

IMPORTANT PRODUCT INFORMATION

This document is for informational purposes only and is not a valid insurance policy. Please refer to or request the Policy Wording for full terms, conditions and exclusions.

This Rental Car Excess Insurance product is underwritten by **GUARDRISK INSURANCE COMPANY LTD**, a licensed short-term insurer and financial services provider. The intermediary services provider is **HEPSTAR FINANCIAL SERVICES (PTY) LTD**, a licensed financial services provider.

This product is offered on a **non-advice basis** and you are ultimately responsible for ensuring the product is suitable for your needs.

1. How Rental Car Excess Insurance works?

- ✦ When renting a car online or at the desk, your rental fee will usually include a mandatory standard collision damage and theft waiver. This waiver limits your liability for damage or theft of the rental car to what is generally called an “Excess”.
- ✦ Rental Car Excess Insurance covers this Excess liability and will reimburse you up to the Sum Insured stipulated in your Policy Schedule if you have paid whole or part of the predefined Excess to the Rental Car Supplier due to damage or theft of the Rental Car, as well as stolen or damaged Rental Car keys.

Example:

- ✦ Value of Rental Car is R300,000 and this is your total and potential liability.
- ✦ Your potential liability is reduced by the standard collision damage and theft waiver included in rental costs → $R300,000 - R275,000 = R25,000$
- ✦ The Rental Car Supplier reserves the Excess amount of R25,000 on your credit card.
- ✦ The Rental Car Supplier retains or claims a portion or the entire Excess amount depending on the costs of repairing the damage or as a result of theft of the Rental Car.
- ✦ The amount paid by you to Rental Car Supplier associated with the damage or theft is reimbursed by us.

2. Rental Car Excess Insurance vs “Super Waivers”

- ✦ Rental Car Excess Insurance replaces the Rental Car Supplier’s “super waiver” options and can cover up to R50,000 in Excess liability after the application of the standard theft and damage waiver.
- ✦ Accidental damage to windscreens, windows and tyres is common and is covered by this product while it may be excluded from super waivers and subject to further charges.
- ✦ The costs associated with the assessment of damages and related administration fees charged by the Rental Car Supplier is also covered, leaving you with zero liability (depending on the option chosen).
- ✦ Additional cover is provided for damage to Baggage as a result of an Accident or loss thereof as a result of theft.

3. Policy Eligibility Requirements

To qualify for the Benefits and be a policyholder in terms of this Policy, You must:

- ✦ Purchase Your Policy prior to collecting the Rental Car;
- ✦ Be a named driver in the Rental Agreement;

- ✦ Be between 21 and 80 years of age at the start date of the Policy; and
- ✦ Be either a South African resident making use of a Rental Car anywhere or a non-South African resident making use of a Rental Car within South Africa, Angola, Botswana, Congo (DR), Lesotho, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Swaziland, Tanzania, Zambia or Zimbabwe.

4. Some Important Exclusions

We will not pay in the following circumstances (For a full list of the exclusions, please refer to the Policy Wording):

- ✦ Breach of the Rental Agreement;
- ✦ Damage to the Rental Car if it is used for off-road purposes (;
- ✦ Damage to Commercial Vehicles or Motorcycles as defined in the Policy Wording.

5. How to contact us

If you have any questions or are in any doubt about the Benefits provided, please call or email Hepstar at the number or address provided below. Our operating hours are Mondays to Fridays between 09:00 and 17:00 (South African time).

Queries, Policy Changes or Extensions

- ✦ ✉ info@hepstar.com
- ✦ ☎ +27 (0)11 929 3185

Claims

- ✦ ✉ claims@hepstar.com
- ✦ ☎ +27 (0)11 929 3185

Complaints

If you have a complaint about the way in which this Policy was sold to you, the service you received during or after the purchase of this Policy or the way in which a claim has been handled, please submit same in writing to us at email address:

- ✦ ✉ complaints@hepstar.com.

PRODUCT BENEFITS

	BUDGET	STANDARD	PREMIER
INSURED EVENT	SUM INSURED		
EXCESS REIMBURSEMENT BENEFIT			
Accidental damage to or theft of Rental Car	ZAR 10,000	ZAR 15,000	ZAR 45,000
Accidental damage to windscreens/windows and tyres of Rental Car	Included	Included	Included
Accidental damage to external affixtures of Rental Car	-	-	ZAR 5,000
Damage to Rental Car due to accidental misfuelling	-	-	ZAR 10,000
BAGGAGE BENEFIT			
Theft or accidental damage to Baggage transported in Rental Car	ZAR 5,000	ZAR 8,000	ZAR 15,000
Single item limit applicable to Baggage items or pairs	ZAR 1,000	ZAR 2,000	ZAR 3,000
RENTAL CAR KEY BENEFIT			
Repair or replacement of damaged or stolen Rental Car keys	ZAR 6,000	ZAR 6,000	ZAR 8,000