



MUA

Insuring the Individual.

Dear Policyholder,

In an era marked by a growing financial crisis, socio-political instability, post-pandemic repercussions, and major weather catastrophes, the consequences have been profound for insurers worldwide. South Africa was presented with many challenges during the first half of 2023 and as a result, we have determined the need to make adjustments to the excess structures of our insurance policies to better reflect the evolving risk landscape and to ensure sustainable coverage for our policyholders. The changes are effective from 1 November 2023 and detailed below.

We appreciate your understanding and cooperation in this matter. If you have any questions about these changes, or if you would like to learn more about how these changes might affect your policy or require an updated policy schedule or policy wording document, please do not hesitate to reach out to your dedicated broker.

Below (on second page) you will note the relevant changes being introduced which is hereby incorporated into your policy.

Sincerely,



San-Maré Van Zyl
Acting CEO

COMPARISON

BASIC EXCESS

Effective on all policies from 1 November 2023

MUA Executive Policy

- From R 1 000 to R 2 000 (all non-motor sections i.e., buildings, house contents and unspecified all risk).

BASIC EXCESS

Effective on all policies from 1 November 2023

MUA Personal Policy

- From R 1 000 to R 2 000 (buildings & house contents sections)
- From R 500 to R 1 000 (unspecified all risk section)

GEYSER MAINTENANCE COVER

Effective on all policies from 1 November 2023

MUA Executive Policy & MUA Personal Policy

If this benefit is selected and shown on the policy schedule by endorsement.

Endorsement will be removed and cover change to the policy wording:

The insurer will cover any loss of or damage to hot water cylinders, caused by wear and tear, corrosion and other gradually operating causes.

The Excess Page indicates nil basic excess for this benefit.

Restriction: The policy wording will apply. Limiting the basic excess waiver to maintenance related or gradual damage (damage normally excluded) only.

VALUE-ADDED SERVICES PRICE INCREASE

Effective from 1 November 2023 on new business; from 1 November 2023 on existing monthly policies; and existing annual policies with effect from the renewal date starting on 1 November 2023.

- Concierge Services: From R 70 to R 75
- Roadside Assistance Services: From R 25 to R 35
- Home Assistance Services: From R 15 to R 20