

HENNIE NORTJE

EXECUTIVE: CLAIMS CENTRE OF EXCELLENCE |
OLD MUTUAL INSURE



21 November 2018

Dear Broker

Changes to motor glass excesses

Following our communication about the new motor glass claims process from 1 December 2018, please note that replacement with Safevue-branded glass, as well as all other generic glass brands, including Grandmark, Benson and Fu Yao will not involve any excess (policy-dependent). However, the excess will remain in place for OEM and Shatterprufe-branded glass (policy-dependent).

For all new business, the motor glass excess changes are already effective on our system from 1 November 2018, but will be effective from 1 January 2019 for all policy renewals. The excess will change as follows:

- **allsure/prosure**: windscreen replacement excess in South Africa will change from 10% min R500 to 20% min R500.
- **motorsure**: windscreen replacement excess will change from 10% min R750 to 20% min R750.

Please share this information with our customers and if you have any questions, contact your claims relationship consultant.

Thank you for your ongoing support, as we work together to do great things every day for our mutual customers.

Regards

Hennie