

17 July 2023

RE: RENASA GLASS PROCESS

Dear Valued Business Partner,

Renasa Insurance Company remains committed to providing the best glass replacement and repair services to its clients. Bearing this in mind, kindly note that Glasfit has become Renasa's preferred service provider for **all** motor glass claims (Vehicle and Heavy Commercial Vehicles, including Busses).

By using Glasfit's services, we can ensure that all glass fitted on Renasa-insured vehicles comply with the minimum industry safety standards and certifications.

Below are some of the benefits you and your insured clients will enjoy by appointing Glasfit:

- 1) You and your insured clients will have access to a well-established national network of fitment centre's. Once you have loaded the appointment on ROC, neither you nor the insured need to take further action. Glasfit will allocate the claim to one of their centres. The duly appointed centre will contact the client within two hours to schedule an appointment for the necessary replacement or repair, at a location most convenient to the client.
- 2) You can expect a reduction in your average glass claim cost ranging from 7% to 10%, depending on the composition of the motor vehicles insured.
- 3) Where Glasfit has been used to replace or repair the glass, you will not need to load any payment to the glass supplier as this will be automated and allocated to the claim on ROC.

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Renasa Glass Division (formerly Oxford Glass Services) will retain overall oversight of glass service delivery, and all service-related issues must be escalated to this team. In instances where Glasfit is unable to provide glass for a particular vehicle, or service a particular area, the claim will immediately be redirected to Renasa Glass Division. This Division will immediately redirect the appointment to an alternate, suitable Renasa-approved glass service provider. In this case, you can rest assured that the turnaround times and minimum service levels will be maintained.

With effect from 1 September 2023, a new basic windscreen excess of R800 will be introduced and applied on all motor glass replacements, irrespective of the category of motor glass fitted.

You are requested to please advise your clients of this change in excess. You are also requested to update the schedule of insurance in this regard.

Glasfit is aware that Renasa will explore chip repairs as a first option where possible. Renasa will only opt to replace the glass if the chip is deemed irreparable. No excess will apply to chip repairs.

As our valued partner, we remain committed to working with you to ensure that we can bring these benefits to you and your clients as efficiently and seamlessly as possible. Thank you for your continued support during this process.

For more information about these changes, alternatively should you have any

Kind regards,



Chris Alsworth-Elvey
General manager Claims
Renasa Insurance Company Limited