured value.

Trailer and caravan and its contents insurance

This covers you for the loss of, or damage to, your and your family's personal possessions that are kept within the trailer or caravan, as well as any loss of, or damage to, these possessions that's caused by:

- Fire.
- Explosion.
- Malicious damage.
- Falling trees (but not while being felled).
- Acts of nature such as lightning, earthquake, storm or flood.
- Theft or break-in, but only when we can see proof of visible signs of forced entry and that the damage was caused by the break-in.

Please note:

Trailer and caravan contents insurance isn't automatically included under trailer or caravan insurance and must be insured separately, and noted as such on your policy schedule, or these contents won't be covered. So, please check your schedule. The value of the contents must be added to the trailer or caravan's insured value. So, please check your schedule.

Remember, incorrect details = incorrect cover.

Countries where you're covered

Your trailer or caravan is covered in SA, Botswana, Lesotho, Mozambique, Namibia, Eswatini (Swaziland), Malawi and Zimbabwe when used for private purposes. If your trailer or caravan is insured for business use, then it's not covered while being used for business purposes outside SA. It will only be covered when used for private purposes.

Please refer to page 12 for some of the important exclusions you need to know.

What's NOT covered by the king

Driving under the influence

If the person that drives the car that tows the trailer or caravan:

- Is under the influence of alcohol or drugs.
- Has a blood alcohol concentration exceeding the legal limit, or fails a breathalyser test.
- Is under the influence of medication.
- Refuses to give either a breath or blood sample.

Driving with an endorsed licence or without a valid driver's licence

If any person drives the car that tows the trailer or caravan:

- With a licence that's endorsed for drunken, reckless or negligent driving.
- Without a valid driver's licence, or permit for the specific car type.
- With a foreign licence, unless the driver has a valid international driving permit or a valid driver's licence that was issued in the driver's country. The licence must be in English (or translated into English by the authorities of that country), with a photo of the driver and it must be for an equivalent car in SA. Any person living in SA permanently must get an SA licence within 1 year of becoming a permanent resident. If the foreign licence is a provisional or a learner's licence, the person must get a valid SA driver's licence.

Leaving the scene of an accident

If the car that tows the trailer or caravan is involved in an accident, and the person who drove the car then leaves the scene of the accident unlawfully, you won't be covered.

Selling your trailer or caravan

There's no cover when the trailer or caravan is in the possession of another party, who's selling it on your behalf, including when your trailer or caravan is at a dealer to be sold.

An unroadworthy trailer or caravan

There's no cover when the trailer or caravan is involved in an accident and it doesn't meet the roadworthy requirements, as noted by road traffic legislation in SA.

Intentional loss or damage

There's no cover for the loss of, or damage to, your trailer or caravan:

- Caused intentionally by you or members of your household.
- That happens with your knowledge or consent.

The trailer or caravan is used to earn an income

There's no cover when the trailer or caravan is used for:

- Hiring or any other activities for which you receive payment, or from which you generate an income.

Liability to others... What's covered

You're covered for legal liability following an incident that causes damage to other people's property. This includes legal costs that someone else may recover from you, and which we agree to, in order to settle or defend a claim against you. Our liability is limited to the insured value that's noted on your policy schedule.

Please note:

If your claim for loss or damage arising from an incident isn't successful, you can't claim for liability arising from the incident.

Liability to others... What's NOT covered

Death, bodily injury or emotional shock

This cover is usually required when you travel to neighbouring countries and may be arranged by your travel agency, before you travel or when entering the country.

Loss of, or damage to

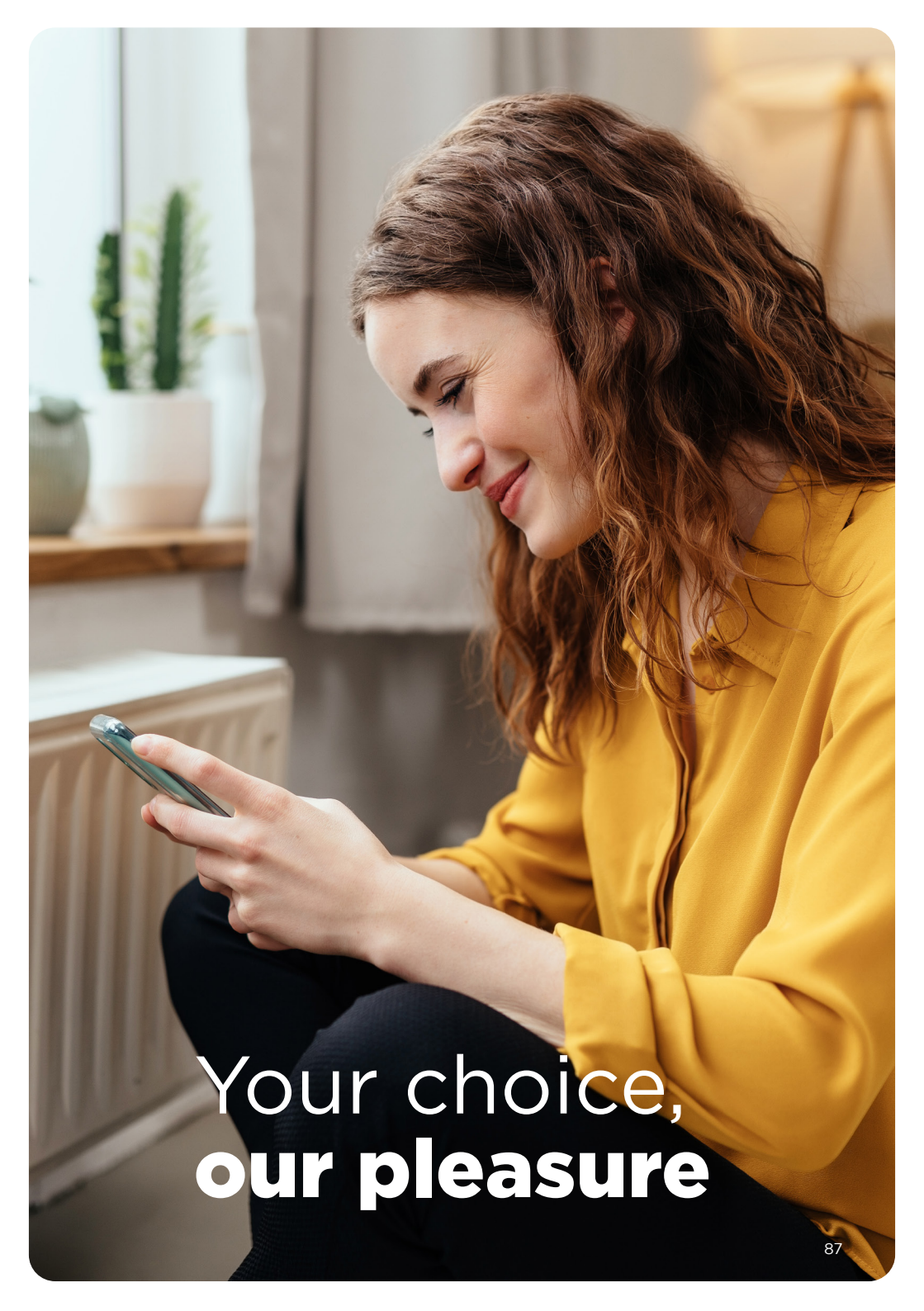
- Property owned by you, or in your control.
- Property owned by, or in the control of, any member of your household, the regular driver or any of your employees.
- Any trailer or caravan being towed by you, any of your employees, or members of your household, that you or they don't own or haven't hired.

Your trailer or caravan claim is rejected

You're not covered for any incident that causes damage to other people's property or injury to them, when the claim for loss of, or damage to, the trailer or caravan itself isn't covered.

Already covered by legislation and/or other insurance contracts such as

- Any compulsory car insurance act.
- The Occupational Health and Safety Act.
- The Compensation for Occupational Injury and Diseases Act.
- Any other insurance contract.



Your choice,
our pleasure

Home contents **insurance**

Whichever home contents cover option you choose, you need to read this section. Trust us.

By 'home contents' we mean

Imagine turning your house upside down... Everything that would fall out, should be included under your home contents insurance cover.

So, this means all personal items inside your home and outbuildings at the address noted on your policy schedule. Outbuildings, whether they're separate from the home or not, include garages, domestic quarters and storerooms. The outbuildings must be built from similar material as the main building. The contents must belong to you or to any members of your household who live with you, but not including tenants.

Please note:

Jewellery and watches with individual values of more than R35,000 must be locked in a securely bolted SABS-compliant safe when not being worn. Home contents insurance only covers items inside your home. If you need cover outside your home, these items must be specified as portable possessions, irrespective of their value.

What it's worth

The insured value noted on your policy schedule is the maximum amount that we'll pay for any of your home contents insurance-related claims, less the excess amounts payable by you, and less any dual and under-insurance.

Insured value, minus

- **Excess**
- **Dual insurance, if applicable**
- **Under-insurance, if applicable**

} = *Your payout*



Understanding under-insurance

You need to insure your contents for their total replacement value, meaning the cost of replacing the items that you're claiming for with new items. If you insure the contents for an amount less than their replacement value, we'll then pay you proportionately.

So, if the correct total insured value of the home contents at the time of a claim is R400,000 and you insure them for R200,000 only, then you'll only be compensated for 50% of your loss.

Please note:

You must make sure that your replacement value is realistic, so that you'll have enough cover when you need it. (Our inventory form will help you get an idea of how much your valuables are worth. Just [click here to download it.](#))

Remember, it's always better to be over-insured, than under-insured.

Home contents insurance options

Your choice, our pleasure

You may insure your home contents for either of these options:

- A. Comprehensive.
- B. Fire and fury.

What's covered by the king

A. Comprehensive



In a nutshell...

With comprehensive home contents insurance you're covered for the loss of, or damage to, items in your home, which belong to you or to any members of your household who live with you, but not including tenants.

You're covered for the loss of, or damage to, your home contents caused by

- Theft and other intentional acts.
- Fire.
- Explosion.
- Acts of nature such as wind, storm, lightning, hail, flood, snow or earthquake.
- Malicious damage.
- Animals (excluding your domestic animals and pets).
- Aircraft and articles dropped from them.
- Cars.
- Falling trees (but not while being felled).

You're covered for subsidence

You're covered for loss of, or damage caused to the contents in your property, by the downward movement of the land that supports it, due to natural shifts or human activity.

There's no cover for damage relating to subsidence caused by:

- Volume changes in clay-based soil or in rock, caused by changes in the moisture levels.
- Excavations, excluding mining activities.
- Removal or weakening of pillars.
- Normal settlement, shrinkage or expansion of the soil supporting the structures.
- The poor compaction of soil used to fill areas under paving and floors.
- Defective design, material and workmanship.

You're not covered for loss of, or damage to, your home contents as a result of damage to retaining walls, unless they're designed and built according to structural engineering specifications.

You're covered for loss or damage caused to your contents

You're covered for loss or damage caused to your contents by leaking, bursting or overflowing of water heating systems (which includes geysers, solar water heating systems and boilers), water supply tanks, cisterns and pressurised water pipes that form a permanent part of the building.

You're covered for accidental breakage

You're covered for accidental breakage of TVs and mirrors or glass that form part of any furniture. There's no cover, however, for accidental damage to any other items.

So, you won't be able to claim for damage to an ornament that has accidentally been dropped or broken.

You're covered for fire brigade charges

You're covered for charges made by the fire brigade or any public authority following an incident for which you may claim.

You're covered for temporary accommodation

- Following an incident for which you may claim, we'll pay for the reasonable costs of other temporary accommodation for you or your tenant, as a result of the insured building being unfit to live in.
- Cover's limited to 10% of the insured value and applies only for the period that's reasonably required to make the building fit to live in.
- If the insured building is sub-let to holidaymakers or used as a guesthouse, then we won't pay for other, temporary accommodation for such guests while your building is being repaired.

You're covered for the transportation of contents

You're covered for damage to, or loss of, your belongings if they are being transported by a registered removal company's truck, that's involved in an accident.

You're also covered for damage caused by fire, explosion or lightning while your belongings are in transit.

You're covered for these royal extras

Please note:

- **The following royal extras are covered up to an insured value and are subject to an excess, both of which are noted on your policy schedule.**
- **You're only covered for 2 claims under the royal extras listed below within a 12-month period of cover with the king.**

- Stolen washing: When clothing is stolen from your washing line at home, from sunrise to sunset.
- Your guests' belongings: If your guests' belongings are stolen from your home.
- Your domestic employee's belongings: If these items are stolen and forced entry is visible.
- Stolen garden and leisure equipment: Garden and leisure equipment, which is designed to be left outside your home, such as garden furniture, braai equipment, pool cleaning equipment and jungle gyms.
- Food that deteriorates: Due to a power failure or broken fridge or freezer (excluding electricity grid failure or interruption, see [page 12](#)).
- Keys and locks: If your keys are lost or locks are damaged.
- Hole-in-1 or bowling full-house: Covered if achieved on a recognised golf course or green, with written confirmation from the relevant club.
- Veterinary expenses: If your household pet is injured in a road accident.

B. Fire and fury



In a nutshell...

With this home contents insurance option, you're covered for the loss of, or damage to, items in your home, which belong to you or to any members of your household who live with you, but not including tenants, and except if this loss or damage is the result of theft or attempted theft. So, fire? Covered. Storm damage? Covered. Robbery? Afraid not.

Please note:

Our fire and fury option doesn't cover any loss or damage arising from theft or attempted theft. For example, with this option, your home contents are covered against fire, but not if the fire was started by burglars.

You're covered for the loss of, or damage to, your home contents caused by

- Fire.
- Explosion.
- Acts of nature such as wind, storm, lightning, hail, flood, snow or earthquake.
- Malicious damage.
- Animals (excluding your domestic animals and pets).
- Aircraft and articles dropped from them.
- Cars.
- Falling trees (but not while being felled).

You're covered for subsidence

You're covered for loss of, or damage caused to the contents in your property, by the downward movement of the land that supports it, due to natural shifts or human activity. There's no cover for damage relating to subsidence caused by:

- Volume changes in clay-based soil or in rock, caused by changes in the moisture levels.
- Excavations, excluding mining activities.
- Removal or weakening of pillars.
- Normal settlement, shrinkage or expansion of the soil supporting the structures.
- The poor compaction of soil used to fill areas under paving and floors.
- Defective design, material and workmanship.

You're not covered for loss of, or damage to, your home contents as a result of damage to retaining walls, unless they're designed and built according to structural engineering specifications.

You're covered for loss or damage caused to your contents

You're covered for loss or damage caused to your contents by leaking, bursting or overflowing of water heating systems (which includes geysers, solar water heating systems and boilers), water supply tanks, cisterns and pressurised water pipes that form a permanent part of the building.

You're covered for accidental damage

You're covered for accidental breakage of TVs, and mirrors or glass that form part of any furniture that forms part of your contents. You're not covered for chipping, scratching and other disfiguration.

There's no cover, however, for accidental damage to any other items. So, you won't be able to claim for damage to an ornament that has accidentally been dropped or broken.

You're covered for fire brigade charges

You're covered for charges made by the fire brigade or any public authority following an incident for which you may claim.

You're covered for temporary accommodation

- Following an incident for which you may claim, we'll pay for the reasonable costs of other temporary accommodation for you or your tenant, as a result of the insured building being unfit to live in.
- Cover's limited to 10% of the insured value and applies only for the period that's reasonably required to make the building fit to live in.
- If the insured building is sub-let to holidaymakers or used as a guesthouse, then we won't pay for other, temporary accommodation for such guests while your building is being repaired.

You're covered for the transportation of contents

You're covered for damage to, or loss of, your belongings if they are being transported by a registered removal company's truck, that's involved in an accident.

You're also covered for damage caused by fire, explosion or lightning while your belongings are in transit.

You're covered for these royal extras

Please note:

- **The following royal extras are covered up to the insured value and are subject to an excess, both of which are noted on your policy schedule.**
- **You're only covered for 2 claims under the royal extras listed below within a 12-month period of cover with the king.**

- Food that deteriorates: Due to a power failure or broken fridge or freezer (excluding electricity grid failure or interruption, see [page 12](#)).
- Keys and locks: If your keys are lost or locks are damaged.
- Hole-in-1 or bowling full-house: Covered if achieved on a recognised golf course or green, with written confirmation from the relevant club.
- Veterinary expenses: If your household pet is injured in a road accident.
- Garden and leisure equipment: Damage to garden and leisure equipment, which is designed to be left outside your home, such as garden furniture, braai equipment, pool cleaning equipment and jungle gyms.

Optional cover

Applicable to all options

Please note:

- **You may choose to add the following to your home contents insurance cover. If you do, it will only be covered if it's separately noted on your policy schedule, and an additional monthly premium is charged for it.**
- **You're only covered for the insured value as noted on your policy schedule, within a 12-month period of cover with the king.**

Power surges and dips

Sudden and unforeseen power surges and dips (excluding electricity grid failure or interruption, see [page 12](#)). This is applicable to comprehensive and fire and fury cover.

What's NOT covered by the king

Applicable to all options

You're not covered for

- Bicycles.
- Contact lenses and prescription glasses and sunglasses.
- Cellphones.
- Hearing aids.
- Drones (there's also no cover for loss or damage while being used).

Please note:

All the above items must be specified separately and insured under the portable possessions section of this policy.

You're not covered for communal living

There's no cover for loss or damage caused while your house is being used as a boarding house or commune.

You're not covered for money

There's no cover for money, cheques, bonds, promissory notes, coins, stamps or personal documents.

You're not covered for counterfeit goods

There's no cover for loss of, or damage to, any counterfeit goods.

You're not covered for cars

There's no cover for cars (including motorcars, motorcycles, motorised scooters, LDVs, caravans, trailers, aircraft and watercraft). There's also no cover for car or motorbike parts and accessories, whether fitted to the car or motorbike or not, or for caravan, trailer or watercraft parts, accessories or contents. These should be covered separately under the relevant section.

You're not covered for non-compliance with building regulations

You're not covered for loss or damage due to defects in the design or construction of your building:

- If the structure wouldn't have been approved by the local authority.
- If the structure isn't in accordance with the SA National Building Regulations and Standards applicable at the time of any construction, repair or alteration.

Please [click here](#) for more info on the SA Bureau of Standards and [click here](#) for more info on the building regulations.

By 'security measures' we mean

Burglar bars, security gates, electric fencing, burglar alarm and alarm beams.

You're not covered if your security measures don't work

If you have security measures installed in your buildings, there's no cover if they:

- Aren't used in the way they're designed to be used.
- Aren't fully functional and in good working order.

You're not covered for a thatch roof

Fire damage to your contents inside your building that has a thatch roof, or that's partly thatched, will only be covered if it's specifically noted on your policy schedule and an additional monthly premium is charged for it. You need to please ensure that your thatch roof has been treated against any fire hazard and that an SABS-approved lightning conductor has been installed.

By 'abandoned or vacant property' we mean

The property isn't inhabited by the owner or a formally-recognised tenant, or isn't occupied or used.

You're not covered for vacant, abandoned or illegally occupied properties

If the property is vacant, abandoned or illegally occupied there's no cover for:

- Theft, attempted theft and other intentional acts.
- Fire and explosion.
- Accidental damage.

You're not covered for certain conditions during alterations and additions

You're not covered:

- Where acts of nature (wind, thunder, lightning, hail, storm, flood, or snow) causes loss or damage to your property due to unroofed or partially roofed structures or walls.
- For personal liability.
- For your stolen property, unless there are signs of visible and forced entry or exit, from the building.

Please note:

There's also no cover for the theft unless the building is occupied.

You're not covered for theft and other intentional damage

You're not covered for loss or damage caused by theft and other intentional acts:

- Caused by you, any members of your household or your tenants.
- Which happen with your or their knowledge or consent.
- From outbuildings, whether they're separate from the home or not, unless there are visible signs of forced entry into the outbuildings.
- While the building is let or sub-let, unless there are visible signs of forced entry.
- If the building is being altered or is under construction, unless there are visible signs of forced entry.

You're not covered for theft if the building is unoccupied for more than 45 days in a row

Theft is only covered if there are people living in the building, but not when the building is unoccupied for more than 45 days in a row. There must be visible signs of forced entry into, or exit from, the building.

You're not covered for scorching

There's no cover for loss or damage caused by scorching. So, if a hot iron scorches a carpet, even if it's a loose carpet that's covered under other sections of home contents insurance, you can't claim for it. (What you should do, though, is invest in an ironing board.)

You're not covered for matching materials

There's no cover for any additional costs resulting from the unavailability of matching materials.

So, if your geyser bursts and water drips through your ceiling, damaging a couch, we'll replace the couch... But, if it's part of a suite, we won't replace all of the couches. If you want to replace the undamaged couches, as they no longer match, we won't pay for this.

You're not covered for business or professional use

There's no cover for the loss of, or damage to, goods used for business purposes and that's caused by any of the insured incidents listed under this section, unless noted as such on your policy schedule.

You're not covered for damage that's either caused or contributed to by

- Volume changes in any clay-based soil or in rock, caused by changes in its moisture or water content.
- Scratching, chipping, cracking, denting, biting, tearing or dirtying.
- Rise of the underground water table, or pressure caused by it.
- Defects in the design or construction of the building or where the structure wouldn't have been approved by the relevant local authority at the time of construction.
- Construction, alteration or repairs, defective workmanship or materials.
- A lack of maintenance.
- Items left outside, other than garden and leisure equipment that's designed to be left outside.

Liability to others... What's covered

Applicable to all options

Please note:

- If your claim for loss or damage under home contents cover isn't valid, or is unsuccessful, then you can't claim for liability arising from the same incident.
- Whichever home contents insurance option you choose, you're covered for the following up to the insured value that's noted on your policy schedule.

Liability as a homeowner

You're covered if you and financially-dependent family members who live with you at the insured address are legally liable for:

- Incidents that cause damage to other people's property.
- The accidental death of, or bodily injury to, third parties. You're not covered for the death of, or injury to members of your household, tenants, and domestic employees.
- The accidental loss of, or damage to, property belonging to people other than members of your household, or your domestic employees.

This includes legal costs, which someone else may recover from you, and which we agree to, in order to settle or defend a claim against you.

Liability to domestic employees

You're covered for all amounts that you're legally liable for in the case of death of, or bodily injury to, any of your domestic employees that's caused by an accident while he/she was working for you.

This includes legal costs, which someone else may recover from you, and which we agree to, in order to settle or defend a claim against you.

Liability to others... What's NOT covered

Applicable to all options

Please note:

Neither of our home contents options offers cover for the following liabilities.

You're not covered for liability arising from

- Any trade, business or profession.
- The ownership, possession or use of lifts.
- The ownership of any land or building.
- The ownership or possession of animals, other than domestic cats and dogs.
- The ownership, possession or use of aircraft, cars and watercraft.
- The use of weapons and firearms.
- Damages and legal costs awarded against you by a court outside of SA.
- Any incident that causes damage to other people's property, or injury to them, and where a claim for damage to the building itself wouldn't have been covered.

You're not covered for liability that's already covered by our laws and/or other insurance contracts such as

- Any compulsory car insurance act.
- The Occupational Health and Safety Act.
- The Compensation for Occupational Injury and Diseases Act.
- Any other insurance contract.

Buildings insurance



In a nutshell...

Under buildings insurance you're covered for damage to the physical structures on your property, such as your home and its outbuildings.

By 'buildings' we mean

The physical and permanent structures on the property, such as your home and its outbuildings, whether they're separate from the property or not, at the address that's noted on your policy schedule. The outbuildings must be built from material that's similar to the main building.

So, all permanent fixtures, fittings and improvements, such as driveways, walls, garages, fences, patios, swimming pools, as well as boreholes, swimming pools and spa pumps, gate motors, tennis courts, underground pipes and cables, can be insured under this section.

Please note:

Dams and dam walls, loose gravel paths and coverings, as well as pool cleaning equipment are excluded.

What it's worth

The insured value noted on your policy schedule is the maximum amount that we'll pay for any of your buildings insurance-related claims, less the excess amounts payable by you, and less any dual and under-insurance.

Insured value, minus

- Excess
- Dual insurance, if applicable
- Under-insurance, if applicable

} = Your payout



You need to insure your buildings for their replacement value. This means the amount that it will cost you at the time of the claim, to repair or rebuild your property with new materials, also providing for the outbuildings, walls, swimming pool, etc.



The replacement value must also provide sufficiently for the following possible additional costs:

- Professional and municipal fees.
- Demolition charges.
- Waste removal.
- Making the site safe.

Understanding under-insurance

If you insure the building for an amount less than its replacement value, we'll then pay your claim out proportionately.

So, if the value of your building is R400,000 and you only insure it for R200,000, then you'll only be compensated for 50% of your loss.

Please note:

You must make sure that your replacement value is realistic, so that you'll have enough cover when you need it.

Remember, it's always better to be over-insured, than under-insured.

What's covered by the king

You're covered for loss of, or damage to, your buildings caused by

- Fire.
- Explosion.
- Acts of nature such as a storm, wind, lightning, hail, flood, snow or earthquake.
- Malicious damage.
- Animals (excluding your domestic animals and pets).
- Aircraft and articles dropped from them.
- Cars.
- Falling trees (but not while being felled).
- Sudden and unforeseen power surges and dips (excluding electricity grid failure or interruption, see page 12).
- Theft and other intentional acts.

You're covered for subsidence

You're covered for damage that's caused to your property by the sinking, or downward movement, of the land that supports it, due to natural shifts or human activity.

But there's no cover for damage relating to subsidence caused by:

- Volume changes in clay-based soil or in rock, caused by changes in the moisture levels.
- Excavations, excluding mining activities.
- Removal or weakening of pillars.
- Defective design, material and workmanship.
- Normal settlement, shrinkage or expansion of the soil supporting the structures.
- The poor compaction of soil used to fill areas under paving and floors.
- Additional underpinning of foundations that's necessary for the repair of the building, or to prevent further damage.
- Any gradual soil movement supporting the structure.

You're not covered for loss of, or damage to, your structure as a result of damage to retaining walls, unless they're designed and built according to structural engineering specifications.

You're covered for loss of, or damage to

- Leaking, bursting or overflowing of water heating systems (which includes geysers, solar water heating systems and boilers), water supply tanks, cisterns and pressurised water pipes that form a permanent part of the building.
- Other immovable structures, fixtures, fittings and improvements (e.g. ceilings, carpets and cupboards), damaged in the same incident, are covered.

Please note:

There's no cover for sewerage or waste pipes.

You're covered for the accidental breakage of

- Glass or sanitary ware, fixed mirror glass and fixed glass in stoves, windows, doors, fanlights, skylights, greenhouses, conservatories and verandas, fixed wash basins, pedestals, sinks, lavatory pans and cisterns. You're not covered for chipping, scratching and other disfiguration.
- Water, gas, electricity and/or telephone connections or pipes between the building and the public supply, or mains for which you're responsible.

Please note:

There's no cover for accidental damage to any other items.

You're covered for fire brigade charges

You're covered for charges made by the fire brigade or any public authority following an incident for which you may claim.

You're covered for temporary accommodation

Following an incident for which you may claim, we'll pay for the reasonable costs of other temporary accommodation for you or your tenant, as a result of the insured building being unfit to live in.

- Cover's limited to 10% of the insured value and applies only for the period that's reasonably required to make the building fit to live in.
- If the insured building is sub-let to holidaymakers or used as a guesthouse, then we won't pay for other, temporary accommodation for such guests while your building is being repaired.

What's NOT covered by the king

You're not covered for sewerage/waste pipes

There's no cover for leaking, bursting, overflowing or any other damage to sewerage/waste pipes, or any damage as a result thereof.

You're not covered for non-compliance with building regulations

You're not covered for loss or damage due to defects in the design or construction of your building:

- If the structure wouldn't have been approved by the local authority.
- If the structure isn't in accordance with the SA National Building Regulations and Standards applicable at the time of any construction, repair or alteration.

Please [click here](#) for more info on the SA Bureau of Standards and [click here](#) for more info on the building regulations.

By 'security measures' we mean

Burglar bars, security gates, electric fencing, burglar alarm and alarm beams.

You're not covered if your security measures don't work

If you have security measures installed in your buildings, there's no cover if they:

- Aren't used in the way they're designed to be used.
- Aren't fully functional and in good working order.

You're not covered for a thatch roof

Fire damage to a building that has a thatch roof, or that's partly thatched, will only be covered if it's specifically noted on your policy schedule and an additional monthly premium is charged for it. You need to please ensure that your thatch roof has been treated against any fire hazard and that an SABS-approved lightning conductor has been installed.

By 'abandoned or vacant property' we mean

The property isn't inhabited by the owner or a formally-recognised tenant, or isn't occupied or used.

You're not covered for vacant, abandoned or illegally occupied properties

If the property is empty, abandoned or illegally occupied there's no cover for:

- Theft, attempted theft and other intentional acts.
- Fire and explosion.
- Accidental damage.

You're not covered for certain conditions during alterations and additions

There's no cover:

- Where acts of nature (wind, thunder, lightning, hail, storm, flood, or snow) either cause or contribute to the damage of unroofed or partially roofed structures.
- For glass and sanitary ware which are accidentally broken.
- For personal liability.
- For stolen building materials, fixtures, fittings and improvements.

You're not covered for theft and other intentional damage

There's no cover for loss or damage caused by theft and other intentional acts:

- Caused intentionally by you, any members of your household or your tenants.
- Which happen with your or their knowledge or consent.
- From outbuildings, whether they're separate from the home or not, unless there are visible signs of forced entry into the outbuildings.
- While the building is let or sub-let, unless there are visible signs of forced entry.

You're not covered for theft if the building is unoccupied for more than 45 days in a row

Theft is only covered if there are people living in the building, but not when the building is unoccupied for more than 45 days in a row. There must be visible signs of forced entry into, or exit from, the building.

Please note:

There's also no cover for the theft of fixtures and fittings during alterations and additions at the property, unless the building is occupied.

You're not covered for scorching

There's no cover for loss or damage caused by scorching. So, if a hot iron scorches a carpet, even if it's a fitted carpet that's covered under other sections of buildings insurance, you can't claim for it. (Life hack: Buy an ironing board to prevent repeat incidents.)

You're not covered for matching materials

There's no cover for any additional costs resulting from the unavailability of matching materials.

So, if we fix your burst pipe and some tiles are damaged in your bathroom, and you then want to replace the undamaged tiles too, as they no longer match, then we won't pay for the replacement of the undamaged tiles.

You're not covered for business or professional use

There's no cover for the loss of, or damage to, goods used for business purposes and that's caused by any of the insured incidents listed under this section, unless noted as such on your policy schedule.

You're not covered for damage that's either caused, or contributed to, by

- Volume changes in any clay-based soil or in rock, caused by changes in its moisture or water content.
- Scratching, chipping, cracking, denting, biting, tearing or dirtying.
- Rise of the underground water table, or pressure caused by it.
- Defects in the design or construction of the building or where the structure wouldn't have been approved by the relevant local authority at the time of construction.
- Construction, alteration or repairs, defective workmanship or materials.
- A lack of maintenance.
- Damage to retaining walls, unless they're designed and built according to structural engineering specifications.
- Additional underpinning of foundations that's necessary to prevent further damage.

Liability to others... What's covered

Please note:

- If your claim for loss or damage under buildings cover isn't valid, or is unsuccessful, then you can't claim for liability arising from the same incident.
- You're covered for the following up to the insured value that's noted on your policy schedule.

Liability as a homeowner

You're covered if you and financially-dependent family members who live with you at the insured address are legally liable for:

- Incidents that cause damage to other people's property.
- The accidental death of or bodily injury to, third parties. You're not covered for the death of or injury to members of your household, tenants, and domestic employees.
- The accidental loss of, or damage to, property belonging to people other than members of your household, or your domestic employees.

This includes legal costs, which someone else may recover from you, and which we agree to, in order to settle or defend a claim against you.

Liability to domestic employees

You're covered for all amounts that you're legally liable for in the case of death of, or bodily injury to, any of your domestic employees that's caused by an accident while he/she was working for you.

This includes legal costs, which someone else may recover from you, and which we agree to, in order to settle or defend a claim against you.

Liability to others... What's NOT covered

You're not covered for liability arising from

- Any trade, business or profession.
- The ownership, possession or use of lifts.
- The ownership of any land or building.
- The ownership or possession of animals, other than domestic cats and dogs.
- The ownership, possession or use of aircraft, cars and watercraft.
- The use of weapons and firearms.
- Damages and legal costs awarded against you by a court outside of SA.
- Any incident that causes damage to other people's property, or injury to them, and where a claim for damage to the building itself wouldn't have been covered.

You're not covered for liability that's already covered by our laws and/or other insurance contracts such as

- Any compulsory car insurance act.
- The Occupational Health and Safety Act.
- The Compensation for Occupational Injury and Diseases Act.
- Any other insurance contract.



We've got you
covered



Portable **possessions** insurance



In a nutshell...

This section covers you for the loss of, or damage to, those precious portable items that you normally carry with you. If your valuables are out on the town with you, or with someone who lives with you, and something bad happens to them. Don't worry! If you have insurance for your personal portable possessions with the king, you're covered, wherever you are in the world.

By 'portable possessions' we mean

Portable possessions insurance covers items (like your phone, laptop, engagement ring, watch, gym bag and other things that you carry with you every day) when they're outside or off your property. These items aren't covered under home contents once they leave your property.

Under portable possessions we cover items that belong to you, and to anyone who normally lives with you. We cover them for accidental damage, theft and loss, anywhere in the world.

Portable possessions can be specified or unspecified, and it's your responsibility to ensure they're covered correctly.

Please note:

- **You're only covered for portable possessions if the items are noted on your policy schedule and you pay an additional monthly premium for them.**
- **Jewellery and watches with individual values of more than R35,000 must be locked in a securely bolted SABS-compliant safe when not being worn.**
- **Valuation certificates should be supplied for jewellery and watches which are valued at R15,000 or more.**

What it's worth

The insured value that's noted on your policy schedule is the maximum amount that we'll pay for any claim, less the excess amounts payable by you, and less any dual insurance and under-insurance.

Insured value, minus

- Excess
- Dual insurance, if applicable
- Under-insurance, if applicable

} = Your payout



Understanding under-insurance

You need to insure your portable possessions for their total replacement value. This means the cost of replacing your lost or damaged items with new items. If you insure any items for an amount less than their replacement value, we'll then pay you proportionately.

So, if the correct total insured value for your portable possessions at the time of a claim is R200,000 and you've only insured them for R100,000, then we'll only pay out for half of your loss.

Please note:

You must make sure that your replacement value is realistic, so that you'll have enough cover when you need it.

Remember, it's always better to be over-insured, than under-insured.

Time to be specific

Unspecified portable possessions

For unspecified portable possessions, you decide on an insured value that'll cover your losses in any 1 incident. Within this combined value, we cover 1 single item up to a maximum of R2,000.

As an example, if you choose an insured value of R8,000 and your gym bag is stolen, your claim might look like this:

Bag:	R500
Trainers:	R4,000
Work clothing:	R1,500
Toiletries:	R500

The total amount for this loss is R6,500, which falls within your R8,000 insured value. However, the excess amount for all unspecified portable possessions claims is R500, and we'd only pay up to R2,000 for your trainers, so in this instance we'd pay out R4,000.

Specified portable possessions

A basic guide is that, if a portable possession is worth more than R2,000, it should be specified. This list includes:

- Jewellery and watches.
- Leather jackets, and expensive clothing, shoes and bags.
- Laptops and tablets.
- Cameras and GPS units.
- Golf clubs and sports equipment.
- Prams, carry cots and kiddies' car seats.

There are also some portable possessions that we'll ONLY insure as specified items, and which aren't covered at all under home contents:

- Cellphones.
- Bicycles.
- Contact lenses, and prescription specs and sunglasses.
- Hearing aids.
- Drones (there's also no cover for loss or damage while being used).

Cellphone insurance

Cellphones are covered as specified portable possessions, which means that your cover is worldwide. Please refer to page [112](#) for more info on specified portable possessions.

You have 3 options to choose from:

- Brand-new cover means we'll repair your damaged phone if we can or replace it with a brand-spanking-new phone if we need to, following theft, loss, accidental damage or water damage.
- Like-new cover means we'll repair your damaged phone if we can, or replace it if we need to, following theft, loss, accidental damage or water damage. Replacement will be with a similar make and model or a similar, refurbished phone. Your replacement phone will come with a 12-month warranty.
- Screen-fix cover is only for cracks to your phone's screen due to accidental damage.

Please note:

We're not selling 'Like-new' or 'Screen-fix' cover to new clients at the moment.

Each option has a different excess structure. Please refer to your policy schedule for the excess that applies to the cover option you choose.

You're only covered if:

- The IMEI number of the phone that you're claiming for matches that IMEI number that's noted on your policy schedule.
- The phone with the IMEI number that's noted on your policy schedule has been used, after inception of the cover, to make or receive a call, or to send or receive an SMS, using a SIM card.

If you upgrade, downgrade or change phones for any reason, you can easily increase or decrease your cover by managing your policy [online](#), as needed, based on the phone's replacement value.

Please note:

You must make sure that the replacement value you choose for your cellphone is realistic, so that you'll have enough cover when you need it.

How to claim

You must register your claim via our [app](#) or website. (You can [click here](#) to download our app, or [here](#) to visit our website.)

If your cellphone is stolen or lost, you must:

- Blacklist the phone with your service provider and get a reference number.
- Report the incident to the police, and get a case number. The police will need the blacklist reference number.
- Include the blacklist reference and police case numbers when you claim.
- Arrange your new SIM card. (We only take care of the phone.)

Please note:

It's super important that you let us know if you get a new SIM card or cellphone number, before any claim is registered, otherwise you won't be covered.

R1 insurance

If you have comprehensive car or motorbike insurance with us, you can also insure some of your favourite portable possessions for just R1 monthly. (And no, that's not a typo!)

With a comprehensively insured car you can choose R1 cover for your:

- Golf clubs.
- Bicycle.
- Hearing aids.

With a comprehensively insured motorbike, you can cover your motorbike gear for just R1 monthly.

Please note:

Maximum values may apply.

When you comprehensively cover 1 car, you can cover 1 x R1 item. When you cover 2+ cars, you can cover an equal number of R1 items. You can also insure motorbike gear for every comprehensively-insured motorbike.

If you end your royal cover for the car or motorbike that's linked to a R1 insurance item then we'll continue to insure the R1 item, but at our normal rate.

After a claim for a R1 item, we may review the monthly premium for it.

Bicycle insurance

You're covered for the loss of, or damage to, any part of your specified bicycle, as a result of:

- Accidental damage (even if sustained in a race, provided that you don't compete as a professional).
- Theft of the bicycle that happens anywhere in the world.
- Theft of the bicycle off a rack or carrier, provided that the bicycle was locked to the rack or carrier and the rack or carrier was secured to the car.

Please note:

You can insure your bicycle for just R1 per month, if you have comprehensive car cover with us! Your car premium will decrease every month but your bicycle premium, understandably, won't. Refer to kingprice.co.za for more info on R1 insurance.

We may settle your claim by paying out cash, or repairing or replacing the bicycle or parts thereof. If the bicycle or parts are still under warranty and a repair would influence the warranty, we'll uphold the warranty on the repair for as long as the manufacturer's warranty would have been in place. Our warranty on repairs can be transferred to the new owner should the bicycle be sold within this warranty period.

What's NOT covered by the king

You're not covered for the loss of, or damage to

- Washing stolen from the washing line at your insured address.
- Electronic programs, data or unlicensed software.
- Money, cheques and other negotiable instruments.
- Deterioration due to moths or vermin, cleaning, ironing, repairing or restoring.
- A watch damaged due to over winding, leaking batteries or immersion in water.
- Anything that's caused intentionally by you or any members of your household.
- Anything which happens with your knowledge or consent.
- Any items that are used to generate an income.

Please note:

You can insure your cellphone, tablet and laptop for both personal and business (income generating) use, provided that they belong to you. However, if these portable possessions belong to a company (or to anyone else) you can't cover them under this policy.

You're not covered for items inside an unoccupied car

There's no cover for the loss of, or damage to, items that are left inside an unoccupied car, unless they're:

- Concealed in enclosed storage areas like the boot or cubbyhole, or out of sight under a boot cover if your car has 1.
- In the loading area of an LDV and concealed under hard-wearing or locked load covers.
- Stored in the loading area of an LDV with a canopy, and the canopy's windows are covered with smash-and-grab safety film of at least 100 microns with visibility of 35% or less.

Please note:

- **These requirements don't apply to baby or booster seats.**
- **There's no cover for items that are concealed under canvas covers.**
- **There must always be visible signs of forced entry into the car, load cover or canopy.**

You're not covered for sports equipment, remote controlled and model toys, including drones.

- There's no cover for sports equipment, remote controlled and model toys, including drones, if they're accidentally damaged or lost while being used during sport activities.
- Bicycles, however, are covered for accidental damage while being used during leisure rides or in a race, but only if you're not competing as a professional racer.

You're not covered for racks, carriers and other items

There's no cover for racks or carriers, unless they're secured to the car. There's also no cover for items on the racks or carriers, unless they're secured to them.





Personal accident insurance



In a nutshell...

If your family depends on you financially, it can be devastating if you're not able to support them because of death or disability. For peace of mind, the king's personal accident cover pays out a lump sum if you, or your dependants, are permanently disabled after an accident and in the unfortunate event of your, or their, accidental death. What's more, what you spend this amount on is completely up to you.

By 'accident' we mean

An unexpected and unintentional event caused by violent, external and visible means, which results in injury leading to disability or death within 12 months of the event.

By 'dependant' we mean

A child dependant is:

- Your child, stepchild, adopted child or foster child, between the ages of 14 and 21.
- Financially dependent on you.

An adult dependant is:

- 21 years and older.
- Related to you by blood, or closely connected to you by marriage, adoption or foster care.
- Your second (or multiple) spouse/s, according to African law, custom and certain religions.
- Financially dependent on you.

By 'permanent total disability' we mean

A disability arising from an accident that entirely prevents you from being able to work, that's likely to last for the rest of your life, and that's supported by medical evidence.

By 'temporary disability' we mean

A disability that, according to medical evidence, isn't likely to last for the rest of your life, whether arising accidentally or not. We don't cover temporary disability.

What's covered by the king

You, and your spouse and family members, are covered for death and permanent total disability that's the result of an accident that happens anywhere in the world, provided that these family members:

- Are financially dependent on you.
- Normally live with you.
- Are between 14 and 70 years old.

Please note:

Death or disability must occur within 12 months of the accident. This 12-month period doesn't include any time in which death is delayed solely by the use, for longer than 3 days, of life-support machinery, equipment or apparatus.

Here's how it works

We'll pay out for multiple disabilities arising from the same accident, but the insured value noted on your policy schedule is the maximum amount we'll pay out for any accident. For different types of disabilities, we pay out a percentage of the applicable insured value, as shown on the next page.

Our benefit table

Insured injury	% of the insured value to be paid
Death	
You and your dependants older than 14.	100%
Permanent disability	
Loss by physical separation at or above the wrist or ankle of 1 or more limb.	100%
Permanent and total loss of the:	
• Whole eye.	100%
• Sight of eye.	100%
• Sight of eye except perception of light.	75%
Permanent and total loss of hearing in:	
• Both ears.	100%
• 1 ear.	25%
Permanent and total loss of speech.	100%
Injuries resulting in permanent, total disability from following usual occupation, or any other occupation for which you're fitted by knowledge or training.	100%
Loss of 4 fingers.	70%
Loss of thumb (1 or both phalanges).	25%
Loss of index finger (1, 2 or 3 phalanges).	10%
Loss of any other finger (1, 2 or 3 phalanges): Per finger	6%
Loss of metacarpals (first, second, third, fourth or fifth).	5%
Loss of toes:	
• All on 1 foot.	30%
• Big toe, 1 or both toes.	5%
• Other than big toe, if more than 1 toe is lost: Per toe.	5%

What's NOT covered by the king

You're not covered for death or disability that's caused by

- War.
- Natural causes.
- Suicide, attempted suicide or intentional self-injury.
- Insanity, neurosis or stress-related conditions.
- Sickness or disease, including disease that passes from 1 person to another.
- Any physical defect, disability or illness that exists at the policy start date.
- Pregnancy, childbirth, abortion, miscarriage and obstetrical procedures, or any consequences thereof, whether direct or indirect.
- Being under the influence of alcohol, medication or narcotics, unless administered by a member of the medical profession (other than themselves) or unless prescribed by, and taken in accordance with the instructions of, a member of the medical profession (other than themselves).
- Provoking assault, breaking the law, disturbing the peace, or taking part in any riot, civil commotion or act of terrorism.
- Participating in any defense, correctional or security service.
- Mining or using explosives.
- Using machinery for commercial purposes.
- You travelling in, or getting on or off, any aircraft unless:
 - It's licensed to carry passengers.
 - It's owned and operated by a registered transport company.
 - You're a fare-paying passenger.
- Taking part in professional or extreme sports.

You're not covered for disappearance

There's no cover for disappearance unless a reasonable time has elapsed and you've legally been presumed dead. If, after we've paid a claim for death in circumstances where you've disappeared and legally been presumed dead, and you're found to be alive, this payment must be refunded to us.

You're not covered for temporary disability

There's no cover under this policy for disability that, according to medical evidence, isn't likely to affect you for the rest of your life, whether arising from an accident or not.



Code red



In a nutshell...

Code red is an app-based service that'll get the closest armed response car or emergency service to you ASAP when you push the red button. It aims to provide you with peace of mind in situations whenever you feel threatened or unsafe, or when there's a medical emergency.

For code red to work:

- You must install the King Price app onto your smartphone, and can do so by [clicking here](#). For Apple devices, the app requires iOS version 15.8 and above. For Android devices, the app requires Android 7 and above.
- On our app, you must read and accept the T's and C's, and then register for code red.
- Your smartphone must be GPS-enabled, and your phone's location must always be on.
- You must have data on your smartphone, and this is for your own account. Your service provider's standard data rates will apply.

How it works

- If you feel threatened or unsafe, or if there's a medical emergency, open up our [app](#) and tap on 'Code red: Tap and hold'.
- The code red control room will dispatch the closest linked armed response car to your GPS location, and will then call you to confirm the activation and request additional emergency services, like the police or an ambulance, if necessary.
- The control room and all responding vehicles will automatically receive your relevant identification and personal info.

What's covered

Metros and sub-metros

You're covered in all major metros and sub-metros and many outlying areas.

Please note:

It's your responsibility to familiarise yourself with these areas, and you can do so by [clicking here](#) or checking our [app](#). Code red services are only available in these areas and Secura isn't obliged to respond to code red activations in any other areas.

Services

When you activate code red, the following services are on stand-by to come to your aid:

- A network of private armed response companies.
- The SA Police Service.
- Metro and municipal law enforcement.
- Traffic law enforcement.
- Ambulances.
- Fire and rescue services.

You

For now, only you (the policyholder) are covered but we're working on extending this cover to members of your household. You have unlimited access and can activate code red as many times as you need to.

What's NOT covered

Please note:

Neither we, nor the code red service provider, are liable for loss or damage in the event you not being able to use the code red service during an electricity grid failure or any interruption of the electricity supply. Refer to page [12](#) for more detail.

Emergency costs

You're not covered for any costs charged by any emergency service that's dispatched as a result of you activating code red.

Loss or damage

You're not covered for any loss or damage that's directly or indirectly due to code red.

Our T's & C's

- Code red aims to provide support, if possible, in circumstances where you feel physically threatened. It isn't intended to reduce any physical threat to you and shouldn't be viewed as a preventative measure.
- Response times, or access to and availability of responding vehicles and services aren't guaranteed.
- You agree that we can collect, store and analyse data arising from your use of code red. Location data from your cellphone will be gathered and securely transmitted to our data storage facility, where it'll be securely stored. This data will be used for lawful and valid reasons, primarily to provide code red services to you.
- Our code red partner and the entity providing the code red service is a company called Secura, a representative of a network of hundreds of armed response companies who are all registered with PSIRA (the Private Security Industry Regulatory Authority).
- [Click here](#) for the full code red T's and C's.



King's cab



In a nutshell...

If you're going out on the town and know you'll be 'over the limit' when you're ready to go home, we'll drive you (and your car) safely into your own drive-way. It's a small extra cost... For big peace of mind.

Here's how it works

- Just call 0860 50 50 50 and follow the prompts to book your king's cab.
- 1 cabbie drives you in your car and another follows in their car.
- 2 of your friends can catch the same ride, as long as you're all going to the same place.
- You can pre-book your king's cab for a specific time.
- In off-peak times, you may cancel or re-schedule your king's cab, or change locations after you've booked, but please give us 90 minutes' warning... Otherwise the trip counts as 2 of your 6 trips.
- You get 6 trips in any 12-month period.

You only need to carry cash if

- You're going further than 50kms... Then we charge an additional amount per extra km.
- You need more rides than you signed for... Then you'll have to cover the full cost.

What's NOT covered

- Your handbag, cellphone, laptop and other valuables, during the trip.

Service area

King's cab operates within 50km of the city centres of Johannesburg, Pretoria, Durban, East London, Port Elizabeth, Cape Town, Mbombela (Nelspruit) and Polokwane.

And remember... Just 1 drink can put you over the legal blood alcohol limit. Your safety is our concern, always.

Peak/off-peak periods	Start time	Closing time
Off-peak: Sunday evening to Thursday morning	First pick up 5:30pm	Last bookings at 2:00am Last pick up at 3:00am
Peak: Thursday evening to Sunday morning	First pick up 5:30pm	Last bookings at 1:00am Last pick up at 3:00am

The king's emergency assist

You're part of our royal family now and we've got your back! The king has you covered, 24/7/365. Whether your issue is medical or mechanical, our emergency assist line is always just a call away. It's always better to be safe than sorry.

Please note:

Save our emergency assist number on your phone now: 0860 50 50 50.
Or, WhatsApp 0860 50 50 50 and select the emergency assist option. Your problem = no problem, you're in the king's safe hands.

Roadside assist



In a nutshell...

King Price comprehensive car and motorbike insurance clients qualify for the following roadside assistance within SA borders. This type of assistance is limited to 3 incidents per year, per car or motorbike that's noted on your policy schedule.

By 'roadside' we mean

When you encounter an issue with your car due to mechanical faults or a car accident like a bumper bashing. This type of emergency is usually related to your car and not your personal safety. It's linked to a specific car as noted on your policy schedule.

Breakdown... Mechanical or electrical

1 of the king's hand-picked towing operators will tow your car or motorbike, to the nearest place for repair or safekeeping (like a repairer, dealership or your risk address whichever is closest), up to a maximum of 60km round-trip.

Flat tyre... Feeling a little let down

You're covered for the labour cost of the tyre change, at both roadside and non-roadside locations.

Run out of fuel... Left high and dry

10l of fuel will be delivered to you as soon as we can.

Please note:

- **The cost of the fuel will be for your own account.**
- **Payment needs to be made immediately upon delivery thereof, before we start with fuelling your car. Cash or card payments only.**

Flat battery... There's just no spark

We'll be there in a flash to jump-start your car or motorbike and get you on the road again.

Keys locked in your car... A locksmith is on his way

Our locksmith will be on his way ASAP and you can rest assured that you're covered for the first hour's labour. However, if the keys aren't in the car, you'll be liable for the cost of the service.

Remote assistance... Broken down and your home's nowhere in sight

In an event of a breakdown more than 100km from your home, you're covered for 1 of the following:

- Accommodation for the night.
- Taxi service to give you a lift home.
- Rental of a class B rental car, provided that you pay the fuel, security deposit and running costs, as well as any applicable collection and delivery fees.

Please note:

- **All the remote assistance services are covered up to a maximum of R500 per incident.**
- **Must be arranged through the king's emergency assist line.**
- **You must pay for the service and send us the proof of payment, to arrange for the valid refund of R500.**

We've got
your back



Accident assist



In a nutshell...

We don't like to think about this, but in the case of an accident you, as a cherished comprehensive car or motorbike insurance client, can relax. The king has you covered... All you need to do is call King Price and let us take care of everything for you.

By 'accident' we mean

When you're involved in an accident and you need assistance, you can call our accident assist line. This is applicable whether your car is driveable after the accident, or not.

Accidents happen...

As a comprehensive car or motorbike insurance client, he the king has you covered... All you need to do is call or atsApp the King Price emergency assist line.

In the event of an accident, we'll assist with arrangements for:

- Your car to be towed, or your motorbike to be trailered to a King Price-approved place for safekeeping/assessment.
- Transport from the scene of the accident, back home or to your place of work, for the driver and passengers.

What's NOT covered under roadside and accident assist

- Towing your car or trailering your motorbike to your preferred repairer. (We can still assist with this, but it'll be for your own cost.)
- If your car breaks down, transport from the scene of the accident is excluded (only the remote assistance can be utilised, provided they're more than 100km away from home).
- Towing of caravans and trailers.
- Cars and motorbikes that aren't listed and insured on your King Price policy schedule.
- The cost of any parts that may be needed for repairs such as batteries, tyres, lubricants, keys, locks, etc.
- The cost of any fuel that we may need to bring to you.
- Towing, trailering or repairs that haven't been booked by King Price.
- Commercial cars being used for business or trade.
- Non-registered or unroadworthy cars or motorbikes.
- Any cost relating to a technical expert needed to recover/move the car or motorbike into an easier position or place to be towed will be for your account.

Medical assist



In a nutshell...

King Price comprehensive car and motorbike insurance clients are entitled to any of the following medical assistance services, following an accident. These are completely free, as long as the accident occurs within SA's borders.

Need medical care... We'll be there

If you need emergency medical care, we'll pay to have you transferred to the nearest hospital as quickly as humanly possible.

Further medical transportation... Doing what's best for you

If the treating doctors or medical assistance directors recommend that you be transferred to a different hospital, then we'll cover that too.

Hospitalisation... Bringing you closer to home

We'll transport you to a hospital closer to home, if the current hospital doesn't have the facilities to do so, within 24 hours of the accident occurring. This can only be done if your medical condition permits it, or if your treating doctor advises that longer hospitalisation is required.

Please note:

You, or a person representing you, must call our emergency assist line as soon as possible and within 24 hours of any incident that leads to you needing immediate medical assistance. This is very important, even if the urgency of the situation required instant assistance from another medical service provider.

What's NOT covered under medical assist

We'll provide you with the medical assistance you need, but the king will be under no obligation to pay for any of the following:

- When the emergency isn't medically justified and can adequately be treated at, or near, the place where the injury occurred.
- If you're able to travel as a seated passenger in any form of transport, without needing a medical escort.
- If you need medical care as a result of you intentionally trying to commit suicide, and/or if you participated in any criminal activity.

Home assist



In a nutshell...

If you have buildings insurance or home contents insurance with us, you qualify for the following assistance with household or outbuildings emergencies. .

Please note:

- **Service is only available at the insured address as noted on your King Price policy schedule.**
- **The cover includes the call-out fee and 1 hour's labour.**
- **You're only covered for 3 claims under our home assist, within a 12-month period of cover with the king.**
- **Must be arranged through the king's emergency assist line.**
- **Any parts or materials will be for your own account and is not included in this service.**

Something broken... Something fixed

Help is just a phone call away. Call us to arrange the services of:

Plumbers

You're covered for plumbing and leak repairs to toilets, taps, and pipes, as well as geyser thermostats and valves. We also assist with blocked drains; however, it's your responsibility to keep drains clear of debris to help prevent blockages.

Electricians

You're covered for electrical faults relating to garage and gate motors, as well as power tripping on the main distribution board.

Locksmiths

You're covered if you're locked out of your house or if your key breaks off in the lock.

What's not covered by the king

You're not covered for:

- Supplying and installing light bulbs.
- Maintenance needed at your risk address.
- Leak detection.
- Bee removal/bee keeping.
- Any pest control.
- Felling of any trees.
- Glazier to cut glass for you.

Important **contact details**

Claim disputes

If you disagree with the outcome of your claim with us, please let us know by emailing yourcouncil@kingprice.co.za within 90 days of receiving our decision.

You may also contact the ombuds

The Financial Services Ombud

Phone no. 012 762 5000/0860 66 32 47
Email info@faisombud.co.za
Address 125 Dallas Avenue,
Menlyn Central,
Waterkloof Glen, Pretoria

The National Financial Ombud (NFO)

Phone no. 0860 800 900
WhatsApp +27 (0) 66 473 0157
Email info@nfosa.co.za

NFO Johannesburg

Address 110 Oxford road
Houghton Estate
Johannesburg, Gauteng

NFO Cape Town

Address Claremont Central Building
6th Floor
6 Vineyard Road, Claremont
Western Province

The ombudsman can help with any issue you may have with King Price.

Whistleblower policy

If you're aware of any unethical conduct, fraud, corruption, harassment or victimisation that you'd like to bring to our attention, you may do so anonymously by calling us on 0800 00 40 10. [Click here](#) for our whistleblower policy.

Help stop insurance fraud

Insurance fraud increases claim costs for all of us, and could, in turn, lead to increased insurance premiums. It's also a criminal offence that's punishable by South African laws.

King Price supports the prevention of fraud for the benefit of the insurance industry as a whole.

Please note:

If you know of any insurance fraud, or suspect that someone's involved in fraudulent activities, please call the Insurance Crime Bureau on 0860 00 25 26 or [email](mailto:insurance@fraudline.co.za) them.

The SA Insurance Crime Bureau

Phone no. 0860 00 25 26

SMS 32269

Email insurance@fraudline.co.za

All about Sasria

Sasria is the only short-term insurer that provides special risk cover to all individuals and businesses that own assets in South Africa, as well as government entities. This is unique cover against extraordinary risks such as civil commotion, public disorder, strike, riot and terrorism, and SA is 1 of the few countries in the world that provides this insurance. Sasria cover is automatically included in your cover with us.

Please note:

To qualify for Sasria cover you, and anyone covered under your insurance policy, must comply with the T's and C's in this KPPD.

Your Sasria premium

Your monthly premium includes the Sasria premium, which we pay over to them on your behalf.

Here's the maths:

- Personal lines vehicle (including car, motorbike, trailer and caravan cover) = R2.02 per vehicle.
- Watercraft = 0.000363% of insured value, with a minimum of R3.00, per watercraft.
- Buildings, home contents and portable possessions = 0.000363% of insured value, with a minimum of R3.00.

Please note:

For more info, [click here](#) to access the Sasria policy doc.

Sasria contact details

Online	sasria.co.za
PO Box	653367, Benmore, 2010
Address	36 Fricker Road, Illovo, Sandton, 2196
Phone no.	+27 11 214 0800/0861 72 77 42
Fax no.	+27 11 447 8630/0861 72 73 29
Reg no.	1979/000287/30
VAT no.	4140119340
FSP no.	39117
Email	contactus@sasria.co.za for queries, complaints and to contact their compliance officer.

My policy journey

My policy no.

Date	Reason for the call	Name of the consultant

Notes