

04 February 2021

Communique 86

To All Sasria Agents & Intermediaries

Claims Management System Release 2 Phase

It is pleasing to Sasria to have successfully launched **Release 1** phase of the Claims Management System (**CMS**) project. Finally! We have adapted to a fresh, modern, and intelligent solution for greater efficiency. Just like most system deployments, we anticipated a few post implementation glitches, which our IT department is working tirelessly to resolve and ensure stability going forward. We kindly request that you bear with us, as we strive to serve you better in future.

We are now in inception phase for **Release 2**, which will **Go-Live** in **June of 2021**, where **Vendor Engage**, and **Producer Engage** are to be introduced. As the modernisation journey continues, changes that impacts you are anticipated and the transition map will be made available, giving our partners the opportunity to adapt and navigate through the new processes and technological requirements.

Regular updates will be made available to you, where post implementation support will also be offered. Should you have any queries about this **Release**, please contact **Themba Sibiya** on Thembas@sasria.co.za.

Kind regards

Fareedah Benjamin

Executive Manager: Insurance Operations