# Santam Cashback

## Rewards Benefit Frequently Asked Questions

We recommend that you read the Santam cashback reward benefit terms and conditions first, as they explain how the cashback reward benefit works.

## 1 Overview

Your Santam cashback reward benefit is governed by the Santam cashback reward benefit terms and conditions, together with your policy schedule. This FAQ provides practical scenarios illustrating how the benefit works, including how you qualify, which claims may impact your cycle, and how different events affect your potential payout.

## 2 What happens if you submit a claim?

### Within the first 3-year cycle

- Your current cashback reward benefit cycle will reset immediately.
- A new 36-month cycle begins from the first day of the month following the claim submission date.
- The 36-month cycle will be reset to start following the month of the claim incident if this differs from the claim submission month.
- A new projected payout date and cashback reward benefit amount will apply, based on premiums paid from the start of the new cycle.

### After the first 3 year cycle

- Your current cashback reward benefit cycle will reset immediately.
- A new projected payout date and cashback reward benefit amount will apply, based on premiums paid from the start of the new cycle.

## 3 Claims that do not reset your cycle

The following claims will not reset your Santam cashback rewards benefit cycle:

- ✓ Windscreen repair claims
- ✓ Geyser maintenance claims
- ✓ Hole-in-one, Full House or SA Record claims
- ✓ SOS / Emergency assistance claims
- ✓ Claims voluntarily withdrawn by the policyholder
- ✓ Claims registered for record purposes only
- ✓ Claims repudiated for falling within the excess threshold

## 4 Reset vs. No reset at a glance

| Claim type | Status | Claim type | Status |
|---|---|---|---|
| Geyser replacement | Resets | Geyser maintenance | No reset |
| Windscreen replacement | Resets | Windscreen chip/crack repair | No reset |

## 5 Quick definitions

**Claim Incident Month**

The month when the incident giving rise to your claim occurred.

**Claim Submission Month**

The month in which you report the incident and log your claim to Santam.

# 6 Your questions answered

### Q Where can I find my Santam cashback reward benefit information?

Once the cashback reward benefit is implemented, statements will be available through our digital channels and will reflect your cashback reward benefit details from the start of participation.

You can view and download your cashback reward benefit statement through the following channels:

- Santam Client Portal
- Santam Broker Portal
- WhatsApp
- Your broker

### Q How will my payout be paid?

Your payout is made approximately 30 days after the end of each qualifying cycle. You can choose to have your payout deposited into:

- The same bank account used for your premium debit order, or
- Any other bank account of your choice

To update your bank account, contact your broker or our contact centre.

### Q What happens if I cancel my policy?

If your policy is not active due to cancellation, or you do not complete the full cycle, you will **lose your cashback reward benefit payout**. The payout depends on your policy remaining active until the cycle ends.

### Q What happens if I miss a premium?

- If your debit order fails, we will attempt to collect it with the next month's debit order.
- Any payment received will go towards the oldest outstanding premium.
- If no premiums are collected in the second month, your cover ends on the last day of the month we received payment for.
- A gap in cover will reset your cashback reward benefit cycle and delay your projected payout date.

## Q What happens if I withdraw my claim?

If you **voluntarily withdraw** your claim before any claim cost is paid, your Santam cashback reward benefit cycle will **not be reset.**

## Q Can I claim right before my payout?

- If you submit a claim for an incident that took place during the reward benefit cycle before you receive your payout, and the claim is not listed under "**Claims That Do Not Reset Your Cycle**", you will not receive your payout for that cycle, and a new cycle will begin from the first day of the month following the claim was submitted.
- If the claim incident took place after the cycle ended, you will still receive your payout, and your new cycle will reset in the month following the claim submission.

## Q Can I claim retrospectively after a payout has been made?

Claims reported within the applicable timeframes in line with your policy wording will be considered if valid. If the claim is not on the no-reset list, **Santam will request repayment** of any cashback reward benefit already paid if a valid claim is subsequently processed for that same period. Your cycle will be reset to the first day of the month following the month in which the claim incident occurred.

## Q How do liability claims, summonses, and letters of demand affect my payout?

Your cashback reward benefit payout will be lost if:

- A liability claim is submitted, or
- A letter of demand or summons is referred to us, and
- The incident date falls within your current cashback reward benefit cycle

In such cases, a new cycle begins from the first day of the month following the claim incident.

## Q Will I lose my payout if the incident wasn't my fault?

Yes. The loss of your cashback reward benefit payout is based on whether a claim is **submitted**, not on who was at fault. Any qualifying claim submitted will result in the loss of your payout.

# 7 How the Santam Cashback Reward Benefit Payout Works

## Illustrative Examples

The examples below are provided for illustrative purposes only. They do not constitute a representation, warranty, or binding obligation by Santam and should not be interpreted as definitive or exhaustive.

### Lerato

Policy start: 1 July 2026 - Scheduled payout: August 2029

On 1 February 2027, Lerato is involved in a car accident and submits a claim. The claim is not on the **Claims That Do Not Reset Your Cycle** list.

**OUTCOME**

- She loses her cashback reward benefit payout for the current cycle.
- New cycle starts: 1 March 2027
- New cycle ends: 1 March 2030
- New payout date: 1 April 2030 (30 days after the cycle ends)

### Thandi

Policy start: 1 January 2027 - Scheduled payout: 1 February 2030

On 15 December 2029, just weeks before the cycle ends, Thandi is involved in an accident. The incident occurred before the cycle end date.

**OUTCOME**

- Thandi loses the current cashback reward benefit payout
- New cycle starts: 1 January 2030
- New cycle ends: 1 January 2033
- New payout date: 1 February 2033

# How the Santam Cashback Reward Benefit Payout Works

Illustrative Examples

## Sipho

Policy start: 1 April 2027 - Scheduled payout: May 2030

On 10 September 2028, Sipho notices minor damage to his boundary wall. He contacts Santam to record the incident for information purposes only. No repairs are requested and no claim payment is made.

**OUTCOME**

- ✓ Sipho's cashback reward benefit cycle is not reset, it continues uninterrupted.
- ✓ Cycle end date remains: 1 April 2030
- ✓ Payout date remains: May 2030

## Thabo (excess repudiation)

Policy start: 1 January 2027 - Scheduled payout: February 2030

On 20 August 2028, Thabo submits a claim for minor vehicle damage. After assessment, Santam determines the cost falls entirely within the policy excess and no claim payment is made.

**OUTCOME**

- ✓ Thabo's cashback reward benefit cycle is not reset and claim repudiated within excess threshold.
- ✓ Cycle end date remains: 1 January 2030
- ✓ Payout date remains: February 2030

# How the Santam Cashback Reward Benefit Payout Works

Illustrative Examples

## Lebogang

Policy start: 1 March 2027 - Scheduled payout: 1 April 2030

On 10 June 2028, Lebogang submits a geyser claim. After assessment, it is found the geyser needs to be repaired but not replaced. The claim is finalised as a maintenance claim.

**OUTCOME**

- ✓ Cycle is not reset, geyser maintenance claims do not reset the cycle.
- ✓ Cycle end date remains: 1 March 2030
- ✓ Payout date remains: 1 April 2030

## Nandi

Policy start: 1 August 2026 - Scheduled payout: 1 September 2029

On 12 February 2028, Nandi submits a claim for panel repairs after a minor accident. She also uses Santam SOS roadside assistance on the same day.

**OUTCOME**

- ✓ Current cycle resets due to the qualifying claim.
- ✓ New cycle starts: 1 March 2028
- ✓ New cycle ends: 1 March 2031
- ✓ New payout date: 1 April 2031

**IMPORTANT**

The use of Santam SOS services does not affect cashback reward benefit eligibility. Only a qualifying claim resets the cycle.

# How the Cashback Reward Benefit Payout Works

Illustrative Examples

## Thabo (payout calculation)

Policy start: 1 July 2026 - Scheduled payout: 1 August 2029

Thabo's total monthly premium is R1 000. He has no claims and pays all premiums on time for the full 3-year cycle.

**Calculation:** R1 000 × 36 months × 10% = **R3 600**

**OUTCOME**

- ✓ Cashback Reward Benefit Payout: R3 600 (assuming premium did not change)

## Anele

Policy start: 1 July 2026 - Scheduled payout: 1 August 2029

On 1 January 2027, Anele adds another car to her policy. Her premium changes from R1 000 (first 6 months) to R2 000 (remaining 30 months). She has no claims.

**Calculation:** (R1 000 × 6 × 10%) + (R2 000 × 30 × 10%) = **R6 600**

**OUTCOME**

- ✓ Cashback Reward Benefit Payout: R6 600
- ✓ Note: adding/removing items changes the projected amount but does not reset the cycle

For more information, please click here to review the detailed terms and conditions.