

10 June 2022

Communique 104



To All Sasria Stakeholders

Urgent - Sasria SOC Limited 10-Days Terms on Outstanding Claims

Yesterday, the 9th June 2022, marked exactly a month shy of a year since the occurrence of the unfortunate July 2021 riots which led to looting and extensive damage to property in parts of Gauteng and KwaZulu-Natal. The effects of these unprecedented riots still linger on.

Needless to say, commendable progress has been made, as Sasria has managed to finalise majority of the claims from the insured losses. Furthermore, Sasria SOC Ltd would like to take this opportunity to thank you all for your cooperation in the work undertaken the past year to date, it was not easy with unprecedented challenges.

Urgent 10-Days Terms on Claims

Despite significant progress made, there are still claims that have been without progress due to lack of information from clients.

The current situation necessitates that we enforce a 10-days terms step in our claims process for outstanding claims.

This is therefore a notice putting the insured to 10-days terms on claims:

1. That are not progressing due to lack of information from the client. Sasria will no longer put effort on these claims and consider them as not taken up and close the files.
2. Where signed Agreements of losses have still not been returned to process payments. We will close our files without an option to reopen.

The 10-days terms is effective, as of 13th June 2022.

Exception will be for matters under dispute.

In the interest of transparency, we further advise that Sasria has a responsibility to provide information requested by bodies of authority and has therefore been providing information to SARS on settlement amounts and service provider invoices.

We trust the above encourages our clients to assist in bringing their claims to finality.

Regards

Sasria SOC Limited