

## Item 2

### Life Register

#### A. Enquiries protocol for clients

If you want to enquire about a possible entry against your name on the ASISA register, please follow the following steps:

1. Contact your insurance company and state your request.  
They will provide you a document entitled “Notice for the benefit of consumers” as well as an “Enquiry Sheet”.
2. Complete the “Enquiry Sheet” and forward to ASISA at one of the following contact details:  
E-Mail:  
Fax:  
Postal Address:
3. The ASISA secretariat shall, on receipt of your written enquiry, advise you whether there are any entries on the Life Registry relating to you.
4. If the Register show that an entry relating to you does exist, ASISA will confirm that and also convey the name of the insurance company that captured the information. They will then ask the insurance company to send the relevant information about your entry to your family doctor as indicated on your “Enquiry Sheet”. If the information on the Register is completely non-medical, the information will be provided to you by the Chief Medical Officer or Chief Underwriter of the insurance company.
5. In the letter to your family doctor, the Chief Medical Officer or Chief Underwriter of the insurance company will explain the full details of your entry.
6. If you disagree with the accuracy of the information on the Registry, please discuss it with the Insurance Company. If you want the entry to be deleted, you have to contact the ASISA secretariat, who shall take the matter further.

## B. Enquiries protocol for life offices

When an enquiry is made to a member office by a member of the public (or by anyone else on behalf of such a person) about the possible existence and/or the nature of entries relating to that person that might appear on the LOA Life Registry, the member office should take the action as set out below:

1. Provide the enquirer with a copy of the "Notice for the benefit of consumers" as well as the enquiry form, as set out in the attachment to this Annexure. Under no circumstances should member offices attempt to explain the operation and use of the Life Registry, but should instead immediately refer such enquiries to the LOA secretariat.
2. The ASISA secretariat shall, on receipt of a written enquiry, (in the prescribed format) advise the person making the enquiry whether there are any entries on the Life Registry relating to him/her. Should no entries exist on the Life Registry relating to that person that will be the end of the matter.
3. Should the Register show that an entry does exist, the person making the enquiry will at the same time be advised by the ASISA secretariat that life office A/B/C has activated an entry on the Register and that the relevant information about the entry will shortly be supplied to his/her nominated medical practitioner by the life office/s concerned.
4. The secretariat will thereafter refer the matter to the nominated officials at the life office/s concerned and request that information about the listing be communicated to the nominated medical practitioner by the Chief Medical Officer or (only when the member office does not have a CMO) by the Chief Underwriter. Where the entry on the Register relates to an impairment which is completely non-medical, the information about the entry may be supplied direct to the person making the enquiry by the Chief Medical Officer/Chief Underwriter.
5. The Chief Medical Officer/Chief Underwriter may under no circumstances supply encoded entries, as this may prejudice the confidentiality of the Life Registry. Instead he/she must supply the decoded information as well as any further detail which will enable the doctor to explain the relevance of the entry to his/her patient. As soon as the information has been supplied to the nominated medical practitioner, the Chief Medical Officer or Chief Underwriter must advise ASISA secretariat in writing that the nominated medical practitioner has been supplied with the relevant (decoded) information relating to his patient.
6. Should the accuracy of the information on the Registry be questioned by the person to whom the information relates, this issue is to be dealt with between that person and the life office concerned. Should the abovementioned person not question the accuracy of an entry but in any event wishes to have an entry deleted, the person is to be referred to the ASISA secretariat, who shall take the matter further.