

## O Extender Service Plan

### Plan description

A O Extender Service Plan covers the Manufacturer-specified parts, labour and oil required for the periodic servicing of your Omoda vehicle. The purpose is to give you peace-of-mind motoring experience with regards to the servicing of your Omoda vehicle.

**Your O Extender Service Plan is NOT an insurance product and only provides cover for serviceable components as per your Omoda vehicle manufacturer's specification and service schedules. Mechanical and Electrical breakdowns may be covered under your O Extender Warranty and not your Omoda Plan.**

### Total premium (Incl VAT)

Model Description	2 Years/ 2 Services	3 Years/ 3 Services	4 Years/ 4 Services	5 Years/ 5 Services
Omoda c5 1.5t cvt (60/70 000km Service plan)	R12,664.00	R19,112.00	R27,424.00	R32,973.00

### Effective date

Cover	O Extender Service Plan – Effective Dates
Omoda vehicle <b>without</b> an existing inclusive Omoda service Plan	Cover commences from date of purchase of your Omoda Plan.
Omoda vehicle <b>with</b> an existing inclusive Omoda service Plan	When the existing inclusive Omoda service Plan expires.

Your Omoda Plan may also start earlier than indicated on the proposal form or dealer schedule depending on when your existing inclusive Omoda service Plan expires.

**Please note: Should your Omoda vehicle's existing inclusive Omoda service Plan expire before the end date due to your Omoda vehicle reaching the existing inclusive Omoda service Plan's kilometres first, it is your responsibility to notify the Administrator to amend your Omoda Plan start date to the expiry date of the existing inclusive Omoda service Plan.**

### Duration of cover

Your Omoda Plan will start from the start date and will run for either a set period of time (e.g. 2 years) or up to a specified number of consecutive services that are indicated on the proposal form or dealer schedule.

**Please Note: Should you service your vehicle annually only the set number of consecutive services chosen by you will be covered by your Omoda Plan.**

### Cooling off period

After your Omoda Plan purchase date, you are entitled to cancel your Omoda Plan in writing to the Administrator within 14 days after the date of receipt of your Omoda Plan wording or from the reasonably determined date on which you received your Omoda Plan wording.

All payments that you paid up to the date that the Administrator received your written notice of cancellation will be refunded to you / or the financial institution, subject to the deduction of the service-related costs of any risk cover you may have enjoyed.

Your request for cancellation will be completed no later than 31 days after the Administrator receives your cancellation notice in writing.

## **Cancellation**

After the cooling off period, you are entitled to cancel your Omoda Plan at any time by giving the Administrator 31 days' notice. Should you wish to cancel your Omoda Plan you are required to advise the Administrator in writing.

## What is covered

Listed below is the scope of cover provided by your Omoda Plan:

All routine consecutive servicing of your Omoda vehicle (on time or kilometres, whichever occurs first), will be performed in accordance with the manufacturer's Service Schedules. Only the maximum amount of standard consecutive services applicable to your Omoda Plan will be covered. Your Omoda Plan excludes any extra services that may be required for low mileage Omoda vehicles on an annual basis.

You are covered for a specified number of consecutive services as per your Omoda Plan schedule. Any additional parts or labour required will be for your account.

Should you specify or request the use of an approved product other than that currently in use by the workshop, any additional costs occasioned thereby will be for your own account. The approval of such other product lies solely in the discretion of the Administrator.

**There is a Capped Benefit of R500 per service for all wear and tear items.**

**Please note: Should you service your Omoda vehicle annually only the set number of consecutive services chosen by you will be covered by your Omoda Plan.**

**Please note: Should the manufacturer change servicing specifications, intervals, and/or cambelt change intervals after the inception of your Omoda Plan, which then change or translate into a higher servicing cost element, then the Administrator reserves the right to remain liable only for the costs relevant to the service specifications and/or schedules prevalent at the time of inception of your Omoda Plan.**

## Eligible Vehicles / Qualifying Criteria

For your Omoda vehicle to be covered under your Omoda Plan, it is essential that your omoda vehicle must comply with the following:

- be a passenger or a light commercial vehicle with a gross vehicle mass of 4 200 kg;
- be Roadworthy;
- Must not be a taxi, an electric or hybrid vehicle, a rental vehicle, a rebuilt vehicle (Code 3), a modified vehicle (including turbo conversions) or a vehicle that is or has been used in any form of motoring competition or sport.

## Transfer of your Omoda Plan

When your Omoda Plan is fully paid up and you wish to sell your Omoda vehicle, you can transfer your Omoda Plan to the new owner of the Omoda vehicle.

Your Omoda Plan may not be transferred from one Omoda vehicle to another, due to varying risk parameters that are considered when pricing for your Omoda Plan.

## Service Requirement

- Your mode vehicle must be serviced as per the Manufacturer's specifications.
- The maximum service overrun allowed will be as per the Manufacturer specification.
- Servicing must be carried out at an Authorised Omoda Dealer

## Exclusions

You will not be entitled to benefits in terms of your Omoda Plan in the following circumstances:

- Where services were undertaken without prior authorisation of the Administrator;
- Services not carried out by an Authorised Omoda Dealer unless otherwise arranged with the Administrator in writing;
- The cost of maintenance repairs that become necessary as a result of mechanical or electrical breakdown and/or wear and tear will not be covered by your Omoda Plan;
- The breakdown of the vehicle or parts of the vehicle that are covered by the Manufacturer or supplier's warranty at time of failure;
- Any part not specified in the Manufacturer's service schedule;
- Damages arising by not servicing timeously;
- If your Omoda vehicle is in any way altered from the Manufacturer's specifications;
- All maintenance items or wear and tear items that require changing at specific intervals are not covered by your Omoda Plan;
- Engine diagnostics unless part of Manufacturer's service schedule;
- Damages incurred through your Omoda vehicle having been driven with insufficient engine lubricant or coolant in the radiator;
- Any damage arising out of any further or additional loss of whatsoever nature including failure of, or damage to any component or part caused by the failure of a non-covered part;
- Any repairs should the odometer be found to not be working, or in the opinion of the Administrator has been tampered with, altered, disconnected, or replaced without the approval of the Administrator;
- The repair or replacement of any electrical wiring or immobiliser/security systems whether factory fitted or not;
- The repair or replacement of any windscreen, windows, or damaged glass;
- The repair or replacement of carpets, trim, seat covers, paintwork and body panels;
- The required daily or other regular checks with regard to maintenance such as the checking of coolant levels, lubricant levels, tyre pressures, anti-freeze additives as specified in the Manufacturer's specifications;
- The replacement or repair of any sunroofs, sunroof glass and parking systems;
- The replacement of any additional components not fitted standard on your Omoda vehicle;
- The replacement of any missing components on your Omoda vehicle;
- The replacement or repair of tyres and rims, including wheel alignment and wheel balancing;
- The adjustment of any headlights;
- Any audio equipment (including radio's DVD players, CD players), any navigation equipment as well as trim and consoles;
- The replacement and repair of any Electric windows, motors, and panels;
- The replacement of batteries on electric vehicles;
- The replacement of Nivomat Shocks.

**Please Note: Notwithstanding the above your Omoda Plan specifically excludes the obtaining of fuel, engine top up oil, transmission oil, brake fluid and other lubricants and service products required between routine servicing of your Omoda vehicle.**

## What you need to know and do

Your Omoda Plan explains various terms and conditions that you need to be aware of and comply with for your Omoda Plan to remain in force.

### Have your Omoda vehicle serviced

- Do not miss your service deadline: You must take your Omoda vehicle in for a service as per the Manufacturer's requirements stipulated in your Omoda vehicles' service manual within the Time and Kilometre Limits.
- Use an approved repair facility: You must only allow an Authorised Omoda Dealer to repair or service your Omoda vehicle.
- Follow the claims procedure: When you take your Omoda vehicle in for a service or a repair, you must follow the prescribed claims procedure.
- Upon collection of your Omoda vehicle, you need to check the work performed is to your satisfaction.
- Immediately inform the Administrator should the odometer used for measuring the distance travelled by your Omoda vehicle, fail to operate, or suffer any damage in which event you, the customer, will immediately make arrangements for your Omoda vehicle to be delivered to an Authorised Omoda Dealer's workshop in order for the necessary repair work be carried out.
- In the event of the odometer being inoperative or defective the Administrator will be entitled to calculate the estimated kilometres travelled by reference to the kilometres travelled by your Omoda vehicle during the period when you, the customer, used your Omoda vehicle and when the odometer was operative. The Administrator's findings in this regard will be final.

### Take care of your Omoda vehicle

- Keep it in good condition: You must take all reasonable steps to keep your Omoda vehicle in good, roadworthy condition. This also means that you should drive responsibly and not misuse your Omoda vehicle.
- Perform preventative maintenance on your Omoda vehicle: You must perform regular preventative maintenance on your Omoda vehicle - as per the Manufacturer's handbook - which includes, but is not limited to, checking engine oil levels, coolant levels and tyre pressure.
- Prevent additional damage: If any mechanical or electrical failure happens, you must take all reasonable steps to protect your Omoda vehicle from any further loss or damage and report it to your Authorised Omoda Dealer.

### Do not misuse your Omoda vehicle

- No racing or rallying: You must only use your Omoda vehicle for its intended purpose.
- Accurate records: You must keep an accurate record of servicing work and distances travelled by your Omoda vehicle and make such records available as required by the Authorised Omoda Dealer. Do not temper with the odometer, should it be found that the odometer had been tampered with in any way whatsoever, the Administrator will in its sole discretion be entitled to immediately terminate this agreement in accordance with clause under the "Fraud" sub-heading.

## Steps to follow when you want to claim:

### Booking your Omoda vehicle in for a service

- You need to book your Omoda vehicle into an **Authorised Omoda Dealer**.
- When you arrive at the Authorised Omoda Dealer inform the service advisor that you have a Omoda Extender Service Plan administered by Innovation Group Services and give them your Omoda Plan number.
- You must instruct the Authorised Omoda Dealer to obtain authorisation in advance for all servicing work. Should authorisation not be obtained it will result in non-payment of your claim.

## Sharing of information

The Administrator may share your Omoda Plan and claims information to ensure fair assessment for providing for risk purposes and to mitigate the number of fraudulent claims. You hereby give up any right to privacy relating to the information provided and allow for this information to be shared with any other administrator and the South African Insurance Crime Bureau. Your permission will survive the termination of your Omoda Plan.

Your Personal Information collected by the Administrator, and/or its affiliated third parties, may be used for the following reasons:

- to establish and verify your identity in terms of the Applicable Laws;
- to enable the Administrator to fulfil its obligations in terms of the Agreement;
- to enable the Administrator to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws;
- reporting to the Financial Intelligence Centre, Financial Sector Conduct Authority and/or the Prudential Authority in terms of the Applicable Laws;
- at claims stage and in order to validate a claim, obtain information from the South African Police Services (SAPS) and
- to obtain credit information where applicable, from any of the credit bureaus.

The Administrator will use your personal information for purposes which you have consented to as well as any other purposes which you would reasonably expect the Administrator to use your personal information for. The Administrator may need to share your personal information with third parties. The Administrator takes reasonable steps to prevent unauthorised access to your personal information which we hold. You can withdraw your consent to the processing and sharing of your personal information at any time. The Administrator may still process your personal information in terms of the Protection of Personal Information Act. The Administrator will delete your personal information within a reasonable time after the termination of your agreement relationship with the Administrator or as required by any relevant laws.

## Treating Customers Fairly (TCF)

The Administrator has created a superior solution – encompassing products, processing, and service – tailored to each of our customers' requirements. We will at all times, deliver a superior customer experience, simplifying and improving both our clients and their customers' lives. We will achieve this through a motivated team of skilled people, absolute fairness in our treatment of our clients and partners and complying with the 6 Treat Your Customer Fairly Outcomes, namely;

- You are confident that your fair treatment is key to our culture;
- Products and services are designed to meet your needs;
- We will communicate clearly, appropriately and on time;
- We provide advice which is suitable to your needs and circumstances;
- Our products and services meet your standards and are of an acceptable level;
- There are no barriers to access our services or to lodge any complaints.

## Important numbers

### Customer care centre

Telephone: TBC

Email: [omodacustomer@innovation.group](mailto:omodacustomer@innovation.group)

**PLEASE NOTE:** Full details of your O Extender Service Plan cover, benefits and exclusions are set out in the O Extender Service Plan wording. If you do not understand anything in the Terms and Conditions or you have a claim, please phone our Customer Care Centre TBC.

Thank you for choosing the o Extender Service Plan.

Yours sincerely

Product Manager