

Burial Repatriation (our funeral support service)

The loss of a loved one will always remain one of the most traumatic events in our lives. While no one can make it easier to lose a loved one, Sanlam can assist family members during a time of loss by transporting the deceased back home if the death occurred far from his/her home base.

The Burial Repatriation benefit is a service that allows for the transport of the deceased employee's body back home, to the final funeral home closest to the place of burial in South Africa.

The service applies to –

- ① an employee (insured person) covered by Sanlam's Life insurance policy, issued to the employer.

The service includes:

Transport of the deceased	Accompanying the deceased	Access to the benefit
<p>The transport is provided</p> <ul style="list-style-type: none"> • via road or air, • from anywhere in South Africa, Lesotho, Swaziland, Zimbabwe, Botswana, Namibia or Mozambique (south of the 22° latitude). 	<p>If death occurs in South Africa, the service also allows for</p> <ul style="list-style-type: none"> • transportation arrangements for a single relative to accompany the mortal remains to the final funeral home; and • overnight accommodation (for a single relative). 	<p>The employee's next of kin can access this benefit, either by themselves or via the employee's employer, by calling our specialised call centre on 0860 004 080. Calls can be answered in any one of the official South African languages.</p> <p><i>These services are available 24 hours a day, 7 days a week.</i></p>

Special cultural preference:

We have taken into account that the surviving family may have special cultural preferences regarding the transportation of the deceased and we will ensure that special care is taken to meet these preferences.

Other services available:

Other services which are aimed at simplifying the death/burial for the family, are also available:

- ① Assistance and advice on claims procedures is provided to the surviving family;
- ① If necessary, legal assistance can be arranged to assist with the interpretation of the will and the management of the necessary documentation (at the family's own cost);
- ① Advice can be provided on matters such as obtaining a death certificate and cross-border documentation;
- ① Referral to a pathologist can be made if an autopsy is necessary;
- ① Referral to reputable funeral parlours and providers of other funeral services such as catering and transport can be made, and clients benefit from our experience and knowledge of suitable providers; and
- ① Assistance can be provided when looking for a tombstone supplier.