

# Product Recall and Replacement Proposal Form



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Registration number: 1918/001680/06



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

## Specialist | Liability

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Insured Company

Subsidiary company(ies)

VAT number

(Will only be used if our written quotation has been accepted in writing)

Business Description

Do you anticipate any major changes in the type of activities undertaken by the company in the next 12 months?

NO YES

If **YES**, please describe:

Turnover for past four years and budgeted for forthcoming year

If business comprises more than one activity or discipline, indicate percentage of turnover applicable to each

Define "turnover" (i.e. does it comprise fees, or commissions or any other?)

List of products (in general terms) produced or supplied and to which this insurance is to apply (Products manufactured and designed by own staff stating approximate percentage of turnover applicable to such products)

Nature of Product	Approximate annual Turnover	Date first marketed

If the answer above does not represent the Company(ies) whole annual turnover, please explain why selection turnover only is shown

**Products to be incorporated into other Products**

Please provide information in respect of the products as described above which could be incorporated into another product manufactured by yourself or a third party which becomes a complete final product. Wherever possible brand names and companies involved in the process must be stated. A typical example of the process being in the automotive industry, where the product could be an engine block casting, which is then sent to a Third Party to be machined, then to another party for installation of pistons and valves etc. And finally sent to the motor vehicle factory for installation into a vehicle, (the final product)

Please detail the monetary value of the Company(ies) normal production run/batch for products manufactured by own staff

Product	R

Taking the above into account, please detail the Company(ies) three contracts in the last 24 months

Taking the above into account, please detail the Company(ies) average/normal contract size, especially if the Company(ies) is a “supplier only”

What is the failure rate of each product after handover? (Please state in each case whether this is based on actual experience)

Quality Control procedure details

Will any new type of product be marketed during the next 12 months

NO YES

If **YES**, please give details:

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The answers to question 1 and 2 are very important, great care should be take in answering them. The policy is on a CLAIMS MADE basis and will therefore apply to claims first made against the Insured during the Period of the policy.

1. Have any claims been made against the Company(ies) or any predecessor in business in the past ten years?

NO YES

If YES, please give full details including amounts involved:

2. Other than any details indicated above is the Company(ies) or any predecessor in business, after enquiry, are you aware of any circumstances which could give rise to a claim?

NO YES

If YES, please give full details including amounts involved

### PLEASE ATTACH A COPY OF YOUR RECALL PLAN, WITHOUT WHICH WE ARE UNABLE TO PROVIDE A QUOTATION

If a Third Party is likely to initiate a recall of your product or a product in which your product is incorporated, who would this Third Party be:

Has the Third Party been briefed?

NO YES

Have press or other announcements been prepared for retention on file?

NO YES

Details of records maintained to trace the location of products

Do the products carry:		YES	NO
a)	the Company(ies) name?		
b)	the Company(ies) trade mark?		
c)	a part number?		
d)	a production batch number?		

Should Company(ies) initiate a recall in the next 12 months what would the estimated cost be? R

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Name(s) and position(s) of members authorised to permit a recall

Name	Position

Details of overseas markets (other than USA/Canada)

Product	Estimated annual value of exports	Company exported to	Do you have representation in this country

In respect of exports to USA/Canada

Product	Estimated annual value of exports	How long has product been in production	Do you have representation in this country

How long has the Company(ies) been exporting to the USA?

Means of export to USA:

- Direct subsidiary in USA NO YES
- Incorporated in part of machinery/commodity sold direct by another manufacturer NO YES
- Sold FOB in country of origin to selling agent in USA NO YES

Does the Company(ies) have any power of attorney or assets in the USA?

NO YES

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If yes, please give details:

Full details of all contractual terms, warranties, including all oral or written undertakings given by or to USA sellers, suppliers, agents, distributor:

Specific Nature of cover being proposed for and indemnity limit

Nature of cover	YES	NO	Indemnity limit (aggregate)
Products Recall			
Products Guarantee			
Products Recall & Products Guarantee			

## DECLARATION

I/We declare that the above statements are true and complete

At the present time, other than stated above, I/We have no reason to anticipate any claim being brought against me/us that would constitute a claim under the Insurance now being Renewed or Applied for

I/We declare that in the event of this being a renewal of a policy currently insured Santam Risk Specialists on behalf of Santam Limited that there have been no material alterations to the risk as submitted to underwriters originally, and if a new application that all material facts have been disclosed

I/We agree that this declaration shall form, together with the proposal form, the basis of the contract between me/us and the Insurers, and that I/We are properly authorised to sign this declaration

Full Name

Capacity

Signature

Date

## PROTECTION OF PERSONAL INFORMATION ACT

We understand that the information provided in this application for insurance and all documentation provided with it may be deemed to be personal information in terms of the Protection of Personal Information Act 2013 (the POPI Act) and we will accordingly take all reasonable steps to ensure that your information is processed / used / stored in accordance with the POPI Act and for the following purposes:

- To verify the information disclosed herein against any other source;
- To communicate with you directly should you request us to and in accordance with relevant regulatory requirements;
- To compile non-personal statistical information to assist in assessing similar risks;
- To assess the risk to be underwritten and, if a Policy of Insurance is issued pursuant to and based upon such information, to use the disclosed information at claims stage to assess any claims that may be made against any such Insurances;
- To transmit your personal information to any affiliate, subsidiary, service provider/consultant/advisor or re-insurer so that we can provide insurance services to you and to enable us to further our legitimate interests including statistical analysis, reinsurance and credit control;
- To combat insurance fraud and properly evaluate risks, we will store your personal information on a shared database created by the South African Insurance Association (SAIA) in order to verify it against available sources and databases on the system.

### Personal Information of Minors (Complete if Applicable)

If any information provided herein relates to a Minor (i.e. a child under the age of 18) we require that a competent person (parent/legal guardian) provide consent to the processing of such information for the above purposes and for any purpose that is compatible therewith.

I, \_\_\_\_\_ (full name of competent person),

relating to \_\_\_\_\_ (name of minor whose personal information is disclosed herein)

for the purpose as disclosed above. I further understand that I have the right to withdraw this consent at any time but that this may mean that any insurance issued pursuant to this application may be terminated and/or that any claims issued against such insurance may not be able to be finalised

### Further disclosures

Please note that there may be instances where we will be required to transfer your personal information outside South African borders, generally for purposes of furthering the Insurer's legitimate interests regarding reinsurance or for the processing of any claim that arises outside South African borders. However, before transferring your personal information, we will ensure that the entity to whom the information is being transferred is subject to similar data protection conditions as those imposed by the POPI Act failing which we will advise you accordingly and request your consent to transfer information as required.

Note that the provision of the information required/requested herein is mandatory as it is necessary for us to accurately underwrite the insurances, which you are hereby applying for, and if any information is withheld or is misrepresented the Insurer may be entitled to void any insurances issued pursuant to this application.

Although any insurance issued pursuant to this application will be reviewed annually (where appropriate) it is your responsibility to ensure that the information provided to the Insurer remains accurate and up to date, we therefore encourage you to contact us at any time to advise us of changes to the information provided.

In addition, you may contact us at any time to exercise the following rights that you have in terms of the POPI Act (subject to any regulatory obligations placed on us/Santam Ltd):

- To request that we provide you with access to your personal information held/processed by us;
- To request that we erase or correct the your personal information that we hold (where appropriate/possible);
- To request that we transfer any personal information held by us to you or to any other person/system selected by you in a structured, commonly used and machine-readable format;
- To request that we restrict the processing of your personal information for reasons provided for in the POPI Act.

Should you wish to lodge a complaint regarding our compliance with the POPI Act or in respect of the processing of your personal information, please contact the Santam Client Care department (contact details below):

Email: [complaints@santam.co.za](mailto:complaints@santam.co.za)  
Telephone: 0860 102 725  
Fax: (021) 915 7434

Alternately, you also have the right to approach the South African Information Regulator (contact details below) should the above process not adequately address your concerns.

Email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)  
Postal address:

PO Box 31533  
Braamfontein  
Johannesburg  
2017

Physical address:

JD House  
27 Stiemens Street  
Braamfontein  
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