

## Frequently Asked Questions (FAQ) – Sasria Claims & Underwriting

### 1. Where can I find more information about your products?

You can find more details on these products on our website. You will find all Sasria policy wordings and regulations under the following link, please scroll down and you will find these under “Downloads” [Insurer & Broker | Sasria SOC Ltd](#)

### 2. Where can I get Sasria cover?

Please contact your Broker or Insurer they will be in a position to assist you as we do not have access to client profiles based on our business module.

We have a mandate with a network of insurance companies to do the full administration of Sasria cover.

### 3. Can I Increase my cover?

Please note we are not opposed to increasing or adding new cover, however the increase in cover needs to follow the underlying policy. We will not increase/provide cover unless the Insured can reasonably prove that the property which they wish to insure/increase was recently acquired and therefore they were unable to insure at the desired sum insured.

The Agent (Insurer) may issue new cover or increase cover limits, but they need to get a declaration from the client that there are no existing damages prior to issuing or increasing.

### 4. What is Looting? Is it covered under theft?

For all Sasria policies “Public Disorder” includes civil commotion, labor disturbances or lockouts; Looting is covered in terms of the Sasria Coupon/Policy where the looting occurs during an operation of one of the above-mentioned insured Sasria peril.

Looting is defined as: To steal goods, typically during a riot, strike or civil commotion. Looting must take place during an event that Sasria covers. Sasria does not cover theft.

Looting is covered under the material damage coupon.

## 5. Will Sasria cover the current situation in South Africa?

We would need to assess each claim on its own merit and circumstance and in order to assess the merit of a Sasria claim, the Sasria claims procedure should be followed:

- All claims must be registered with the relevant underlying insurer (Agent Company) in order for the Agent company to investigate the circumstances that led to the claim.
- The onus of proving Sasria merit resides with the Agent company who on determination of the merit will reject the underlying claim and lodge a claim with Sasria.
- The Agent company will provide all relevant information needed for Sasria to establish the merits for liability.

## 6. Material Damage Extensions

- Sasria security costs – Imminent Danger can be taken out mid-term.
- The client can elect a maximum limit of indemnity of up to R10m and charged the sasria fire rate.
- It is important to note that cover is only triggered once an active sasria peril as described in the wording is in motion within 10km radius of the insured premises.
- Additional security claimed for will only be entertained for losses going forward and not retrospectively.

We encourage our Agent companies and their brokers to follow this process in order for Sasria claims to be efficiently handled within our agreed timelines. Should the Agent company believe the proximate cause of a claim stems from a Sasria peril, please lodge the claim, following this process, and Sasria will follow all due process to ensure the claim is treated fairly.

## 7. Can clients with no underlying policy buy standalone Fire, Business Interruption and Motor, if the Sasria Material damage (fire) cover follows and is conditional on an underlying policy, how can this be done?

The only completely standalone cover is Motor Sasria, in this case the client can choose a different period of cover and an independent method (different from underlying cover) of paying Sasria premiums i.e., Monthly or Annual basis.

Clients have an option to buy monthly or annual cover in terms of Sasria but this must follow the underlying policy terms in the case of Material damage; Business interruption requires Sasria Material damage cover to be in force and will follow the Sasria Material damage period of cover and payment terms. (Please refer to pro forma policy rules on the Material damage section of our regulation for more information).

**8. Insurers are restricting the increase in sums insured, cover amendments, extensions etc which then disallows any increase to the Sasria cover. Insurers will not be entertaining new policies which then excludes clients from purchasing Sasria cover.**

A pro forma policy (for new business only) can be issued in a case where the client has no underlying cover, this is to ensure that the Sasria coupon has terms and conditions to attach to. The pro forma policy must be issued by the Insurer who will issue the Sasria cover.

The issuing of pro forma policies is applicable to new business only. In terms of existing cover, Sasria will only accept endorsements or changes if the said endorsement or change is applied to and accepted on the underlying policy as Sasria attaches to its terms and conditions e.g. Sasria will not accept a request for an endorsement where the value of the property does not match the underlying policy.

**9. Security Costs - prior a loss (Imminent Danger) Extension – applicable to covering the costs of security based on the average spend over the past six months.**

Sasria will make an exception in terms of the six months average spend proviso due to recent events. Sasria will allow this exemption up to and including 19 August 2021.

**10. How will this work:**

- Client to submit claim for additional security to the Insurer
- The security company appointed must be registered
- This extension does not include Capital additions costs
- The limit for the security cost extension remains R10m annual aggregate
- The six months average proviso will be waived.

**Note:** Please refer to circular 491 for terms and conditions of the imminent danger cover.

**11. Is Sasria's reinstatement of the Sum Insured and Loss Limit automatic?**

The Sasria regulations address reinstatement as regards, the reinstatement of the Sum Insured as well as the annual Loss Limit.

- The reinstatement of the Sum Insured is automatic, leaving the value of the property insured unaltered despite the number of times the client claims from Sasria.
- Then there is the depletion of the Sasria Loss Limit under the R500m coupon/policy (not the value of the insured property). Where the annual Loss Limit has been depleted, the limit may be reinstated, upon written request, subject to the following procedure being followed:

- The claim must have been accepted and settled by Sasria
- A prorated premium must be charged for the remainder of the period of insurance
- The Coupon/Policy must be endorsed accordingly
- Premium must be collected and paid over to Sasria.

### Reinstatement of Loss Limit

Given the current situation, Sasria has resolved to make an exception to the reinstatement rules in order to ensure clients are not left without cover. Sasria will allow this exemption up to and including 19 August 2021.

The following would be required by Sasria before approval of reinstatement:

- Proof of claim notification to the underlying insurer (Sasria agent)
- Date of loss
- Description of loss
- Pro-rated Sasria premium calculation
- Reinstatement request must be sent to Sasria underwriting on contact\_undewriting@sasria.co.za

**Note:** The pro rata premium must be calculated by the Sasria agent and sent to Sasria for approval.

Please note that the reinstatement of cover will not apply retrospectively, reinstatement of cover will be for possible future claims.

### **12. Interim payments**

**Will interim payments be made in particular for total losses in order to speed up the recovery of the business which will then also limit any BI claim or for SME's to save them from failing altogether?**

Sasria will consider interim payments on a claim by claim basis, this will be done pending confirmation of cover. Please note that reinstatement of property will take precedence.

### **13. Increase of Insurer claims settling mandate.**

Negotiations are underway with Sasria Agent companies to increase the claims mandate to R1m.

## 14. Loss Adjusters

**Can the same loss adjuster be employed where there are XOL and or Wrap covers not covered by Sasria? This will speed up reports and settlements. Assume that the large/corporate brokers can arrange with the Insurer agent for the appointing of loss adjusters, provided they are on the accepted panel?**

Where excess of loss is evident, Agent companies must liaise with Sasria to confirm the appointment of a loss adjuster.