

18 March 2020

Communique 77

To All Sasria Agents and Intermediaries

Development Phase - Claims Management System (CMS)

It is with great excitement to inform you that the concept of the Claims Management System, presented during the 9th May 2018 Phoenix project breakfast session is officially in progress. We are proud to announce that the new claim's solution is in the development phase and we are confident that this system will not only improve our internal processes but will also speak to your needs as our stakeholders. This would not have been possible without your feedback and comments from our various platforms.

We have Price Waterhouse Coopers (PWC) as our implementation partner and they will facilitate the implementation of the Guidewire solution. We are all inspired to deliver on our promise to work on a system that is responsive to our environment and will serve as a vehicle for us to make a mark in our industry.

This project has clear objectives and sets out to:

- Improve customer experience and achieve seamless management of operations.
- Have a consistent, self-sufficient solution where configuration can be done easily and in house.
- Be the centre of excellence when it comes to special risk cover.

We want you to be part of this journey and we will need all your support and feedback through-out. Please be on the lookout for more communication about this project. We look forward to engaging with you and enable the successful execution of this project.

Regards

Fareedah Benjamin

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