

20 November 2020

Communique 82

Countdown to CMS Go-Live!

To All Sasria Agents and Intermediaries

Dear All,

With just over a week to go to our **30 November Go-Live date** for the new Claims Management System (CMS), we are finalising our processes which includes the cutover period. From the **26th of November**, we will be migrating all existing claims from the current system to the new CMS. Please take note of the important details below:



INTRODUCING
SASRIA'S NEW CMS **30 NOVEMBER 2020**

ALERT!!!

CUTOVER PERIOD:
26 - 29 NOVEMBER 2020

NO CLAIMS WILL BE PROCESSED DURING THIS PERIOD

Please note that you will receive a new Sasria claims reference number for each migrated claim during the cutover period

FROM 30 NOVEMBER

PLEASE INCLUDE THE NEW SASRIA CLAIMS REFERENCE NUMBER IN THE SUBJECT LINE IN ALL CORRESPONDENCE TO AVOID UNNECESSARY DELAYS

NB: As we prepare for the cutover period, please note that there may be delays in response to your queries. However, should there be any urgent matters please contact Mmakgomo Motalane on: mmakgomom@sasria.co.za

Regards
Fareedah Benjamin