

18 March 2022

Communique 101

To Sasria Agents

Sasria Claims Request for Documents

Sasria would like to take this opportunity to thank you for your support during the difficult couple of months during which we received and had to deal with the unprecedented volume of claims from a single event. With your assistance we have settled a claim value which has never been seen in the history of our industry, in such a short time.

We however need to do more as we still have a concerning number of unpaid claims. Sasria is concerned about the businesses that have not received any pay-outs, as this has a major impact on the economy and people's livelihoods. We would like to make payment on every valid claim before the financial year end and prepare final settlements, however we recognise clients may still be formulating certain aspects of their claims. We therefore request your assistance in sending reports with the information you have that the insured has proven to date, to enable us to issue AOL's and settle claims (full or interim).

We have noted that the delay in settlement is mostly driven by the lack of sufficient documents required to formulate and finalise the claim. We are therefore pleading with all the underwriters and brokers to assist our claims department with the collation and submission of outstanding documents from our mutual clients.

We urge all insurance companies to identify all claims where Sasria has requested information especially through loss adjusters and submit all the required documents in the next five days so that we can settle the claims. We will be writing to loss adjusters on a separate communication to request an expedition on reports.

It is critical that the documents be submitted to Sasria via the claimsmanagementsystem@sasria.co.za or claimsinfo@sasria.co.za mailboxes and that the Sasria claim number be quoted in the subject line of the email.

Emails that are sent in this manner auto-attach to the claim and create a workflow item for the claims team to address the claim. This avoids delays for the claims team to search for the information and possibly miss the emails.

Thanking you in advance.

Regards,

Fareedah Benjamin

Executive Manager: Insurance Operations