



HEPSTARTM

Travel Insurance



CAR HIRE EXCESS INSURANCE

KEY INFORMATION

KEY INFORMATION DOCUMENT

Plans are offered on a **non-advice basis**.

You are responsible for ensuring that the product is suitable for Your needs.

Your Service Providers

- **GUARDRISK INSURANCE COMPANY LTD** is the underwriter of this plan and is a licensed non-life insurer and financial service provider.
- **HEPSTAR FINANCIAL SERVICES (PTY) LTD** is a non-mandated intermediary authorised by Guardrisk to handle premium collection, policy administration, queries and reimbursement claims, and is a licensed financial service provider.

Policy Documentation

This **Key Information Document** is for **informational purposes only** and provides an overview of the benefits, terms and conditions. It is not an insurance policy. **Capitalised words and phrases have the meaning ascribed in the Policy Wording.**

The **Policy Wording** contains the full terms, conditions and exclusions applicable to the Benefits. Where reference is made to a Benefit herein, such Benefit shall only apply to the extent it is included in Your plan and Policy Schedule.

The **Policy Schedule** issued to You upon purchase of a plan provides confirmation of the Benefits and Sums Insured.

The Policy Wording and Policy Schedule together with any endorsement thereto constitute your Insurance Policy with Guardrisk.

Please refer to your Policy Schedule for Insured Events and Sums Insured, as well the Policy Wording for full terms, conditions, and exclusions. These are emailed to you following purchase. This plan is offered on a non-advice basis. **You are ultimately responsible for ensuring the plan you purchase is suitable for your needs.**

How To Contact Us

- **General Enquiries and Reimbursement Claims**

✉ info@hepstar.com

✉ claims@hepstar.com

✉ complaints@hepstar.com.

☎ +27 (0)11 929 3185

Our operating hours are Mondays to Fridays between 09:00 and 17:00 (South African time).

How Car Hire 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”.
- ✦ Car Hire 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.

Car Hire Excess Insurance vs Rental Car Supplier’s Additional Waivers

- ✦ Car Hire Excess Insurance replaces the Rental Car Supplier’s “super waiver” options and can cover up to R40,000 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 rental supplier 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.

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

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.

PRODUCT BENEFITS

INSURED EVENT	BUDGET	STANDARD	PREMIER
EXCESS REIMBURSEMENT			
Accidental damage to or theft of Rental Car	R 20,000	R 35,000	R 70,000
Accidental damage to windscreens/windows and tyres of Rental Car	Included	Included	Included
Accidental damage to external affixtures of Rental Car	-	-	R 5,000
Towing and refuelling expenses due to accident or misfuelling	R 10,000	R 10,000	R 10,000
BAGGAGE			
Theft or accidental damage to Baggage transported in Rental Car	R 10,000	R 10,000	R 15,000
Single item limit applicable to Baggage items or pairs	R 2,000	R 2,000	R 2,000
RENTAL CAR KEY			
Repair or replacement of damaged or stolen Rental Car keys	R 6,000	R 6,000	R 6,000