

# HENNIE NORTJE

**EXECUTIVE: CLAIMS CENTRE OF EXCELLENCE |**  
OLD MUTUAL INSURE



Dear Broker

## Changes to geyser rates and regulatory requirements

We always want to keep you informed about important and regulatory claims updates to make sure that you receive the best service. Therefore, please note the following changes to geyser regulations as prescribed by the National Regulator for Compulsory Specifications (NRCS). In line with the new regulations, geyser manufacturers have also amended their rates.

### What is changing?

After 15 September 2018, manufacturers will only install new NRCS-compliant geysers, which are B-rated for energy efficiency. The NRSC will inspect installations and manufacturers to ensure compliance, and importers, as well as manufacturers are encouraged to apply for a letter of authority from the NRCS.

Click [here](#) to read the full press release about the new regulations, which is also available on the NRCS website.

The document attached shows how the new regulations will impact geyser rates from 20 September 2018.

### Increasing sum insured limits

Due to the new legislation, installation costs on geysers will increase, which means that our customers' insured amounts will need to be adjusted accordingly. We count on you to please assist our mutual customers to make the required adjustments by year end, so that they will remain adequately covered.

To assist you during this transition phase, we will be lenient if, due to the latest changes in legislation, the geyser replacement cost (for body corporate and building combined policies) is more than the specified limit. Proof of the geyser installation must be provided and this is only applicable for the last quarter of 2018. We would like to facilitate the replacement process to monitor that the necessary quality standards and pricing have been adhered to, thereby, removing any potential conflict.

Please log all emergency geyser- or plumbing-related claims on **MyOMinsure**. Alternatively, please contact us on **0861 247 365**, or speak to your regional claims relationship consultant if you have any queries.

Thank you for your continued support.

Regards  
**Hennie**