

TERMS AND CONDITIONS

Cover

This policy insures the subscriber against death, the subscriber becoming totally permanently disabled, suffering from a named critical illness or the subscriber becoming hospitalized for more than two nights, and insures the selected family member for free against death **only**. The policy starts on the date the policyholder makes his first premium payment.

Refund

If you choose to cancel your policy within 15 days after your first premium, your money will be refunded.

Premium Payments

Your premium is paid from your MoMo wallet automatically every month. You are insured as long as you keep enough money in your wallet for subscriptions.

Eligibility

You can subscribe if you are between ages 18 to 59 and your Selected Family Member is between ages 18 to 74 years. You must both be in good health and be resident in Ghana when you subscribe.

Waiting Period

When your policy starts, there is a 6 months (**180 days**) waiting period for the main life/policyholder and 6 months (**180 days**) waiting period for the Selected Family Member during which no benefit will be paid, **except risk covered was as a result of an accident**.

- Waiting period for Selected Family Member begins from when you provide their details.

Waiting period for **Critical illness/Total Permanent Disability** and **Hospitalization** is **6 months** (however, in cases where TPD, Critical illness or Hospitalization are triggered by an accident, the waiting period shall be waived/not applied).

Changes

If you increase your monthly subscription, you will still be insured under your old benefit amount for 6 months (**180 days**) after the change. Your new benefit only applies after the six months have passed.

If you change your Selected Family Member, their benefit will apply 6 months (**180 days**) after the date of the change.

Missed Payments (Lapse)

If you miss three (3) monthly subscriptions, your policy will become inactive and you will lose your benefits. Your policy becomes active again when you pay at least one-month subscription. When you begin to pay again, you can only make a claim if death or disability occurs after 6 months (**180 days**).

Cashback

miWay offers customers a 5% cashback on all monthly risk premium payments as an annual reward for maintaining payment consistency.

Eligibility Requirements:

Customers must make timely monthly premium payments for a continuous 12-month period, starting from the policy's purchase date, and should not have made any claim.

Any missed or delayed payments during the 12 months will disqualify the customer from receiving the cashback for that cycle.

Reward Process:

The cashback is calculated as 5% of the total monthly premiums paid during the 12-month period. The reward is issued annually after the completion of the qualifying payment cycle.

Claiming your Benefit

The following documents required to claim your benefit:

- A properly completed claims form
- A valid national ID of the claimant and the deceased
- Proof of death which may be any of the following:
 - ✓ Medical Certificate or Post Mortem Report
 - ✓ Mortuary Documents (if deceased were taken to a mortuary)
 - ✓ Police report in case of accidental death
- Any other document as may be required including a letter from a recognized authority or institution of the Deceased or the Policyholder
- Proof of disability shall be a certification from a qualified medical practitioner, recommended and recognized by us stating that you are totally unfit to perform substantially all of the duties of any gainful occupation for which you are reasonably trained
- Proof of critical illness diagnosis shall be a certification from a qualified medical practitioner, recommended and recognized by us, stating that you are suffering from the named critical illness.
- Proof of hospitalization shall be any of the following from an accredited hospital indicating admission and the number of days you stayed at the hospital.

Hospital admission note/Hospital Invoice/ Discharge notice/Hospital letter

Maximum Benefit Payable

The maximum amount of benefit that can be paid on an insured person is GHS 38,340. If a subscriber has multiple subscription on different Momo wallets, they will receive up to GHS 38,340.

Termination

Your policy is terminated if you pass away or cancel the policy. If you cancel the policy, only your savings- if any, will be paid out to you.

What are the named critical illnesses covered under this policy?

Heart attack

Heart attack is the death of a portion of the heart muscle as a result of abrupt interruption of adequate blood supply to the area. The diagnosis should be based upon all of the following criteria:

- (i) A history of typical chest pain
- (ii) New electrocardiographic changes
- (iii) An elevation in cardiac enzyme levels.

Cancer

Cancer is the presence of uncontrolled growth and spread of malignant cells and invasion of tissue.

Incontrovertible evidence of the invasion of tissue or definite histology of a malignant growth must be produced. The term "cancer" also includes leukaemia, lymphomas and Hodgkin's disease.

Excluded are non-invasive carcinomas in situ, any skin cancer except malignant melanomas, localized non-invasive tumours showing only early malignant changes and tumours in presence of any Human Immunodeficiency virus.

Stroke

Any cerebrovascular incident (or accident) producing neurological sequelae lasting more than 24 hours including:

- (1) Infarction of brain tissue
- (2) Haemorrhage from an intracranial vessel and
- (3) Embolisation from an extracranial source.

Evidence of permanent neurological deficit must be produced.

Kidney failure

End stage renal failure due to chronic irreversible failure of both kidneys to function. This must be evidence by life assured undergoing regular renal dialysis or having had renal transplantation.

Major organ

The actual undergoing of a transplant of heart, heart and lung, liver or bone marrow as a recipient.

Coronary artery Open-heart surgery to correct narrowing or blockage of two or
Bypass surgery more coronary arteries by the use of saphenous vein grafts or internal mammary grafting, but excluding all non-surgical procedures such as balloon angioplasty or laser techniques.

Angiographic evidence of the underlying disease must be provided.

Paraplegia/Paralysis The complete and permanent loss of use of two or more limbs through paralysis.

Blindness The total and irrecoverable loss of sight of both eyes due to traumatic injury or disease. The diagnosis must be clinically confirmed by an appropriate consultant.

Heart Valve Replacement The replacement of one or more valves due to stenosis or incompetence, or combination of these conditions.

Surgery of the Aorta The undergoing of surgery to correct any narrowing, dissection or aneurysm of the thoracic or abdominal aorta.

Major Burns Third degree burns covering at least 20% of the body surface

End Stage Lung Failure Includes chronic obstructive pulmonary disease (COPD) or emphysema, Scarring of the lungs (pulmonary fibrosis), cystic fibrosis (CF), and pulmonary vascular disease (primary pulmonary hypertension).

Multiple Sclerosis With evidence of the typical symptoms of demyelination, persisting neurological abnormalities and impairment function.

Coma State of unconsciousness with no reaction to external stimuli or internal needs persisting continuously with the use of life support systems for a period of at least 96 hours resulting in a neurological deficit of a permanent nature.

Liver failure The inability of the liver to perform its normal synthetic and metabolic functions as part of normal physiology. Forms of liver failure would include:

- acute liver failure,
- chronic (cirrhosis) liver failure, and
- acute-on-chronic liver failure (ACLF).

BROCHURE

What is miWay?

miWay is a simple life insurance policy. It provides money either in the event of you passing away, your Selected Family Member passing away, or you becoming totally permanently disabled suffering from a named critical illness or you becoming hospitalized for more than two nights. This policy also has an optional savings feature that affords policy holders the opportunity to push and withdraw funds from their wallet any time.

Who can subscribe to miWay:

Anyone between the ages of 18 – 59 years who has an MTN MoMo wallet; both policy holder and Selected Family Member must be in good health and be resident in Ghana at the time of purchase.

Who can be covered under a Selected Family Member:

Biological Mother, Biological Father, Spouse or Biological Child and Biological Sibling of the policy holder who should be between the ages of 18 – 74 years.

How many family members can I cover?

One (1) selected family member at no additional charge.

What do I need to subscribe?

Full Name of Selected Family Member

Date of Birth of Selected Family Member

Phone Number of Selected Family Member

How do I subscribe?

You can get miWay:

- Through a dedicated field Agent (miLife/MTN)
- Through dedicated agents at MTN Customer Experience Centers/miLife Telesales Agents
- Through our Customer Desk (call 0242439999)
- By dialing *165# and following the sign-up instructions
- You must both be in good health and resident in Ghana at the time of purchase.

Benefit and Premium Table

COVER INFORMATION	PREMIUM AND BENEFIT INFORMATION					
Premium for Main Life (GHC)	7.50	11.50	13.50	20.50	25.50	40.50
Premium of Selected Family Member	0	0	0	0	0	0
Death and TPD Cover (GHC)	1,840	4,260	5,470	7,950	10,510	19,170
Hospitalization per night (GHC)	19	39	54	76	97	117
Max Hospitalization payout (GHC)	380	780	1080	1,520	1,940	2,340
Named Critical Illness Cover (GHC)	920	2,130	2,735	3,975	5,255	9,585

Is there an inflation adjustor?

To protect your benefits against inflation, the policy includes an automatic premium adjustment and a benefit adjustment, to be applied annually.

How do I pay the monthly premium?

Premiums will be deducted automatically from your MTN MoMo Wallet.

What does the policy cover?

Death Benefit of policyholder and Selected Family Member

Total permanent disability of the policyholder **only**

Named Critical Illness of the policyholder **only**

Hospitalization of the policyholder **only**

What is the optional savings account?

You can choose to make additional monthly contributions which are put in savings for you and earns interest every month. You can save a minimum of at least GHS 5 on your wallet at any time.

Can I make a deposit or withdrawals on my savings account?

Deposits and withdrawals can be made anytime from your savings account.

How do I make a claim?

By dialing *165# or calling 0242439999

What documents are needed for claims?

The following documents required to claim your benefit:

- A properly completed claims form
- A valid national ID of the claimant and the deceased
- Proof of death which may be any of the following:
 - ✓ Medical Certificate or Post-mortem Report
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When do I get hospitalization benefit?

You will be entitled to a claim amount based on your cover any time you are hospitalized more than 2 nights. Your benefit is subject to a maximum of 20 nights per calendar year.

What is total permanent disability?

- This is a condition in which a qualified medical practitioner, recommended and recognized by us, stating that you are totally unfit to perform substantially all of the duties of any gainful occupation for which you are reasonably trained.

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Heart attack is the death of a portion of the heart muscle as a result of abrupt interruption of adequate blood supply to the area. The diagnosis should be based upon all of the following criteria:

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