



12/08/2024

MINUTES OF CHABA DI KOPANE MEETINGS

Agenda

1. Opening prayer
2. Welcome
3. Easy pay
4. Lapsed Policies
5. Benefits according to age
6. Responsibility of paying dual policies
7. Policy increase
8. Family covers
9. New covers
10. Beneficiaries
13. Closing

Minutes:

Item	Details	Responsible Person
1. Opening		
2. Welcome	Everyone was welcomed	Tidimalo
3. Easy Pay	<p>Clients were made aware of the importance of paying via Easy Pay(Stores). It was made clear that clients needs to pay via Easy Pay for the following reasons:</p> <ul style="list-style-type: none"> • Easy-pay is the preffred method of payment.because errors are minimal as long you used your easy pay numbers. • Easy-pay numbers are like identity number for each policy ,therefore you cannot use someone else easy pay number to make payment or pay for 2 policies(books) with one easy pay number • If you don't receive sms the following day after payment, kindly visit our offices to update daetail or verify why you didn't get the sms acknowledging your payment 	Mr Modiba
4. Lapsed Policies	<p>All the clients were made aware of the 60 days none payment rule:</p> <ul style="list-style-type: none"> • If the client does not pay for 2months the policy will lapse • The client has 30days to Reintate his/her policy but needs to make sure that they pay the 2 outstanding months and the current month, this will weaver the waiting period, and Chaba Di 	Mr Modiba

	<p>Kopane will not be held liable for a claim that accrued while your policy(book) was in a lapse status</p> <ul style="list-style-type: none"> If the client does not pay all the outstanding months then the policy will be Restarted and the client will have 6 months waiting period, if the policy(option) you are paying for is discontinued, you will have to take a new policy(option) 	
5. Benefits according to age	<p>Clients need to make sure that they receive their Membership certificates(Contracts) together with their benefits lists so they can be updated with the benefits they receive from CDK</p> <p>PLEASE FOLLOW OUR WHATSAPP CHANNEL TO SEE ALL BENEFITS POSTED ,THE LINK WILL BE SENT</p>	Mr Modiba
6. Responsibilities of paying & dual policy	<ul style="list-style-type: none"> It is the client's responsibility to make payments every month If a premium is skipped, make sure next month you make double payments, failure to do so can result in a record of non-payment, and should you miss another premium after sometime your policy(book) will lapse, as it will now be 2 premiums outstanding Not paying premiums every month can lead to claim payout delays 	Mr Modiba
7. Policy increase	<p>Clients were also informed of the PREMIUM INCREASE that will take place from the 1st of SEPTEMBER 2024</p> <ul style="list-style-type: none"> Clients were asked to visit their nearest offices to check their policies if they are up to date before the date mentioned above 	Mr Modiba
8. Family covers	<ul style="list-style-type: none"> All members that are paying for family covers(R110 & R190), make sure that if you nominated a spouse, make sure that's your real spouse, not brother/sister, and the child you cover is really dependant on you Additional documents can be requested when claiming 	Mr Modiba
9. New covers	<ul style="list-style-type: none"> New covers were introduced, they offer new coffins and new benefits All existing clients are welcome to switch to new covers, as all new covers their benefits don't go according to age like the existing covers 	Mr Modiba
10. Beneficiaries	<ul style="list-style-type: none"> We urge all members to nominate beneficiaries. You can visit our offices to fill in the form or you can add request a link to fill in and submit online 	Mr Modiba
11. Closure		Tidimalo