

Communique 92

13 July 2021

To All Sasria Agent Companies

Sasria Claims Mandate

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

Sasria SOC Ltd is committed to ensuring that claims are dealt with efficiently and effectively. To facilitate the experience to the client, we hereby agree that Agent companies may settle claims up to R50 000 (fifty thousand rand) on claims relating to the recent events that have transpired.

Process in indemnity

1. The Agent company must register the claim on their system
2. The Agent company may proceed with instruction on repair utilising their respective service providers
3. The Agent company may authorise and provide payment
4. The claims must be registered with Sasria via the normal claims process
5. All required information to facilitate the claim in Sasria will still be required
6. The Agent company will be reimbursed by Sasria.

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

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

We are currently experiencing high volumes of claims and calls and ask that you bear with us during this time.

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.
- 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:

- 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)

All escalations to be sent to:

- puluchim@sasria.co.za – Puluchi Matlou (Team Leader)
- tebogoss@sasria.co.za – Tebogo Stemmer (Team Leader)

Underwriting:

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

Fareedah Benjamin

Executive Manager: Insurance Operations