

Dear Customer,

Vodacom extends its sincerest condolences to you & your loved ones during this difficult period. Herewith some information to help you make a decision that will be best suited after you have registered the Deceased's details at Home Affairs.

1. Information & Options for Accounts Without Contract Cover:

Kindly note that for any of the three contract options selected below, the following is required within 14 days:

- A certified copy of the account holders ID - Smart Card ID's must include a clear copy of the back and front
- A certified copy of the death certificate
- Executor details (Certified ID & Contact details for correspondence)
- Select your chosen option for the contract, i.e., Transfer of Ownership, Prepaid Conversion or Contract Cancellation on the form provided
- Deceased claim form completed with all the required information
- All outstanding amounts must be settled in full

Contract Options	Details
1. Option 1 - Transfer of Ownership	This option enables you to transfer the Balance of Contract/s, the deceased's cellular number and/or Fibre service to either yourself or another party which will enable you to retain the handset and/or Fibre service subject to credit vetting approval. ✓ To facilitate a transfer of ownership on a mobile line, kindly visit your nearest Vodacom shop to apply for a transfer of ownership along with the above requirements and your documents for credit vetting (ID, 3 months Bank Statement & a copy of your latest payslip) ✓ To facilitate a transfer of ownership on a Fibre line, kindly email the following additional documents to deceased@vodacom.co.za: ▪ Surety Form ▪ Transfer Checklist & all documents required thereof ▪ Transfer Form ▪ Vodacom FTTH Application Important to Note: Any missing information, payments or documentation will result in your application being delayed.
2. Option 2 - Pre-Paid Conversion	This option allows you to retain the handset, have the number converted from contract to prepaid and to keep the cellular number/s active by recharging with airtime in future. Should you wish to take up this option simply ensure that all outstanding amounts are settled in full then send through the above requirements to deceased@vodacom.co.za Important to Note: This option is not applicable for Fixed Line Fibre Accounts.

3. Option 3 - Contract Cancellation	This option allows for the Mobile and/or Fibre contract to be cancelled, for the handset and/or Fibre router to be retained and the account to be closed after all outstanding amounts have been settled. In case of a Fibre contract cancellation, the Fibre service will be discontinued. Simply email all required documents to deceased@vodacom.co.za
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2. Information & Options for Accounts with Contract Cover:

Kindly note that for any of the contract options selected below, the following is required within 14 days:

- A certified copy of the account holders ID - Smart Card ID's must include a clear copy of the back and front
- A certified copy of the death certificate stamped by home affairs
- Executor details (Certified Copy of ID & Contact details for correspondence)
- Letter of Executorship / Authority stamped by the High Court
- Deceased claim form completed with all the required information
- Late Estate bank account confirmation details (not older than 3 months)
- Contract Cover claims must be submitted as soon as reasonably possible up to a maximum of 180 days from the date of the death giving rise to the claim as indicated in Section "C" of the contract cover terms and conditions

NB: Contract Cover Terms and Conditions can be accessed via the Vodacom website:

<https://www.vodacom.co.za/vodacom/terms/contract-cover-terms-and-conditions>

Contract Options	Details
1. Option 1 - Pre-Paid Conversion	This option allows you to retain the handset/s, have the number/s converted from contract to prepaid and keep the cellular number/s active by recharging with airtime in future. Should you wish to take up this option simply send through the above requirements to deceased@vodacom.co.za NB: Kindly note that this option is not applicable for Fibre lines
2. Option 2 - Contract Cancellation	This option allows you to retain the handset/s and/or Fibre router, for the contract to be cancelled and the account to be closed. In case of Fibre contract cancellation, the balance of contract will be settled for the full value and Fibre service will be discontinued. Simply send through the above documents to deceased@vodacom.co.za
3. Option 3- Transfer of Ownership (Applicable to Fibre Accounts only)	This option allows you to continue with the Fixed Line Service by applying for a Transfer of Ownership which is subject to credit vetting approval. To facilitate a transfer of ownership on a Fibre line, kindly email the following documents to deceased@vodacom.co.za: ▪ Surety Form ▪ Transfer Checklist & all documents required thereof ▪ Transfer Form ▪ Vodacom FTTH Application Important to Note: Any missing information, payments or documentation will result in your application being delayed.

Frequently Asked Questions

FAQ's	Answer
1. What does contract cover pay for?	Contract cover pays a lump sum benefit equal to all the subscription fees and device financing costs in respect of the outstanding term of the Vodacom contract. This benefit will be paid to Vodacom (Pty) Ltd in order to fulfil and settle the contractual obligation to Vodacom (Pty) Ltd.
2. Who is eligible to receive the Contract Cover Plus benefit of R5000?	If the customer has opted for Contract Cover Plus, a lump sum amount of R5,000 will be paid to either of the below eligible beneficiaries: ▪ To the surviving spouse; ▪ If no living spouse, we will pay to the children equally; ▪ If the child or children are minors, we will pay the legal guardian; ▪ If none of the above are available, we will pay to the estate account; Documents required for pay-out: ▪ Surviving spouse - Marriage certificate / proof of relationship ▪ Surviving child/children - Unabridged birth certificate / proof of relationship ▪ Minor child or children - Unabridged birth certificate, proof of guardianship such as adoption or letter of guardianship appointment ▪ Late estate account details NB: Proof of banking details must accompany the above document/s for payment, e.g., if the beneficiary is the spouse, the proof of banking details must match the name and surname on the marriage certificate
3. How long does it take for the R5000 benefit to be paid to the nominated beneficiary / late estate?	5 to 10 days
4. What should I do if there is no Late Estate Account or if the account has been closed?	Should there be no eligible beneficiaries and if the deceased does not have a Late Estate Account, the Executor needs to open an account at the bank for the R5000 benefit to be paid into. If the Late Estate Account has been closed, it needs to be re-opened for the R5000 funeral benefit to be paid into.
5. How long does it take a Prepaid Conversion to be effected?	Within 48 hours provided that all the required documents & information has been received.
6. How long does it take for a Contract Cancellation to be done?	Within 48 hours provided that all the required documents & information has been received.

7. How long does it take for a Transfer of Ownership to be facilitated on a mobile line?	This is dependent on the outcome of the credit vetting application. Please enquire with the store where the transfer was applied for.
8. How long does it take for a Transfer of Ownership to be facilitated on a Fibre line?	Transfer of Ownerships for Fibre lines are facilitated within 48 hours provided that credit vetting requirements are successful. The outcome of your application will be communicated to you within 48 hours. Should you not receive feedback after 48 hours on the outcome of your application kindly send an email to deceased@vodacom.co.za

Should you have any uncertainties please contact us on one of the below channels and one of our Vodacom consultants will assist you:

- Email: Deceased@vodacom.co.za
- Subscriber Collections - 082 1946 (If the account is in arrears)
- Subscriber Collections Legal Contact Centre - 0821905 (to follow up on an existing Deceased query for Mobile & Fibre Lines)
- Customer Care - 082135 (If the account is not in arrears or if contact is made after hours) or,
- Follow ups for Transfer of Ownerships on Mobile Lines can be queried telephonically at the store where the application was made.

Kind Regards

Vodacom Subscriber Collections

Vodacom Deceased Account Claim Form

Please complete this form using block letters and email it to deceased@vodacom.co.za

MSISDN (Mobile Number) / Fibre Solution ID	Contract Cover Active	
1.	☐ Yes	☐ No
2.	☐ Yes	☐ No
3.	☐ Yes	☐ No
4.	☐ Yes	☐ No
5.	☐ Yes	☐ No

Details of the deceased customer

First name/s

Surname

ID / Passport

Next of kin details

First name/s

Surname

Relationship Contact Number

E-mail address

Estate details

Contact name

Contact number

E-mail address

Action required

Contract to Prepaid Conversion	☐	The following documentation must accompany this claim form: 1) Certified copy of deceased customer's ID - Smart Card ID's must include a clear copy of the back and front 2) Certified copy of death certificate 3) Applicable Estate documents
Contract Cancellation	☐	
*Transfer of Ownership	☐	

** Transfer of Ownerships must only be selected in the event that the customer does not have "Contract Cover" activated*

I understand that I am fully bound by my conscience in making this statement and that any misrepresentation of the facts constitutes fraud.

SIGNED: _____

DATE: _____