TOYOTA GENUINE WEAR AND TEAR PLAN

Toyota welcomes you to our ever-growing family of satisfied clients! We guarantee professional service and personal attention in areas that concern you as owner and driver of the Toyota vehicle.

PLAN DESCRIPTION

This **Toyota Genuine Wear & Tear Plan** covers essential wear and tear components and related labour charges that are not covered by your manufacturer's or extended service plan. The purpose is to give you the peace of mind that you will be covered when an unexpected failure happens to your vehicle's Brake Pads, Wiper Blades, Battery, and Globes, depending on which option you have chosen.

Your vehicle's **Toyota Genuine Wear & Tear Plan** covers only Toyota Passenger and Light Commercial and Medium Commercial Vehicles (excluding all Toyota Dyna and Ses'fikile vehicles) with no modification from the Manufacturer's original specifications.

TOTAL PREMIUM (INCL. VAT)

Product	Premium	Passenger + Medium SUV	Large SUV	Commercial
Basic - 4 Years	Upfront	R 8,200.00	R 8,800.00	R 9,500.00
Basic - 6 Years		R 11,900.00	R 14,500.00	R 13,750.00
Plus - 4 Years		R 9,550.00	R 10,250.00	R 11,250.00
Plus - 6 Years		R 14,000.00	R 17,350.00	R 17,100.00

EFFECTIVE DATE AND DURATION

Your vehicle's **Toyota Genuine Wear & Tear Plan** will commence on the purchase date.

The **Toyota Genuine Wear & Tear Plan** cover period options available are:

- 48 months with unlimited kilometres or,
- 72 months with unlimited kilometres

The duration of cover applicable to your **Toyota Genuine Wear & Tear Plan** will be as provided on the dealer schedule or wear and tear proposal form.

COOLING OFF PERIOD

After the Plan purchase date, you are entitled to cancel your vehicle's **Toyota Genuine Wear & Tear Plan** in writing to the Administrator within 14 days after the date of receipt of your vehicle's **Toyota Genuine Wear & Tear Plan** documentation or from the determined date on which you received your vehicle's **Toyota Genuine Wear & Tear Plan** documentation.

Please note that you may cancel your vehicle's **Toyota Genuine Wear & Tear Plan** within the 14-day cooling-off period, where no benefit has yet been paid or claimed or the event insured against under your vehicle's **Toyota Genuine Wear & Tear Plan** has not yet occurred.

All payments that you paid up to the date that the Administrator received your written notice of cancellation will be refunded to you / financial institution, subject to the deduction of the service related costs of any risk cover you may have enjoyed.

Your request for cancellation will be completed by the Administrator by no later than 31 days after the Administrator receives your cancellation notice.

AMENDMENTS AND CANCELLATIONS

After the cooling-off period, you are entitled to cancel the Plan at any time by giving the Administrator 31 days' notice. Should you wish to cancel the Plan you are required to advise the Administrator in writing.

COVER PROVIDED

Your plan comprises of 4 options, namely the **Toyota Genuine Wear & Tear Basic Plan** with either 4 or 6 years cover or the **Toyota Genuine Wear & Tear Plus Plan** with either 4 or 6 years cover. The option you selected will be recorded on the dealer schedule proposal form.

- In the event of a replacement of any of the components listed below being required, it should be as a result of normal wear and tear.
- The decision as to what constitutes normal wear and tear is at the discretion of the Administrator in accordance with the replacement benchmarks below:

Component	Interval
Front Brake Pads	Approximately 30,000km
Rear Brake Pads/Shoes	Approximately 45,000 km
Wiper Blade Rubbers	12 months
Vehicle battery	36 months

- Replacement does not have to coincide with scheduled services.
- The Plan will cover both the cost of the part as well as the labour (as per Toyota guidelines) for fitment.

Listed below are the items which form part of your vehicle's **Toyota Genuine Wear & Tear Basic Plan:**

	4 Years / Unlimited Km's	**6 Years / Unlimited Km's**
Toyota Genuine Wear & Tear - Basic Plan	Front Brake Pads - 2 Sets Rear Brake Pads/Shoes - 2 Sets Wiper Blade Rubbers - 4 Sets	Front Brake Pads - 3 Sets Rear Brake Pads/Shoes - 3 Sets Wiper Blade Rubbers – 6 Sets

Listed below are the items which form part of your vehicle's **Toyota Genuine Wear & Tear Plus Plan:**

	4 Years / Unlimited Km's	**6 Years / Unlimited Km's**
Toyota Genuine Wear & Tear - Plus Plan	Front Brake Pads - 2 Sets Rear Brake Pads/Shoes - 2 Sets Wiper Blades Rubbers - 4 Sets Globes (maximum of 2) 1 x 12V Battery	Front Brake Pads - 3 Sets Rear Brake Pads/Shoes - 3 Sets Wiper Blades Rubbers - 6 Sets Globes (maximum of 4) 2 x 12V Battery

Note: Toyota South Africa Motors reserves the right to change covered components and content without notice.

ELIGIBILITY/QUALIFYING CRITERIA

Your vehicle's **Toyota Genuine Wear & Tear Plan** covers only Toyota Passenger and Light Commercial and Medium Commercial Vehicles (excluding all Toyota Dyna and Ses'fikile vehicles) with no modification from the Manufacturer's original specifications.

TRANSFERABILITY

In the event that you sell or trade -in your vehicle, your vehicle's **Toyota Genuine Wear & Tear Plan** will be transferred to a subsequent new vehicle owner, provided your vehicle's **Toyota Genuine Wear & Tear Plan** is still valid.

Should you **not** wish to transfer your **Toyota Genuine Wear & Tear Plan**, you are required to cancel the Plan prior to selling or trading-in your vehicle. Failing to do so will result in an automatic transfer of your **Toyota Genuine Wear & Tear Plan** to the new vehicle owner.

Your vehicle's **Toyota Genuine Wear & Tear Plan** may not be transferred from one vehicle to another, due to varying risk parameters that are considered when pricing for your vehicle's **Toyota Genuine Wear & Tear Plan**.

TOYOTA GENUINE WEAR & TEAR PLAN EXCLUSIONS

Your vehicle's **Toyota Genuine Wear & Tear Plan** will not cover the cost of repairs or replacement in the following instances:

- Fitments not carried out by a Toyota SA Authorised Dealer/Service Centre in the area of jurisdiction;
- Work undertaken without prior authorisation;
- Vehicles in any way altered, converted or modified outside Manufacturer specifications;
- Where the vehicle's odometer is not working, or in the opinion of the Administrator has been tampered with, altered, disconnected or replaced without the approval of the Administrator;
- Any part or parts not mentioned under "Cover Provided", including:
    - Additives (e.g. window washer fluid, injector cleaner, etc.);
    - Tyres, wheel alignment and wheel balancing;
    - Engine or drivetrain top up oil, brake fluid, engine coolant or any other lubricants and required between stipulated service intervals;
    - Electrical wiring or immobiliser/security systems;
    - Parts that are covered by the Manufacturer's Warranty or a Genuine Toyota Warranty at time of failure;
- Damage resulting form:
    - Not servicing the vehicle as per the Manufacturer's recommended service schedule;
    - Vehicle abuse or negligence.

Please note: Notwithstanding the above your Genuine Wear & Tear Plan specifically excludes any costs other than the fitment of components listed under "Cover Provided".

CUSTOMER OBLIGATIONS

Your obligations in terms of this agreement are as follows:

- Report any defect in the vehicle which may be subjected to the vehicle's warranty cover to a Toyota SA Authorised Dealer/Service Centre;
- Carry out preventative maintenance in respect of the vehicle, including the inspection of engine oil level, coolant levels and tyre pressure.
- Check and sign invoices for fitments upon completion of the work.

SERVICE PROCEDURE

In order to maintain the optimal performance of your vehicle, the vehicle must be serviced in accordance with the service schedule set out in the vehicle's **"Book of Life"**. The service interval is dependent on the vehicle category (Passenger, Light Commercial or Medium Commercial Vehicle) and engine type (petrol or diesel). It is, however, mandatory for all vehicles to be serviced at least once every 12 months, irrespective of the distance covered. A grace period of maximum 1 500 km's or 30 days on either side of the scheduled service (whichever occurs first) will be permitted from the kilometres or date that a service is due.

SHARING OF INFORMATION

It is vital for Administrators to share plan and claims information to ensure fair assessment for providing for risk purposes and to mitigate the number of fraudulent claims. You hereby relinquish any right to privacy relating to the insurance information provided and allow for this information to be shared with any other administrator and the South African Insurance Crime Bureau. This permission will survive the termination of this plan.

Your Personal Information collected by Innovation Group, and/or its affiliated third parties, may be used for the following reasons:

- to establish and verify your identity in terms of the Applicable Laws;
- to enable Innovation Group to fulfil its obligations in terms of the Agreement;
- to enable Innovation Group to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws;
- reporting to the Financial Intelligence Centre, Financial Sector Conduct Authority and/or the Prudential Authority in terms of the Applicable Laws;
- at claims stage and in order to validate a claim, obtain information from the South African Police Services (SAPS) and
- to obtain credit information where applicable, from any of the credit bureaus.

Innovation group will use your personal information for purposes which you have consented to as well as any other purposes which you would reasonably expect innovation group to use your personal information for. Innovation group may need to share your personal information with third parties. Innovation group takes reasonable steps to prevent unauthorised access to your personal information which we hold. You can withdraw your consent to the processing and sharing of your personal information at any time. Innovation group may still process your personal information in terms of the protection of personal information act. Innovation group will delete your personal information within a reasonable time after the termination of your agreement relationship with innovation group or as required by any relevant laws.

BELOW ARE THE CONTACT DETAILS SHOULD YOU REQUIRE ANY ASSISTANCE:

Customer Care:	0860 123 329	For Correspondence:
Fax:	(011) 790 6699	Private Bag X99
Claims:	0861 888 789	Bryanston
Fax:	(011) 790 6699	2021
CLAIMS CENTRE OFFICE HOURS:		E-mail:
Monday to Friday:	07:30 to 17:00	ToyotaCustomerCare@innovation.group
Saturday	08:00 to 12:00	

PLEASE NOTE: Full details of the cover, benefits and exclusions are set out in the **Toyota Genuine Wear & Tear Plan** wording. If you do not understand anything in the Terms and Conditions or you have a claim, please phone our Customer Care Centre 0860 123 329.

For more information on all Toyota approved products and services to **Keep Your Toyota Genuine**, please visit www.toyota.co.za/genuine. For convenient online service booking and vehicle management, be sure to download the MyToyota Mobile Application from Google Play or the AppStore.

Yours sincerely

The Toyota Genuine Team