



Burial repatriation

The loss of a loved one will always remain one of the most traumatic events in our lives. While no-one can make it easier to lose a loved one, Sanlam Employee Benefits can lighten the load by transporting the deceased back home if the death occurred far from his/her home base.

We recognise the importance of assisting family members during a time of loss. The Burial Repatriation Benefit is a service that allows for the transport of the deceased member's body back home to the final funeral home closest to their place of burial in South Africa, if the death occurred far from his/her home.

Special cultural preferences

We have taken into account that the surviving family may have special cultural preferences regarding the transportation of the deceased and we will ensure that special care is taken to meet these preferences.

Free service

This is a free service, available at the death of any principal member or family members covered by our Group Life Assurance or Funeral Aid Schemes.

What does the service offer you?

The service includes

Transport of the deceased

Via road or air, to the funeral home closest to the place of burial in South Africa, transport is available from anywhere in South Africa, Lesotho, Swaziland, Zimbabwe, Botswana, Namibia or Mozambique (south of the 22° latitude):



Accompanying the deceased

If death occurs in South Africa, the service also allows for

- ① transportation arrangements for a single relative to accompany the mortal remains to the final funeral home; and
- ② overnight accommodation* for a single relative.

*Subject to limitation

Other services

Other services, which are aimed at simplifying the death/burial for the family, include:

- ① assistance and advise on claims procedures is provided to the surviving family;
- ② if necessary, legal assistance can be arranged to assist with the interpretation of the Will and the management of the necessary documentation;
- ③ advice will be provided on matters such as obtaining a death certificate and cross-border documentation;
- ④ referral to a pathologist will be made if an autopsy is necessary;
- ⑤ referral to reputable funeral parlours and providers of other funeral services such as catering and transport can be made, and clients benefit from our experience and knowledge of suitable providers; and
- ⑥ assistance can be provided when looking for a tombstone supplier.

How to arrange for this service

These services are available 24 hours a day, 7 days a week.

The member's next of kin can access this benefit, either by themselves or via the member's employer, by calling our 24-hour specialised call centre on **086 0004 080**. Calls can be answered in any one of the official South African languages.

The information required to process the claim:

- ① Name and ID number of the deceased
- ② Name and code of fund or employer scheme
- ③ Place where death occurred

For more information, please contact your consultant or visit our website at www.sanlam.co.za.

This brochure provides a general summary of the products Sanlam offers. If there is a discrepancy between this Fact Sheet and the provisions of the contract with the Service Provider, the contract with the Service Provider will prevail.

Sanlam Life is a Licensed Financial Services Provider