

21 May 2021

Dear Stakeholders,

We would like to thank you for the continued support and patience throughout our journey of implementation of our new Claim Management System (CMS). To facilitate the claims efficiency and improve our service we need your assistance. We kindly request the following:

1. With all communication sent to Sasria, (CMS) claim number has to be reflected in the subject line of each and every claim.
2. The claim number should be in the following format **XX\00\00000**. (Please note, CMS recognises backward slashes (****) only).
3. Communication should be sent only to the relevant inbox as sending the same communication to all inboxes clogs the system and delays attendance to your claim.
4. The different email addresses are as follows:
 - New claims - newclaims@sasria.co.za
 - Existing claims with claim numbers - claims@sasria.co.za
 - Invoices, releases, AOL's - payments@sasria.co.za

Your cooperation would be appreciated.

Regards

Insurance Operations Executive: Fareedah Benjamin