13 July 2021

Dear valued member

SASRIA CLAIMS

Following the protest actions in KZN and Gauteng, we received a communication from Sasria giving us the assurance that they are well capitalised with a capital adequacy ratio of more than 3 (three) times, and in addition have adequate reinsurance programmes with "A" rated reinsurers.

They are confident that they will be able to provide for the anticipated claims.

Please review the information forwarded to us from Saria which details the process to follow in the event of any claims:

Sasria is ready to help you:

- 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.
- 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.
- 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).
- 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.
- 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.

RMI - Retail Motor Industry Organisation
Jakkie Olivier Chief Executive Officer

tel: +27 11 886 6300
330 Surrey Avenue, Ferndale
Randburg, 2194, Gauteng
P. O. Box 2940, Randburg, 2125
www.rmi.org.za

Reg. No: LR 26345

Sasria note they have also received several queries relating to underwriting. In the event that you require Sasria cover, please proceed and issue coupon following Sasria's underwriting regulations.

You may request to initiate Sasria cover at any time or increase your insured limits as per the regulations. Sasria will honour all new business requests, however, you 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.

Sasria urge you to review the regulations published on their website: www.sasria.co.za

Contact details for Sasria are as follows:

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.