

Communique 91

12 July 2021

To All Sasria Agents and Intermediaries

Sasria Claims

As you have seen in the media, several protest actions arose in KZN, Gauteng and some other areas.

Sasria SOC Ltd would like to give you the assurance that we are well capitalised with capital adequacy ratio of more than 3 (three) times, and in addition we have adequate reinsurance programmes with “A” rated reinsurers. We are confident that we will be able to provide for the anticipated claims.

The current situation necessitates that we communicate with you as our Agent Companies and Brokers, the claims process to ensure we are well positioned as partners to navigate these trying times.

We are ready to help you

1. Internally, we have created a CAT event code, and centralised all the claims that stem from the recent events to a specialist team of experts who will facilitate the claim handling.
2. We request that all claims stemming from these events are registered with the Agent company who will in turn register the claims with Sasria. This is as per our business model and ensures we are all able to manage the claims effectively and expediently. Please use the email addresses as provided below.
3. Please ensure that all relevant information for claims registration is provided at the point of registering the claim with Sasria (loss adjuster report, coupon, underlying policy, proof of premium payment).
4. We request that Loss Adjusters and Assessors be appointed within the given mandates. For all claims above R1m, the confirmation of appointment of Loss Adjusters should be confirmed by contacting the claims contacts stated below.
5. We have also appointed Loss Adjusting companies to collate all information to expedite the claims.

To avoid unnecessary delays in managing the claims, it is important that the above process be followed and complied with.

We have also received several queries relating to underwriting. In the event that your client requires Sasria cover, please proceed and issue coupon following our underwriting regulations.

Clients may request to initiate Sasria cover at any time or increase their insured limits as per the regulations. We will honour all new business requests, however, the client will need to declare no existing damage is in place at the time of issuing cover or increasing cover. Pre-existing damage is not covered. We urge all Agent Companies to review the regulations published on our website, www.sasria.co.za

Again, we want to ensure you as our partners, that we are well geared to facilitate the claims that may arise, and we value your continued support.

Contact details

Claims:

- New Claims: newclaims@sasria.co.za
- Existing Claims: claims@sasria.co.za – please use the CMS claim number from the original registration in the subject line to allow for auto allocation.
- Payment: payments@sasria.co.za for invoices and signed releases /AOL's. – please use the CMS claim number from the original registration in the subject line to allow for auto allocation.
- For Loss Adjuster mandates and other queries regarding this claims -
nomfusig@sasria.co.za – Nomfusi Gogoba
jackp@sasria.co.za – Jack Poopedi
richardp@sasria.co.za - Richard Phakathi
Mmakgomom@sasria.co.za – Mmakgomo Motalane (claims manager)

Underwriting queries:

Please refer all underwriting queries to – underwriting@sasria.co.za.

Lastly, I would like to thank you for your continued support and cooperation. In these trying times, your assistance will aid us in delivering the acceptable service to our mutual clients.

Should you encounter any problems, please do not hesitate to contact me.

Fareedah Benjamin

Executive Manager: Insurance Operations