

A black and white photograph of a modern, two-story house with large windows and a balcony. A swimming pool is visible in the foreground, and a wooden lounge chair sits on the patio. The image is partially obscured by a dark blue curved shape on the right side.

Private v3.4 vs v3.5 Policy Wording Comparison



	No change in cover/Benefit name changed		Cover reduced/Cover removed.		Cover increased/Excess decreased/New benefit.
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Hollard Private Portfolio comparison

Policy wording – Version 3.4 vs 3.5

Version 3.5 replaces version 3.4 for all new business effective 1 August 2024

Note: The below comparison only reflects clauses and benefits where there are differences between the versions.

	Hollard Private Portfolio (Version 3.4)	Hollard Private Portfolio (Version 3.5)	Notes
Understanding your policy			
General exclusions – What is not covered			
Trade and economic sanctions	We cannot provide any cover if that means we would not comply with any international trade or economic sanctions. If we find out that you are subject to such sanctions, we will cancel your policy from the inception date or the date that you become subject to sanctions. We will refund any premiums paid by you and will not pay any claims.	We cannot provide cover and we will not be liable to pay any claim or provide any benefit if that means we would not comply with any sanction, banning or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, as well as United Kingdom or United States of America, provided that these are not in contradiction to the legislative requirements applicable to us. If we find out that you are subject to such sanctions, we will cancel your policy from the policy start date or the date that you become subject to sanctions. We will refund any premiums paid by you and will not pay any claims.	Exclusion is more specific.
All sections (except Legal and Personal accident)			
Key terms to understand	Definition of 'You' was included under this section.	Definition of 'You' has moved under the General section called ' Understanding your policy '.	Definition updated to include Juristic entity.
Buildings and Household contents			
What we cover you for			
Power surge	Limited cover was automatically included under the benefit What we cover you for .	Limited cover is no longer offered. Cover is available under Additional cover you can choose at an additional premium. It is a condition of cover that an approved surge arrester be installed on the main distribution board.	Cover changed; only optional cover is available.

	Hollard Private Portfolio (Version 3.4)	Hollard Private Portfolio (Version 3.5)	Notes
Your specific responsibilities			
Power surge arrester requirements (Previously called: Surge protection requirements)	If you choose to install a surge protector, it must be as per the SANS/IEC 61643-11 low voltage surge protection standards, installed on the main electrical distribution board and the device must comply with set requirements.	If you have selected Power surge cover and pay a premium for it, the surge arrester installed on the main electrical distribution board must be as per the SANS/IEC 61643-11 low voltage surge protection standards and must comply with set requirements.	Clause is more specific to state that premium is applicable for the cover.
You must comply with conditions of cover		We will give you 14 days from the date we told you to comply with certain conditions of cover unless we agree otherwise in writing.	New clause.
Buildings			
Your specific responsibilities			
Tell us if you run a business from your premises		You must tell us immediately if you run a business from your premises.	New clause.
Fix any defective workmanship or materials and structural or design fault		You must fix any defective workmanship or materials and structural or design faults at your building as soon as you become aware of it because there is no cover for loss or damage due to such defects.	New clause.
Household contents			
What we cover you for			
Accidental death	If you are under the age of 80, and you die within 12 months of sustaining an injury on your premises, we will pay out according to the limit stated in your policy schedule for your age.	We will cover you for the amount shown in the policy schedule if you suffer an accidental bodily injury at your premises and you die within 90 days as a direct result of your injuries.	○ Wider cover - age limit has been removed. ○ Cover changed - accidental death previously covered within 12 months, now covered within 90 days.
What is not covered			
Blacklisted cell phones		There is no cover for loss or damages to a cell phone that has been blacklisted by the service or network provider.	New exclusion.
Your specific responsibilities			
Jewellery and watches safe requirements	Meaning of while in use: This means you are either wearing the item or you have temporarily taken it off with the intention of putting it back on again.	Meaning of while in use: This means you are either wearing the item or you have temporarily taken it off for activities with the intention of putting it back on again thereafter. An item if only worn, every second or third day will not be considered to be in use.	No change - more clarity given on the meaning of while in use.

	Hollard Private Portfolio (Version 3.4)	Hollard Private Portfolio (Version 3.5)	Notes
All Risks			
What we cover you for			
Accidental loss or damage worldwide	We cover you for loss or damage to your insured property normally worn or carried by you, or which often leaves your home, anywhere in the world, from any accidental cause (including power surge) that is not specifically excluded in this section.	We cover you for a maximum of six consecutive months, for loss or damage to your insured property normally worn or carried by you, or which often leaves your home, anywhere in the world, from any accidental cause that is not specifically excluded in this section. Cover for loss or damage due to Power surge is subject to having selected Power surge cover under the Household contents section.	○ Cover changed - Private v3.5 specifies that cover is only available for a maximum of six consecutive months. ○ Cover changed - cover for Power surge is subject to having chosen the optional benefit under the Household contents section.
What is not covered			
Blacklisted cell phones		There is no cover for loss or damages to a cell phone that has been blacklisted by the service or network provider.	New exclusion.
Your specific responsibilities			
Jewellery and watches safe requirements	Meaning of while in use: This means you are either wearing the item or you have temporarily taken it off with the intention of putting it back on again.	Meaning of while in use: This means you are either wearing the item or you have temporarily taken it off for activities with the intention of putting it back on again thereafter. An item if only worn, every second or third day will not be considered to be in use.	No change- more clarity given on the meaning of while in use.
Personal computers			
What we cover you for			
Loss or damage	We cover you for loss or damage anywhere in the world (including power surge), from any cause that is not specifically excluded.	We cover you for a maximum of six consecutive months for loss or damage anywhere in the world, from any cause that is not specifically excluded. Cover for loss or damage due to Power surge is subject to having selected Power surge cover under the Household contents section.	○ Cover changed, Private v3.5 specifies that cover is only available for a maximum of six consecutive months. ○ Cover changed, cover for Power surge is subject to having chosen the optional benefit under the Household contents section.
Personal liability			
Key terms to understand		The following definitions has been added: ○ Accident ○ Bodily injury ○ Period of insurance ○ Risk address	New definitions added.

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Your legal liability		This section covers you if you are held legally responsible by a court of law for causing damage to a person's property or causing injury or death to that person.	New clause providing more clarity of cover provided.
Causes of liability		Provides for possible causes which can lead to a liability claim being made against you.	New clause providing more clarity of cover provided.
Personal Liability and Extended Personal Liability – What is not covered			
Social discrimination		We do not cover any loss or damage for claims arising directly or indirectly from acts of actual or perceived social discrimination.	New exclusion.
Cyber insurance			
Specific definitions for Cyber insurance section		The following definitions has been added: ○ Express kidnapping ○ Sanctions ○ Theft of funds	New definitions added.
Main cover			
Cover options for cyber incidents		New cover options added: ○ Peta cover ○ Exa cover	New cover options added.
Included benefits			
Online shopping		We will reimburse you for your direct and pure financial loss for transactions over the Internet via payment card or mobile wallet that you have been induced to enter into by a Third Party to make a purchase of goods or services which are not delivered or rendered.	New benefit.
Express kidnapping		We will cover the value of your personal funds and/or value of the personal property surrendered by you, who has been abducted or held against your will for a period exceeding 4 hours, in exchange for your release.	New benefit.
Specific exclusions – What we do not cover			
Electricity grid failure		We do not cover loss, damage, any amount of any kind, or liability that is caused (in any way) by Electricity grid failure.	New exclusion.

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War, riot, strike and civil commotion	There is no cover for loss of funds relating to strike, riot or civil commotion or war, including acts of foreign enemies, hostilities or warlike operations (whether war is declared or not), civil war, invasion, insurrection, rebellion, revolution or military coup.	This insurance does not cover that part of any loss, damage, liability, cost or expense directly or indirectly arising from the following (whether war is declared or not): ○ War ○ Cyber operation	Existing exclusion amended to address war and cyber operations.
Legal costs			
Key terms to understand		The definition of 'Attorney' has been added.	New definitions added.
Specific conditions when you claim			
New section which outlines the conditions relating to claiming under this section added.			New section added.
Personal accident			
Key terms to understand		The following definitions have been added: ○ Dependents ○ You	New definitions added.
Conditions for cover		The following conditions of cover have been included: ○ Policyholder (excludes a juristic entity) ○ Age limit ○ Period of insurance ○ Time limit ○ Territorial limits	New section explaining the conditions of cover added.
What we cover you for			
Life support machinery		If an insured person sustains bodily injury because of an accident, we will pay the cost of life support machinery or equipment needed. We will not pay for any costs that are covered by a medical aid.	New benefit.
Mobility cover		If we accept a claim for the Permanent disability benefit, and an insured person needs a wheelchair or any other appliance for mobility, we will pay for the certain costs.	New benefit.
Rehabilitation costs		If we accept a claim for the Permanent disability benefit, and an insured person is unable to perform all aspects of their occupation at the time of the accident, we will pay for the cost of a rehabilitation programme.	New benefit.

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Return of a body		If we accept a claim for the Death benefit, we will pay the reasonable and necessary costs to return the body of a deceased insured person from the place of death to the place of burial in South Africa.	New benefit.
Return of an injured person		If an insured person sustains bodily injury because of an accident, we will pay the reasonable and necessary costs to return an insured person from the hospital to their normal place of residence in South Africa.	New benefit.
Search and rescue		If an insured person sustains bodily injury because of an accident, we will pay the reasonable search and rescue costs.	New benefit.
Claiming under this cover section			
New section which outlines the conditions relating to claiming under this section added.			New section added.
Motor			
Key terms to understand		The following definition has been added: ○ Regular driver	New definition added.
Conditions of use of your vehicle			
Limited mileage		You can choose to use your vehicle for private; private and work; private, work and business use as described above but restricts your vehicle to travelling no more than 6 000 km/3728 miles in a 12-month period.	New cover added.
Your specific responsibilities			
You must comply with conditions of cover		We will give you 14 days from the date we told you to comply with certain conditions of cover, unless we agree otherwise in writing.	New clause.
How much we pay			
Retail value plus		If your vehicle is actually worth more than its retail value, or less than the retail value, you may adjust the value you want to insure your vehicle for. This is done by insuring your vehicle for a percentage more or less than its retail value.	New sum insured option.

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Additional cover you can choose			
Tyre cover		You are covered for unexpected and unforeseen damage to your tyres on a private or public road in South Africa. If the tyre cannot be repaired, then we will pay for it to be replaced, and we will also pay for wheel balancing and alignment.	New benefit.
Pleasure-craft			
Key terms to understand		The definition of 'Write-off' has been amended to 'Total loss'.	Definition updated
Paying out after a claim			
Accessories		The amount we pay for a total loss claim will include the value of any accessories shown in your policy schedule which were lost in the same event.	New clause.
Cover ends after a total loss		Cover for your pleasure-craft ends if it is stolen and not recovered, or if our claims decision is to treat it as a write off. If your pleasure-craft is written off, it becomes our property.	New clause.
Proof of ownership		You must give us reasonable proof of ownership and proof of value of the pleasure-craft and any accessories, whenever we ask for it.	New clause.
How we handle claims in neighbouring countries		If you have a valid claim, we may decide either to have the pleasure-craft repaired in the country concerned, or have you bring it back to South Africa for repairs.	New clause.
EnRoute™ – Personal accident			
Key terms to understand		The following definitions have been included: - Insured persons - Medical practitioner	New definitions added.
Conditions for cover		The following conditions of cover have been included: - Age limit - Period of insurance - Time limit - Territorial limits	New section added.

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What is not covered			
Not because of an accident		We do not cover death, disability or bodily injury which is not a direct result of a motor vehicle accident but is instead related to a physical disability, illness or any communicable disease.	New exclusion.
Psychiatric conditions		We do not cover death, disability or bodily injury that was caused by stress, stress-related symptoms, psychosis, neurosis, or diagnosed psychiatric or nervous disorders.	New exclusion.
Trade and economic sanctions		If an insured person is subject to trade and economic sanctions, we cannot provide cover if it means we would not comply with such trade or economic sanctions.	New exclusion.