



MOBILE PROTECTION

CAN VIRGIN MOBILE INSURE MY MOBILE?

Of course we can. Insurance is available to all Credit customers and Prepay customers who have a direct debit facility. It will be available to you if you purchase a new mobile from us with a Virgin Mobile SIM. You will be required to pay your premiums monthly by debit order and Hollard will provide you with insurance cover.

Be sure to let us know if something happens to it within 30 days (but tell the cops within 48 hours if it's stolen). You will have to pay an excess for each claim and other conditions apply.

Please note that if you claim 3 times within an 18 month period Virgin Mobile reserves the right to cancel your policy by giving written notice.

WHAT PREMIUM BANDS ARE AVAILABLE?

SUM INSURED+	PREMIUM	MAXIMUM INDEMNITY COVER*
500 – 3 000	R 50	R 5 000
3 001 – 5 000	R 75	R 7 000
5 001 – 8 000	R100	R10 000
8 001 – 10 000	R150	R12 000

(+) Includes:

- SIM card replacement
- handset finance settlement in case of death, disability and involuntary retrenchment

(*) Maximum Indemnity includes the following over and above the sum insured value:

- phone hire for loss abroad up to R2,000
- unlawful usage up to R2,000

HOW DO I GET INSURANCE?

- In-store
- Call 0741 1000 123 from any mobile or landline at normal rates or 123 from your Virgin Mobile for free
- Visit www.virginmobile.co.za

WHAT ARE THE EXCESS PAYMENTS I WILL HAVE TO MAKE?

SUM INSURED	R500 – 3 000	R3 001 – 5 000	R5 001 – 8 000	R8 001 – 10 000
PREMIUM	R 50	R 75	R 100	R 150
1st EXCESS*	R 200	R 400	R 600	R 800
2nd EXCESS*	R 400	R 800	R 1 300	R 1 600
3rd EXCESS*	R 800	R 1 600	R 2 600	R 3 200
ADDITIONAL EXCESS+	R 500	R 500	R 500	R 500
FLAT EXCESS*	R 200	R 400	R 600	R 800

* Loss/Theft
 + Additional excess if 1st claim is within 3 months of policy inception.
 ° Damage/Repair

For any queries, please email us at: mobileprotection@virginmobile.co.za