

## **Santam Yell 4 Yellow Terms and Conditions**

Welcome to Santam Yell 4 Yellow - an exclusive 24/7 assistance service available to Santam employees (Members). We invite you to understand our terms and conditions and enjoy seeing how the service can transform your life. By using the Santam Yell 4 Yellow service, you acknowledge acceptance of these terms and conditions and agree to be bound by them. Santam Yell 4 Yellow shall be entitled to alter and vary these conditions from time to time and at all times make these accessible on the Santam Yell 4 Yellow website. By continuing to access or use Santam Yell 4 Yellow after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, you should stop using Santam Yell 4 Yellow.

Santam Yell 4 Yellow is delivered by PLP South Africa (PLP) and its selected third-party suppliers on behalf of Santam.

- You will require a Santam employee number to qualify as a valid member of Santam Yell 4 Yellow.
- The principal member and immediate family members residing at the same address can use Santam Yell 4 Yellow services. Any sensitive information you give to the consultants or service operators will be treated with the strictest confidence as further outlined in our Privacy Policy.
- There is no charge for information, quotes or advice you receive when dealing with the Santam Yell 4 Yellow services. You will however be responsible for the payment of any external products or services arranged for you through Santam Yell 4 Yellow.
- Requests may be made via Concierge Desk, or via the Santam Yell 4 Yellow Call Centre on 0861 726 826, as well as by email to **info@yellforyellow.co.za** or via the online chat on the Santam Yell 4 Yellow website **www.yellforyellow.co.za**.
- The use of the Santam Yell 4 Yellow services shall be at your own initiative and risk. Santam and PLP make no representations and gives no warranty of any kind – expressed or implied – regarding the suitability or performance of any Santam Yell 4 Yellow product or service.
- Santam and PLP shall not be liable for any direct, indirect, incidental, special or consequential damages arising from the use of Santam Yell 4 Yellow.
- You consent to the transfer of personal information to a third party, including in a foreign country, where such transfer is necessary for the performance of the Santam Yell 4 Yellow benefits.
- The benefits of Santam Yell 4 Yellow are subject to availability, although a best effort alternative or substitute product will be investigated should availability be limited.
- You accept that, by participating in Santam Yell for Yellow, Santam Yell 4 Yellow may send you at its sole discretion, marketing communications and updates pertaining to Santam Yell 4 Yellow. Should you not wish to receive these communications or updates you must inform Santam Yell 4 Yellow by communicating by email or by using the “opt out” link on the Santam Yell 4 Yellow Website or via SMSes in which event Santam Yell 4 Yellow shall then refrain from sending these communications.
- You understand and agree that goods or services purchased from any Service Providers are governed by separate terms and conditions.
- Santam Yell 4 Yellow has the right to suspend or deregister a member from Santam Yell 4 Yellow by giving him/her prior notice of 30 (thirty) days in the event of any of the following:
  - o abuse of Santam Yell 4 Yellow by a Member;

- in the event of a Member committing any act of fraud or not complying with any of the Terms and Conditions.
  - Santam Yell 4 Yellow reserves the right to change the Service Providers that provide the benefits to Santam Yell 4 Yellow and the members, based on member usage, pricing, quality, availability of service, or for any other reason at the sole discretion of Santam Yell for Yellow.
  - You agree to act in good faith.
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## **ACCOUNTS**

When you create an account with Santam Yell 4 Yellow, you must provide information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the Terms and Conditions, which may result in immediate termination of your account with Santam Yell 4 Yellow.

You are responsible for safeguarding the password that you use to access Santam Yell 4 Yellow and for any activities or actions under your password. You must notify Santam Yell 4 Yellow immediately upon becoming aware of any breach of security or unauthorised use of your account, either via email or through the Santam Yell 4 Yellow Website.

You may not use a username of another person or entity, or any name that is not lawfully available for use, a name or trade mark that is subject to any rights of another person or entity without appropriate authorisation, or a name that is otherwise offensive, vulgar or obscene.

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## **INTELLECTUAL PROPERTY**

Santam Yell 4 Yellow and its original content (excluding content provided by users), features and functionality is and shall at all times remain the exclusive Intellectual Property of PLP South Africa and/or their licensors, as may be the case.

These Terms and Conditions do not grant a member or anyone else the right to use branding or logos used in Santam Yell for Yellow or the Services.

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## **LINKS TO OTHER WEB SITES**

Santam Yell 4 Yellow may contain links to third-party web sites or services that are not owned or controlled by Santam Yell 4 Yellow.

Santam Yell 4 Yellow has no control over, and assumes no responsibility for the content, privacy policies, or practices of any third-party web sites or services. You further acknowledge and agree that Santam Yell 4 Yellow will have no liability, directly or indirectly, for any loss caused or alleged to be caused by or in connection with use of, or reliance on, any such content, goods or services available on or through any such web sites or services.

Santam Yell 4 Yellow strongly advises you to read the terms and conditions and privacy policies of any third-party web sites or services that you visit.

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## **FAIR USAGE**

Santam Yell 4 Yellow want all Members to obtain access to Santam Yell 4 Yellow services by submitting requests, and to provide this assistance on a fair usage basis, call a Fair Usage Policy.

Santam Yell 4 Yellow requests are for individual use only in accordance with these terms of use and shall not be used for business purposes.

Santam Yell 4 Yellow may, at its option, terminate its relationship with any member immediately if it determines such member is using Santam Yell for Yellow contrary to this Fair Usage Policy or the Terms and Conditions.

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## **LIMITATION OF LIABILITY**

Except as provided by the Consumer Protection Act No. 28 of 2008 of South Africa:

Santam Yell 4 Yellow accepts no liability of any nature for any loss for any reason; and in no event shall Santam Yell 4 Yellow, or their directors, employees, partners, agents, suppliers, or affiliates, be liable for any indirect, incidental, special, consequential or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from

- your access to or use of or inability to access or to use Santam Yell 4 Yellow;
- any conduct or content of any third party on Santam Yell 4 Yellow;
- any content obtained from Santam Yell 4 Yellow;
- any engagement or transaction conducted between you and any Service Provider; or
- unauthorised access, use or alteration of your transmissions or content, whether based on warranty, contract, delict (including negligence) or any other legal theory, whether or not Santam Yell 4 Yellow has been informed of the possibility of such damage, and even if a remedy set forth herein is found to have failed in its essential purpose.

Except as provided by the Consumer Protection Act (or similar legislation) you hereby indemnify Santam Yell for Yellow and/or Santam Yell 4 Yellow Partners and agree to keep them indemnified against all and any claims of any nature herein.

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## **DISCLAIMER**

Use of Santam Yell 4 Yellow and or the Service/s is at your sole risk. Santam Yell 4 Yellow and the Service/s are provided on an "AS IS" and "AS AVAILABLE" basis.

Santam Yell 4 Yellow provides no warranty that:

- any Service Provider shall be fit for purpose;
  - Santam Yell for Yellow will function uninterrupted, secure or available at any particular time or location;
  - any errors or defects will be corrected; or
  - the results of using Santam Yell 4 Yellow will meet your requirements.
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## **GENERAL**

Any disputes shall be adjudicated by the courts in the Republic of South Africa, or at the election of Santam Yell 4 Yellow, any other country or territory that has jurisdiction in respect of any dispute;

These Terms and Conditions do not create any third-party beneficiary rights unless specifically stated.

The failure of Santam Yell 4 Yellow to enforce any right or provision of these Terms and Conditions will not be considered a waiver of those rights.

If any provision of these Terms and Conditions is held to be invalid or unenforceable by a court, the remaining provisions of these Terms and Conditions will remain in effect.

These Terms and Conditions constitute the entire agreement between Santam Yell for Yellow and you.

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## **DEALS**

- Membership is non-transferable.
- Santam Yell 4 Yellow accepts no responsibility for the quality of service at any of our partners.
- Santam Yell 4 Yellow will not become involved in any non-club/benefit related disputes between members and benefit partners.
- Santam Yell 4 Yellow processes and terms and conditions may be amended from time-to-time.
- Failure to adhere to, or any attempt to circumvent the Santam Yell 4 Yellow terms and conditions, will result in your access to the benefit being terminated.
- Participating partners reserve the right to vary prices, times and availability of the benefit.
- The purchase of any discounted offers is subject to the terms and conditions of the supplier.

### **1. DINING CASHBACK**

1.1. Refund claims are processed by Crave and not the restaurant. Please refer all benefit queries to Crave.

1.2. The Dining Cashback benefit entitles you as an active member to a refund on the second most expensive meal, provided:

1.2.1 you are dining with at least one other person; and

1.2.2 no less than 2 meals and 2 drinks are purchased per membership; and

1.2.3 you have not exceeded your visits for that month (where applicable); and

1.2.4 you are at least 18 years of age.

1.3. The refund will be calculated as the second most expensive meal on the bill, up to a maximum of R120.00 (one hundred and twenty Rand). Your claim will be verified with the restaurant to ensure validity.

1.4. Your claim will be processed within 4 working days unless otherwise specified. Over the December holiday period, claims will incur additional processing time.

1.5. The Dining Cashback benefit:

can only be redeemed at restaurants listed on the Santam Yell 4 Yellow website. We shall be entitled, in our sole and absolute discretion, to amend the list of restaurants from time to time. We shall endeavour to promptly update our website as and when any changes are made. Whilst every effort will be made to ensure that all listed restaurants are trading, Crave and/or Santam Yell 4 Yellow will not be held liable in the event of any restaurant closures;

- is based on the restaurant's standard prices.
- is not applicable with any special offers, promotions, discount vouchers or loyalty programs.
- may be used in conjunction with Uber Pass; and
- can be used for takeaways and delivery where available; and
- can only be used once per restaurant per day; and
- does not apply to desserts, toppings, sides, "build your burger", sharable platters, extras on burgers/pizzas etc;
- applies to individual line items on the menu whereby only one discount applies.
- applies to courses that include drinks provided it is not a special; and
- may not be used within 3 hours of a previous claim.

1.6 A maximum of two memberships may be used per table, provided they are under different names. Each member must request their own authorisation and claim separately. In the case of two claims submitted, the first claim processed will attract the bigger discount. The cashback amount will be calculated as follows:

- Membership 1: 2nd most expensive meal on the bill up to max R120.00, with a minimum of 2 drinks
- Membership 2: 4th most expensive meal on the bill up to max R120.00, with a minimum of 4 drinks

1.7 You are required to request an authorisation code from the Santam Yell 4 Yellow call centre prior to dining using any of the following methods. Your authorisation is not a booking and is not a guarantee of a refund. If required, please make a booking reservation directly with the restaurant.

All authorisations (and claim form requests) will be done via <https://forms.crave.co.za/craveauth> or:

1.7.1 Call on 0861 726 826

1.7.2 Email us on [info@yellforyellow.co.za](mailto:info@yellforyellow.co.za)

1.7.3 Chat to us on the website on [www.yellforyellow.co.za](http://www.yellforyellow.co.za)

1.8 Refunds Claims:

- must be submitted within one calendar month of your restaurant visit; and
- must be deposited into the bank account in the name of the member only; and
- must include a complete and legible claim form; and
- must include the original restaurant receipt clearly displaying the restaurant name, receipt number, date, and time (card receipts not accepted); and
- will not be processed if the details on your receipt (restaurant name, date) does not match your authorisation or if the time of payment is over 5 hours from your authorisation time.

Should you wish to reschedule your restaurant booking, please request a new authorisation code. Backdated authorisations are not allowed.

1.9. Membership is non-transferable.

1.10 Crave and Santam Yell 4 Yellow accepts no responsibility for the quality of service and/or meals at any of our dining partners. Furthermore, Crave will not become involved in any non-club/benefit related disputes between members and restaurants.

## **2. MOVIES**

2.1. Access to discounted movie tickets are purchased via the Santam Yell 4 Yellow website at the published rate at the time.

2.2. Santam Yell 4 Yellow Members receive a discount of up to 50% off the retail purchase price of movie tickets at participating movie theatres.

2.3. Santam Yell 4 Yellow members are limited to purchasing 4 (four) movie codes per calendar month and 4 (four) popcorn and coke combo codes per calendar month.

2.4. Once you buy your movie codes from the Santam Yell 4 Yellow website you will be SMSed the movie codes that can be redeemed at the movie theatre directly or online at the participating theatre's website.

2.5. Movie codes bought on the Santam Yell 4 Yellow website will be SMSed to the registered cell phone number shortly after purchase.

2.6. The movie code(s) cannot be redeemed for cash.

2.7. The movie code validity date will be stipulated on the SMS with the movie code sent to the consumer.

2.8. Online payments are not refundable.

2.9. If your online booking requests cannot be confirmed, please contact Santam Yell 4 Yellow on 0861 726 826, for assistance.

2.10. A movie code does not guarantee you a seat for a specific movie. Movies are to be booked by the individual at the theatre of choice, subject to availability.

2.11. This offer does not include 3D, 4D, Scene VIP, Scene Xtreme, 4DX movies or Prestige Cinemas.

2.12. To purchase discounted movies Members, require a Visa or Master credit card.

2.13. The following cinemas will no longer be accepting 2D or 3D movie codes: Hyde Park, Park View and Bedford Cinema.

## **3. WELLBEING**

3.1. Members qualify for discounts on various treatments through any VAT registered spa.

3.2. To reserve the treatments, the member is required to call Santam Yell 4 Yellow 48 hours (two working days) in advance to book for the required two treatments through any VAT registered spa for the same day.

3.3. To qualify for the wellbeing service, the following rules apply:

3.3.1. Two of the same treatments cannot be booked for the same day.

3.3.2. The second treatment cannot be booked for a future date.

3.3.3. Members are required to book two different treatments for the same day. These exclude any hair treatments.

3.3.4. For weekend bookings, bookings need to be made before 12:00 on the Wednesday prior to the weekend booking date.

3.3.5. All treatments are for the main member and their immediate family members only and proof of identification needs to be presented at the wellbeing provider before the treatments can be administered. Under no circumstances will the benefit be allowed to be used by any other party other than those mentioned above.

3.3.6. Bookings will only be processed once proof of payment is received and once the money reflects in Santam Yell for Yellow bank account and dependent on availability at the wellness provider.

3.4. The member will pay Santam Yell 4 Yellow for the first treatment and receive the cheaper treatment up to a maximum value of R400 (four hundred Rand).

3.5. If payment has been made to Santam Yell 4 Yellow by a member and if the treatments are not available due to availability, Santam Yell for Yellow will refund the member the full amount paid by the member or the member can change the booking to an alternate date.

3.6. The wellbeing service is available through the Call Centre or by submitting a booking query online and not directly through the supplier.

3.7. The wellbeing service will be provided on a first come, first served basis.

3.8. Transactions will only be facilitated through venues that allow for pre-bookings.

3.9. Santam Yell 4 Yellow reserves the right to choose the participating venues and treatments in the program at its sole discretions and at any given time.

3.10. If a member is an employee or owner of any of the venues, he or she will not be allowed to use the wellness benefit at the venue they own or employed at.

3.11. If cancellation of an appointment is done within 24 hours of the treatments, the member will be liable for the cost of both treatments.

3.12. All bookings are subject to the terms and conditions of each wellbeing provider.

3.13. Exceptions will be made on the wellbeing provider dependent on location with suppliers that have a valid VAT number and provide a tax invoice.

3.14. The wellbeing service is limited to 2 (two) wellbeing bookings per member per month.

3.15. Santam Yell 4 Yellow reserves the right to discontinue offering the wellness benefit to any member if Santam Yell 4 Yellow deems there to be abuse of the benefit.

3.17. During peak seasons, members will be required to pay the supplier for both treatments and claim the price of the free treatment from Santam Yell 4 Yellow provided the standard procedure is followed with the logging of the request. Re-imburements will be done on the dates advised.

3.18. Re-imburements will be done within 5 and 7 working days of submission if approved by Santam Yell 4 Yellow.

#### **4. EXPERIENCES**

4.1. Members qualify for discounts on a variety of activities through a range of activities.

4.2. To reserve an experience booking, the member is required to call 0861 726 826 to book in advance for the required experience.

4.3. To qualify for the experience benefit, the following rules apply:

4.3.1. Two of the same activities must be booked for the same day.

4.3.2. The second activity cannot be booked for a future date.

4.4. The member will pay Santam Yell 4 Yellow for the first experience and receive the second experience up to a maximum value of R400 (four hundred Rand).

4.5. Experience bookings need to occur 2 hours prior to the booking time and date. If cancellation of a booking is done within 1 (one) hour, the member will be liable for the cost of both entrance fees.

4.6. Experiences are only available through Santam Yell 4 Yellow via the 0861 726 826 Call Centre and not directly through the supplier.

4.7. Experiences are limited to 2 (two) bookings per member per month.

4.8. All experiences are for the main member and their immediate family members only and proof of identification needs to be presented at the provider before the experience booking can be used. Under no circumstances will the benefit be allowed to be used by any non-member.

4.9 All reimbursements must be submitted within 10 working days from date of experience.

4.10. Santam Yell 4 Yellow reserves the right to choose the participating venues in the program at its sole discretions at any given time.

4.11. If a member is an employee or owner of any of the venues, he or she will not be allowed to use the experience benefit at the venue they own or employed at.

4.12. All bookings are subject to availability at each venue and cannot be guaranteed.

4.13. All receipts or tax invoices must have a valid VAT Number with a unique invoice number. If payments for both entrance fees are paid directly to the supplier, member will be required to claim one of the entrance fees up to a maximum value of R400 from Santam Yell 4 Yellow provided a request for an experience is logged with the Santam Yell 4 Yellow Call Centre.

4.14. Santam Yell 4 Yellow reserves the right to discontinue offering the experience benefit to any member if Santam Yell 4 Yellow deems there to be abuse of the benefit.



4.15. Re-imburements will be done within 5 to 7 working days of submission if approved by Santam Yell 4 Yellow.

4.16. All supporting documentation with the correct information must be submitted for a reimbursement of an experience.

4.17. Documentation must have the correct date and time on receipts as initial details on the logged request for the experience benefit.

4.18. Each receipt must be used for one unique request of a re-imburement and cannot be used for another members' re-imburements.

4.19. Events/ticket bookings on Computicket (except for Gold Reef City) cannot be classified or submitted for an experience benefit.

4.20. During peak seasons, members will be required to pay the supplier for both experiences and claim the price of the free experiences from Santam Yell 4 Yellow provided the standard procedure is followed with the logging of the request. Re-imburements will be done on the dates advised.

## **5. COMPETITION TERMS & CONDITIONS**

5.1. These are the standard terms and conditions for competitions conducted or promoted by or in association with Santam Yell 4 Yellow.

5.2. All competitions run by Santam Yell 4 Yellow are open to all members.

5.3. All entrants must enter via email or other stipulated channels.

5.4. The entrants give permission to be contacted by an agent using any channel.

5.5. Prizes are not transferable and may not be changed or exchanged for cash or any other item.

5.6. If you use a mobile phone for entry into the competition, the telephone calls/text messages standard rates will apply.

5.7. It is your responsibility to ensure that your entry is received by us prior to the closure of the competition. Any entries received after the competition end date will not be considered.

5.8. We and our affiliates are not responsible for any problems or technical malfunction of any telephone network or lines, computer online systems, servers, or providers, computer hardware or software failure or malfunction, traffic congestion (whether physical, or on the Internet, telephone lines or at any service provider, web site or other device or medium), or any combination thereof, or any other technical or other problems.

5.9. It is the entrant's responsibility to ensure that any information provided to us is accurate, complete, and up to date.

5.10. Winners will be notified by means of the contact details provided. If we, or a third-party supplier is unable to contact a winner within 3 (three) attempts or if the winner is unable to collect the prize within a reasonable time, the winner will forfeit the prize and Santam Yell 4 Yellow reserves the right to re-draw a new winner under the same conditions.

5.11. Santam Yell 4 Yellow reserves the right to vary, postpone, suspend, or cancel the competition and any prizes, or any aspect thereof, without notice at any time, for any reason which we may

deem necessary. In the event of such variation, postponement, suspension, or cancellation, you agree to waive any rights, interests, and expectations that you may have in terms of this competition and acknowledge that you will have no recourse against us, our affiliates and/or third-party suppliers.

5.12. You agree that your participation in the competition, and your acceptance and/or use of a prize, or any aspect thereof, is at your own risk.

5.13. By participating in our competitions and campaigns, members provide consent for the stories, testimonies, and images to be used for promotional marketing purposes.

5.14. Gold Reef City Terms and Conditions:

- Payment must be done at least three working days prior the visit.
- Gold Reef City Tours must be pre-booked and prepaid.
- Please note that children under the age of 6 will not be allowed on the Gold Reef City Mine Tour.
- Pregnant woman and children under 6 are not allowed to go underground.
- People with the following conditions are not allowed to go underground: Claustrophobia, High or Low Blood Pressure, people with any walking defects such as an artificial foot or leg, people who recently had major surgery or anybody who ever had a bypass and any person without shoes.
- People who suffer from Asthma cannot go down the mine and
- People who are visually impaired cannot go down the mine.
- Please visit [www.goldreefcity.co.za](http://www.goldreefcity.co.za) for full terms and conditions.

## **6. SURPRISE & DELIGHT**

6.1. The Surprise and Delight Initiative is available to all Santam Yell 4 Yellow members.

6.2. All requests must be made via the available communications channels.

6.3. Each month, the 100th (one hundredth) request will be reviewed and confirmed for eligibility.

6.4. The selected request will be surprised and delighted to the value of R500 (five hundred Rand)

6.5. The Surprise and Delight delivered will be relevant to the specific request that you log via Santam Yell 4 Yellow

6.6. Once a winner has been selected and contacted, he/she will not be selected as a winner again in the months thereafter during the initiative duration.

6.7. The Surprise and Delight winner will be contacted via phone. Should one be uncontactable after 3 (three) attempts, they will forfeit the prize and another winner will be chosen.

6.8. The winners will be notified by means of the cell phone number(s) provided.

6.9. The Surprise and Delight gift(s) are not transferable and cannot be changed or exchanged for cash or any other item.

6.10. Once a winner is contacted:

6.10.1. You are to provide written consent upon contact for permission to share your picture.

6.10.2 Your image may be published on our communications channels (mailer and/or website).

6.11. Should members experience any issues, they can contact the Santam Yell 4 Yellow Call Centre for assistance on 0861726826.

## **7. CHARITY INITIATIVE**

7.1. The Charity Initiative is available to all Santam Yell 4 Yellow members.

7.2. All nominations must be made via the available communications channels.

7.3. Each request logged in the month will get R1 donated (Minimum R500, Maximum R2000) to the cause.

7.4. Santam Yell 4 Yellow will select a Charity from all nominations received monthly.

7.5. Santam Yell 4 Yellow will contact the nominator to arrange the donation to his/her chosen charity or cause.

7.6. Once a nominated charity has been selected and contacted, he/she will not be selected as a winner again in the months thereafter during the initiative duration.

7.7. The chosen member will be contacted via phone. Should one be uncontactable after 3 (three) attempts, they will forfeit the selection and another charity nomination will be chosen.

7.8. The members will be notified by means of the cell phone number(s) provided.

7.9. The Charity Initiative will provide support in the form of items needed and is not transferrable for cash

7.10. Once a member is contacted:

7.10.1. You are to provide written consent upon contact for permission to share your picture.

7.10.2. Your image may be published on our communications channels (mailer and/or website).

7.11. Should members experience any issues, they can contact the Santam Yell 4 Yellow Call Centre for assistance on 0861 726 826

## **8. CONCIERGE DRIVER**

8.1. Santam Yell 4 Yellow offers you the ultimate convenience with your very own concierge driver to take care of your errands while you are at work. The service operating times and operating sites are detailed in the Santam Yell 4 Yellow website.

8.2. The service can be booked a minimum of 24 hours in advance through the Santam Yell 4 Yellow Call Centre, submitting a booking query online via the Santam Yell 4 Yellow website or via email or directly with the concierge desk agent.

8.3. The driver service is offered at no cost to you, though all third-party costs are for your account and must be paid in advance.

8.4. The service is limited to a 30km radius from the respective office.

8.5. Some examples of services we regularly provide include:

- Clothing and shoe alterations/repairs
- Collection of purchased items
- Document deliveries/collections
- Dry cleaning/laundry services
- Exchange of items
- Bank deposits (limited amount)
- Medication collections/deliveries
- Post Office collections/deliveries
- Package/parcel collections/deliveries
- Traffic infringement payments
- Vehicle license card collections (renewals only)
- Vehicle license renewals
- Change of vehicle ownership

8.5.1. Please note that our driver cannot assist with the following:

- Passenger, livestock, or animal transporting
- Purchasing alcohol
- Transporting dangerous/hazardous goods or materials (gas, chemicals, etc.)
- Transporting perishable items/goods
- Purchasing food for individuals (Mr Delivery services, etc.)
- Use of your credit cards or details for purchases, payments, etc.
- Cash withdrawals
- Purchasing of groceries
- Transporting large or heavy items that exceed the vehicle allowance
- Business-related requests
- Collecting personal items from banks
- Home Affairs etc., where member needs to be in person on site

The Santam Yell 4 Yellow Concierge Driver Service warrants that it will, at all times, exercise reasonable care and skill in providing the service as far as reasonably practicable. The provision of the goods and services is subject to the

Santam Yell 4 Yellow staff member's capacity based on the number of requests and their particulars each day.

Where the Santam Yell 4 Yellow Concierge Driver Service supplies you with any services supplied by a third party, Santam Yell 4 Yellow does not give any warranty, guarantee, representation, or other terms as to the quality, fitness or purpose otherwise of the goods or services and you shall be required to seek compensation for any loss or damage suffered from such third party directly. All merchandise and information available through the Concierge Driver Service is provided through third parties on an 'as available' basis without warranties of any kind either expressed or implied.

The Concierge Driver Service will communicate with third party suppliers on your behalf unless it considers that it is more appropriate under the circumstances for you to contact the supplier directly, in which case the Concierge

Driver Service will advise you accordingly.

The Concierge Driver Service makes no warranty or guarantee regarding:

- accepting all your shopping requests,
- providing the lowest available price for services,
- error-free, accurate advice or merchandise provided through the service.

You agree that the use of the service is at your sole risk.

The Concierge Driver Service maintains the right to refuse any request if it feels it is unsafe and unsuitable for its employees to carry out. Likewise, the Concierge Driver Service reserves the right to refuse any request it feels may be used by a member for any immoral or unlawful purpose.

#### **MONEY**

You shall pay third party suppliers through Santam Yell 4 Yellow to pick up or drop off merchandise for you. In the rare instances where this is not possible, you shall give the Concierge Driver Service the exact amount of cash needed and shall not exceed R1, 000.00 (one thousand rand) in advance of the request fulfilment.

***Santam is an authorised financial services provider (FSP 3416), a licensed non-life insurer and controlling company for its group companies.***