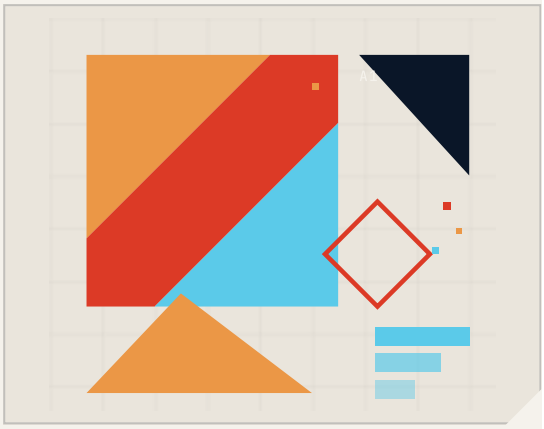
LICENSED FINANCIAL SERVICE PROVIDER
FSP 53052

MODULE PROTECTION · 2027

We pay out when you fail a module.

Module Protection Agreement

Contract terms for the 2027 academic year, so you can afford to redo a protected module and keep moving toward graduation.



SEMESTER MARK 45% | FULL MODULE FEE | UP TO FOUR MODULES | UNDERGRADUATE

> All you need is 45% for your semester mark.

COMPANY	PROTECTION YEAR	CONTACT
Studii (Pty) Ltd	2027 academic year	support@studii.co.za
Reg. 2020/201869/07	Undergraduate degrees	012 012 6153 · studii.co.za

A future for all.

LICENSED FINANCIAL SERVICE PROVIDER
FSP 53052



IMPORTANT

Important: This is not an insurance product. We have been collaborating with the Financial Sector Conduct Authority and the Prudential Authority. We are a registered Financial Service Provider (FSP 53052).

This schedule sets out the contract terms for every student who buys Studii cover directly. Your checkout choices (institution, qualification, number of modules protected and payment plan) form part of your agreement with this document and the messages we send you about your cover.

01 About this agreement

This agreement is between you, the student who buys cover, and **Studii (Pty) Ltd** (registration number 2020/201869/07), a licensed Financial Service Provider, **FSP 53052** ("Studii", "we", "us"). It sets out how our module protection works, what we pay for, and what we each promise.

Your agreement is made up of this document, the plan, institution, qualification and number of protected modules you chose at checkout, and the emails and messages we send you about your cover. You accept it at checkout, and the version you accepted stays available on your account.

> This schedule covers the **2027 academic year**. Version 2, effective 17 November 2026.

02 Words we use

- **Protection year:** the academic year your cover is for (for this schedule, **2027**), from the day your cover starts until your final results for that year are out.
- **Module:** a single academic subject that forms part of your qualification for the protection year.
- **Protected modules / annual cap:** the number of failed modules in the protection year that we will pay for (the number you chose at checkout: one, two, three or four). Cover applies to any of your modules that meet the claim conditions, until you reach that cap.
- **Module fee:** the fee your institution charges for a module, as recorded on your quote and account. It does not include study materials, printing, accommodation, field trips or any other cost.
- **Premium:** the amount you pay for cover for the protection year, either monthly or upfront. Your quote and account show what you pay.
- **Claim:** your request for a payout for a failed protected module.
- **Semester mark:** also called the progress mark or year mark: the mark your institution records for the module before or alongside the final exam.
- **Undergraduate degree:** a bachelor's or equivalent undergraduate qualification at an approved institution. Cover under this schedule is for undergraduate degrees only.

03 What is covered

We pay out when you fail a module, so that you can afford to take it again.

When you sign up you choose how many failed modules a year we pay for: **one, two, three or four**. That is your annual cap. Cover applies to any of your modules that meet the conditions below, until you reach it.

> **Cover is for students registered for an undergraduate degree for the 2027 protection year at an institution we accept at checkout.**

A module qualifies for a payout when **all** of the following are true:

1. Your **semester mark** (progress or year mark) for the module is at least **45%**.
2. You **wrote the final exam** for the module.
3. Your **final mark** for the module is **below 50%**, so you failed it.

> **All you need is 45% for your semester mark.**

04 What we pay

For each qualifying failed module we pay **the full module fee**, as shown on your quote and on your account. We pay for no more modules in the protection year than your annual cap.

We pay the student or, where you ask us in writing, your institution's fee account.

We do not pay for study materials, printing, additional lectures, accommodation, field trips, experiments or any cost other than the module fee.

05 Your premium and how you pay it

Your premium is worked out when you check out, from your institution, the number of modules you protect and our rates at the time. It does not change during the protection year. You choose one of two ways to pay:

MONTHLY

The year's premium is split into monthly instalments, on the 1st of each month. Your first payment is taken when you sign up: it pays every instalment already due, or, if none is due yet, the next instalment early. After that we collect each instalment from the card you paid with on its due date. Your last payment is made on 1 December of the academic year covered.

UPFRONT

You pay the whole year at once when you sign up, with a discount on the year's premium as shown at checkout.

You can sign up from **15 November** of the year before the protection year until **30 April** of the protection year.

06 When cover starts

Your cover shows as active on your account once your first payment has been received and your later payments are up to date.

Because a payout is funded from the full premium for the year, **we pay a claim only once the year's full premium has been paid**. If you pay monthly and some instalments are still outstanding when your claim is accepted, the outstanding amount is settled before the payout or deducted from it, and we tell you exactly how much.

07 Missed payments

If we cannot collect a monthly instalment on its due date, we will let you know and try again.

- While an instalment is overdue, your cover is **paused**: you cannot claim for that time until the overdue amount is paid. Once you settle what is overdue, your cover continues.
- If two monthly instalments are missed and not settled, your agreement ends and your modules are no longer protected.

08 Cancelling

- **Cooling-off period.** You may cancel within 14 days of signing up. If you have not claimed, we refund everything you have paid.
- **Monthly plans.** After the cooling-off period you may cancel at any time from your account or by emailing us. We stop collecting instalments and your cover ends on the day you cancel. Instalments already paid are not refunded.
- **Upfront plans.** After the cooling-off period, upfront cover runs until the end of the protection year and is not refunded.

How to cancel: use the cancellation control on your Studii account, or email **support@studii.co.za**.

09 Claims

- **When:** claims open once your final results for the protection year are out, and **close at the end of February in the following year**. Claims received after that are no longer valid.
- **How:** submit your claim from your Studii account. We ask for proof of identity and your academic record or transcript showing your semester mark, that you wrote the exam, and your final mark, plus proof of your registration for the module.
- **What happens next:** we review your claim and accept it, decline it with our reasons, or ask you for more information. We pay accepted claims as soon as we can after accepting them.
- **Appeals:** if your claim is declined or arrives late, you may appeal by emailing us. We consider every appeal on its own merits.

10 What we do not cover

We do not pay out when:

- you were not a registered student at the institution you chose for the module, or the module was not part of your studies for the protection year;
- you were not registered for an **undergraduate degree** for the protection year;
- you did not write the final exam, or you were barred from it;
- you were expelled or excluded from your institution or from the exam, or you deregistered or dropped out;
- the information you gave us was untrue, incomplete or misleading, or the claim is fraudulent;
- the failure results from civil commotion, labour unrest, riot, strike, lockout or public disorder, or from any act intended to further a political aim or to spread fear in the public, or an attempt at any of these;
- the cost is anything other than the module fee, such as study materials, printing, additional lectures, accommodation or field trips.

OUR RESPONSIBILITIES

11 · What we promise

- To pay out any valid claim.
- To keep your personal information secure and use it as clause 13 describes.
- To let you know of any change that may influence your module protection.
- To be available to answer questions about your cover.

YOUR RESPONSIBILITIES

12 · What we ask of you

- Give us true and complete information when you sign up and when you claim.
- Keep your payments up to date.
- Tell us about any change that may affect your cover (qualification, institution, deregistration).
- Submit your claim before claims close.

13 Your personal information

13.1 **Who we are.** Studii (Pty) Ltd (2020/201869/07, FSP 53052), 49 de Havilland Crescent, Persequor, Pretoria, 0020, is responsible for your personal information under the Protection of Personal Information Act (POPIA). Our Information Officer is Marco Booyse, marco@studii.co.za, 012 012 6153.

13.2 **What we collect.** When you sign up: your email address and basic technical information about how you use our site. When you get a quote: your institution, qualification, year of study, modules and quote. At checkout: your full name, ID number, student number, phone number, plan and payment status. Our payment processor handles your card; we do not store your card number. When you claim: your academic record, proof of registration and proof of identity. When you contact us or use our chat assistant: what you write to us.

13.3 **Why we use it.** To provide your cover, collect payments and assess and pay claims; to confirm your identity and prevent fraud; to answer your questions; to send you messages about your account, payments, cover and claims; to send you marketing (clause 13.5); to improve our products; and to meet our legal and regulatory duties and keep the records they require.

13.4 **What you must give us.** You must give us your checkout details to get cover, and your claim documents to be paid. Without them we cannot issue your cover or pay your claim.

13.5 **Marketing.** By signing up or using our site, you agree that Studii may send you marketing about our products and services by email, SMS, WhatsApp and phone. You can opt out at any time by replying STOP, clicking unsubscribe in any email, or emailing support@studii.co.za. Opting out is free and does not affect your cover. We will still send you messages about your account, payments, cover and claims.

13.6 **Who we share it with.** We share your personal information with our partners and associates, for example the institution or organisation that referred you to Studii. This can include your name, contact details, ID number and your progress on our site (such as signing up, checking out and paying). We share it so that they can contact you, including by WhatsApp, about funding for your studies and to help you get cover. Our partners handle your information under their own privacy policies. We also share what is needed with the service providers who process our payments, host our site and databases, send our emails and messages (including WhatsApp) and run our chat assistant; with our professional advisers and insurers; and with regulators, the FAIS Ombud and law enforcement when the law requires. Our service providers act on our instructions and must keep your information confidential and secure. We do not sell your information.

13.7 **Information outside South Africa.** Our databases are hosted in Frankfurt, Germany, and some of our service providers process information in other countries. We only use providers that are subject to laws, binding rules or agreements that protect your information in line with POPIA.

13.8 **How long we keep it and how we protect it.** We keep records of your cover, payments and claims for at least five years after your cover ends, as financial services law requires. Other information is kept only as long as we need it, and then deleted or de-identified. We protect your information with reasonable security measures, such as encryption and restricted staff access. If we believe your information has been accessed or acquired by someone unauthorised, we will tell you and the Information Regulator as soon as reasonably possible.

13.9 **Your rights.** You may ask us what personal information we hold about you and who has had access to it, ask us to correct or delete it, object to how we use it, and opt out of marketing at any time. Email support@studii.co.za. If you are not happy with our answer, you may complain to the Information Regulator: POPIAComplaints@inforegulator.org.za, 010 023 5200, inforegulator.org.za, Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191.

14 Complaints

If you are unhappy with anything we have done, email **support@studii.co.za** (or message us on your Studii account) and we will do our best to put it right. You may also escalate to **marco@studii.co.za**.

As a licensed Financial Service Provider we are regulated by the Financial Sector Conduct Authority. If you feel we have not treated you fairly, you can contact the FAIS Ombud at **www.faisombud.co.za**.

For privacy complaints, see clause 13.9.

15 Our details

COMPANY	Studii (Pty) Ltd
REGISTRATION NUMBER	2020/201869/07
FSP NUMBER	53052
PHYSICAL ADDRESS	49 de Havilland Crescent, Persequor, Pretoria, 0020
PROFESSIONAL INDEMNITY	Lombard Insurance Company
TELEPHONE	012 012 6153
STUDENT SUPPORT	support@studii.co.za
INFORMATION OFFICER	Marco Booyse, marco@studii.co.za
UNIVERSITIES & PARTNERS	marco@studii.co.za · 082 329 4694
WEBSITE	studii.co.za