

OPERATIONAL CIRCULAR

11 October 2019



Dear Intermediary

REVISED GEYSER INFORMATION AND RATES 2019

We previously communicated our geyser process and now added additional service providers which enables us to reach a broader national base and provide a faster geyser replacement service to our mutual clients. All geyser claims are still facilitated by Santam SOS (Santam's 24/7 claims helpline) and can be contacted on **0860 505 911**. The Santam SOS staff will ensure that the most appropriate service provider is appointed.

We want to encourage you to make use of our internal process and advise your clients of the same. Some of the advantages of allowing Santam SOS to facilitate the service delivery is as follows:

- A qualified plumber is appointed.
- Installations are done according to the required PIRB (Plumbing Industry Regulation Board) standard.
- Warrantee claims are upheld by manufacturers.
- Ensuring that the agreed rates are applied.

PLEASE NOTE:

In instances where the client makes use of his/her own plumber without authorisation from a Santam representative / intermediary, settlement will be based on fair and reasonable market value.

The rates are based on a Kwikot class B, 400 KPA geyser including standard accessories.

These rates are in effect as from 1 October 2019.

Furthermore SANS 10254 requires that, on completion of a geyser installation, maintenance, or replacement of components, a Certificate of Compliance (CoC) from the professional body for plumbers — this being the Plumbing Industry Registration Board (PIRB) — in terms of the relevant national legislation shall be issued to the owner of the installation or the body requiring such a certificate, along with a written notice of any non-compliances.

As such in instances where Santam is required to refund the client for the costs incurred for the replacement of the geyser the following will now be required prior to payment being made:

1. A signed certificate of compliance.
2. A detailed invoice of work completed including the serial numbers of the geyser that is being replaced and the serial number of the newly installed geyser.

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AVERAGE REPLACEMENT COSTS (VAT inclusive) – compliance costs not included

- 50L – R 8281.15
- 100L – R 7549.75
- 150L – R 7541.60
- 200L – R 9398.95
- 250L – R14411.81

Please further note that a geyser that becomes faulty within the period of the manufacturer's warranty period is not a claim in terms of the policy. Such matters must be reported to Santam who will assist in logging the matter with the manufacturers to assist. We urge client's not to proceed with repairs nor replacements prior to reporting the matter to Santam as only certain costs are covered within the terms and conditions of the manufacturer's warranty.

IMPORTANT:

Santam conducts 'insurance good and proper' in all its policies and practices. Our business is guided by numerous drivers including; the Consumer Protection Act, the Insurance Act, and the Santam Claims Policy and Philosophy that guides and directs claims management. It also stipulates that clients must be treated fairly and that they will be indemnified in accordance with the policy contract. In accordance with the Santam policy wording, our compensation is limited to the amount shown in the schedule, less any excess shown in the schedule. If we replace or repair, we will not be obliged to do so exactly, but only as circumstances reasonably allow. For example we may not be in a position to install the new geyser in exactly the same place as the old geyser due to logistical or compliance issues. If we repair or replace any loss or damage, we may use any supplier or repairer of our choice.

When Santam elects to repair or replace, we do so until completion.

Santam consulted with the Institute of Plumbers of South Africa (IOPSA) and the Plumbing Industry Registration Board (PIRB) to understand and align to the requirements in the Act. In consideration of IOPSA and PIRB and all the impacting requirements and drivers, Santam will process geyser claims as follows:

- Only level B energy efficiency graded geysers may be installed in client's premises. The current D graded geyser stock, held at geyser manufacturers, are currently being phased out.
 - Santam pays for the additional cost related to the B graded geyser.
- We will instruct the incident management and/or the plumbing supplier to complete a safe geyser installation.
 - The plumbing supplier will issue a COC on the geyser installation and will issue a notice of non-compliance to the client, pointing out the non-compliant aspects for the remainder of the plumbing system.
 - Santam pays for the cost of the plumbing COC.
 - The clients or consumers are obligated in terms of the Act, to get the plumbing system compliant and are responsible for the associated costs thereof. That includes the following:
 - costs associated with balancing a system;
 - costs associated with installing a dedicated isolator; and
 - costs associated with insulating surrounding pipe work with thermal insulation.

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- The electric supplier will issue an electrical COC on the part of the electric work performed during the geyser installation and will issue a notice of non-compliance to the client, pointing out the non-compliant aspects for the remainder of the electric system.
 - Santam pays for the part of the electric work performed during the geyser installation and the cost of the electric COC.
 - Santam only pays for an isolator installation where a heating system was moved on our instruction.
 - The clients or consumers are obligated in terms of the Act, to get the electric system compliant, and are responsible for the associated costs thereof.

FOR MORE INFORMATION PLEASE CONTACT:

Michael Hannie @ 011 489 2957 / michael.hannie@santam.co.za

Brent Porter @ 011 358 9478 / brent.porter@santam.co.za

FURTHER ENHANCEMENTS TO OUR BROKER PORTAL

We are pleased to share with you detail of further enhancements to our broker portal scheduled for release on 18 October 2019.

The enhancements will include:

View and print a policy summary (South Africa and Namibia)

Intermediaries will be able to view policy summary information for PolicyCenter policies and will have the option to print it in Portable Document Format (PDF). This printable PDF version will be for Personal Lines policies only and will not include the claims information of the policy at this stage. The inclusion of claims detail and a policy summary for Commercial Lines policies is scheduled for future release.

Edit client contact details on an existing Personal Lines and Commercial Lines policy (South Africa and Namibia)

Client contact details on a Personal Lines and a Commercial Lines policy can now be amended by the intermediary. These contact details will include details that appear on the account level of the policy. The ability to change the risk address is excluded from this function and the intermediary will still have to contact the Contact Centre to change the risk address.

Should you require any assistance or have any questions, kindly contact the Digital Support Hub at digitalsupporthub@santam.co.za or on **0860 111 370**.

Please also continue to provide us with feedback as your input is very valuable in the ongoing development of our platforms.