

Smartcall Insurance Administrators (Pty) Ltd

Policy Stages

Please try and keep all policies ACTIVE at all times to avoid having a claim rejected.

To get a policy to an ACTIVE status, you need to process a payment for that policy.

Below is an example of a policy if only 1 payment is made at the beginning of Month 1.

Month 1	Month 2	Month 3	Month 4	Month 5
ACTIVE	GRACE	LAPSED	LAPSED	CANCELLED
30 Days (1 month)	30 Days (1 month)	30 Days (1 month)	30 Days (1 month)	
Covered? YES	Covered? YES	Covered? NO	Covered? NO	
- Only covered once 1st payment is processed on the SIA website for that specific policy.	- This is monitored EVERY month and SIA has the right to cancel the policy if grace is abused.	- If a payment is made during the lapse period, the policy will re-activate BUT the policyholder will have to REDO the WAITING PERIOD. - The policy will stay in LAPSE for 60 days until it is cancelled.		- The policy needs to be recaptured.

Please call your sales consultant if you have any questions.

Please remember to keep your laptop, modem and printer and all your marketing material locked up at all times.

If you feel they could be damaged or stolen then please take out insurance on them.

SIA is not responsible for the equipment if it is damaged or stolen and replacement or repairs will be at your own cost.