1 July 2025

Hello Hollard Broker,

Hollard Prestige Portfolio v2: New Business – Frequently Asked Questions

This **New Business – Frequently Asked Questions (FAQ)** document has been created to provide a clear understanding of the new covers, updates to existing covers, and system changes that support the new product structure for Prestige v2. The details provided below are designed to give you the knowledge and tools you need to navigate these updates effectively for your clients.

This **New Business – FAQ** document, designed to assist you with additional information during the rollout of Prestige v2 to **new clients** (Phase 1), will be supplemented by an **Existing Business – FAQ** during the rollout to **existing clients** (Phase 2). As the **Existing Business – FAQ** will not repeat the standard information that applies to both new and existing clients and will specifically focus on information to assist you in moving existing clients from Prestige v1.5 to the enhanced Prestige v2), the **Existing Business – FAQ** must be read together with this **New Business – FAQ**.

Product-related FAQs

1. **What are the new cover sections that have been introduced?**

   Prestige v2 boasts brand new cover sections, including **Cyber insurance**, **Legal costs**, and **Extended personal liability** to keep our product competitive and tailored to cater to the diverse needs of your clients.

   - **Non-road vehicles:** A new dedicated 'Type of vehicle' specifically for non-road vehicles such as golf carts, quad bikes and ride-on lawnmowers has been included under the definition of 'Vehicle' under the Motor section. This enhancement will reduce the information you need to capture when adding the non-vehicle to the policy.

2. **Which new benefits have been added?**

   We have included **Policy wording** and **Excess & limit comparisons** between the current Prestige v1.5 and Prestige v2 product to guide you on all the new and enhanced benefits and highlight the updated applicable excesses and limits of the cover, respectively.

3. **Have the Flexi and Flexi plus benefits changed?**

   Yes, below is a summary of how some of the Flexi and Flexi plus benefits have been restructured and how cover should be applied.

   - **Items out and about:** Replaces the current Assets out cover, where cover was limited to 10% of the Contents sum insured, maximum R250 000 per claim in Prestige v1.5. The enhanced Prestige v2 introduces various options that the client can choose. The system will automatically default to 20% of the Contents sum insured, however, the options available for selection are 0%, 5%, 10%, 15%,20%,25% or 30%.
     The maximum limit per claim has been increased to R500 000, which will apply to any of the selected percentages. This cover may only be selected under the main residence unless otherwise agreed upon by us in writing. **To ensure that the client does not pay unnecessary premiums, the percentage must be changed to 0% when loading any other residence.**
   - **Accidental damage:** Cover is now provided up to the sum insured.
   - **Business contents:** Cover of R250 000 is included, and the client can, at an additional premium, select the available optional cover up to a maximum sum insured value of R500 000.
   - **Garden and outdoor items:** R100 000 cover is included with the option to select optional cover of up to R250 000.
   - **Loss of fish:** Covered up to R50 000 with no option to increase the cover.
   - **Personal baggage, camping and sporting equipment:** Is covered up to the selected percentage for your clients' Items out and about cover.

4. **Is the Average waiver benefit still available?**

   Yes, the Average waiver benefit is now available under the Contents section as an optional benefit that can be selected at an additional premium and is no longer a Value-Added Product. However, clients can't remove this cover unless they have covered the cost of the valuation, or we agree otherwise in writing.

5. **Are the increased Acceptance criteria only applicable to new business?**

   Yes, the increased Acceptance criteria are only applicable to new clients.

6. **What is the maximum limit for the Bed-and-Breakfast benefit?**

   We have removed the maximum limit for the Bed-and-Breakfast (BnB) cover, and clients will now be insured for the full replacement value of the contents used in their BnB. However, the sum insured must include the value of all contents used in your client's guest house to avoid underinsurance.

7. **How has the Power surge cover changed?**

   Under the Home and Contents cover sections, power surge cover is only available as an optional benefit at an additional premium, offering clients various limit options that suit their needs. Cover is limited to the amount your client has selected and is stated in their policy schedule. Depending on your client's power surge sum insured, the following conditions apply:

   - **For cover below R100 000 (the threshold limit)**, no surge arrester is required. There will be a Nil excess if an approved surge arrester is installed on the main distribution board of the home. If not installed, an excess of R2 500 will apply.

- **For cover from R100 000 or more**, it is a condition of cover that an approved surge arrester must be installed on the main distribution board of the home, and a Nil excess will apply if there is loss or damage. If not installed, the cover will be limited as stated in your client's policy schedule, and an excess of R2 500 will apply.

Reminder: The updated power surge brochure, FAQs and Surge arrester checklist form, which are available in the Binder library, reflects information on power surge to assist you in advising your clients about the risks associated with power surges, the importance of taking proactive measures to protect their homes, and our surge arrester requirements.

8. **What are the changes in the cover, limits and process that apply to Fine arts cover?**

The Fine arts cover was streamlined to simplify the process and provide faster and more efficient service to you and your clients. There are limits that apply to Fine arts cover, as shown in the Excess and limit document. Cover that falls within the Risk Acceptance Limits described below can now be placed directly on the Prestige v2 product without the need for an upfront referral to iTOO Special Risks (Pty) Ltd (iTOO).

- If your client insures fine arts with a total sum insured of R20 000 000 or less per risk address, the fine arts can be covered without a referral.
- We recommend that your client complete our **new Fine arts addendum form**, which is available in our Binder library, or provide a detailed collection list. This list must include a description and the value of the item, supported by an acceptable proof of each item's value.
- Without proof, items will only be covered up to the fair market value.
- Jewellery and watches limits that apply without a referral:

Jewellery and watches:		
	Limit per item	**Limit per claim**
Valuation certificate required	N/A	R25 000
Safe warranty (if not worn)	R75 000	R2 000 000
Worn, carried by you or in your line of sight	R750 000	R2 000 000
In a safe	R750 000	R5 000 000
In a bank vault	N/A	R5 000 000

Important: The above limits apply **only** to cover under the Prestige v2 policy and not to cover placed directly with iTOO.

- If your client's Fine arts total sum insure is more than R20 000 000 per risk address or if they require more than the cover provided under the limits, cover must be placed directly with iTOO to ensure specialist support, underwriting and cover for your client's art, jewellery and watches. iTOO will issue a standalone Fine arts policy in these instances.

9. **Is Credit shortfall – extended cover only available under the Motor vehicle section?**

No, if the client has chosen to have comprehensive cover, cover can be made available at an additional premium under the Motorcycle, as well as the Caravan/Trailer sections.

System-related FAQs

1. **When will Prestige v2 go live?**

MMX is the first system scheduled to go live on **7 July 2025**, starting with new business (Phase 1), followed by Existing business (Phase 2) that must be migrated at renewal.

2. **What do the go-live dates mean for you as a broker?**

For MMX, policies will need to be recaptured at renewal. The renewal module has been enhanced to include automated claims ageing and premium adjustments, ensuring greater efficiency. Testing is currently underway, with roll-out expected a month or two after the go-live date. The final date for renewals will be communicated once it is available.

3. **How are excesses structured?**

The new excess structure has been simplified and removes the requirement for an excess waiver, a flat excess, as well as a voluntary excess. The new structure ranges from a Nil excess to a maximum of R150 000 in some cover sections. All benefit-specific excesses are outlined in the Excess and limit page.

4. **Under the Car hire benefit, will the vehicle selection and number of days be captured in one place?**

No, they will need to be captured separately. This also means they will appear individually in the policy schedule.

5. **How should cover for renewable energy equipment be included?**

With the rise in renewable energy equipment installations and the cost thereof, it is important to include this equipment under your clients' relevant Home or Contents sum insured to avoid underinsurance. We have therefore added a question on the system to confirm if the client has renewable energy, and if so, to ensure that the total sum insured is adequate.

6. **Are the any other system changes that I should be aware of?**

Yes, this **New business** – **FAQ** only highlights a few aspects of the system changes, and therefore, it is essential to attend the system training to get a full understanding of what is new and how it will affect your processes. An invitation to the system training will be sent shortly.

We trust this **New business** – **FAQ** (and the supplementary **Existing business** – **FAQ**, which will follow during the Phase 2 rollout) provide you with the clarity and tools needed to navigate the Prestige v2 product effectively.

Kind regards

Hollard Personal Lines.