Underwriting
Administration:

Turnaround Response – Safire Administered Policies
Quotations – New Business and Endorsements
  • All standard Domestic/Farming/Commercial quotations will be finalised within forty-eight hours provided all relevant information is received.

New Business
  • All standard Domestic/Farming/Commercial policies will be issued within five working days provided that all relevant information is received.
  • Insufficient information could result in unnecessary delays and even avoidance of the closings/proposal.

Endorsements
  • All endorsements will be finalised within ten working days provided all relevant information is received.

Renewals
  • Renewal revisions will be sent to the intermediary at least four weeks in advance.

Cancellations
  • Client and intermediary will be notified by the Company in writing giving thirty days’ notice of their intention to cancel the policy.

Turnaround Response – Broker Administered Policies
Quotations – New Business and Endorsements
  • All standard Domestic/Farming/Commercial quotations will be finalised within forty-eight hours provided that all relevant information is received.

Endorsements
  • All endorsements will be finalised within seventy-two hours provided all relevant information is received.

Renewals
  • Renewal revisions will be sent to the intermediary at least four weeks in advance.

Cancellations
  • Client and intermediary will be notified simultaneously.

[See overleaf]
Responsibilities of the Intermediary

Underwriting Procedures
The following procedure shall be followed by the Independent Intermediary when applying to place an Insured’s assets on cover with Safire.
- The Independent Intermediary shall provide Safire with detailed underwriting information regarding the Insured, the property to be insured, and the risk to be insured against.
- Such information shall be furnished by completing a Proposal Form (or providing a copy of the Insured’s prior insurance schedule or a summary of such schedule) as well as providing details of the Insured’s prior three year insurance claims history.
- Should the Insured wish to accept such insurance cover on the terms as contained in the quotation the Independent Intermediary shall communicate this fact in writing to Safire, from which time the Insured will then be covered against loss as set out in the quotation.

Claims

Recoveries/Third Party Liabilities
Turnaround Response:
- Queries
  All queries will be responded to within three working days from receipt of the request.
- Complaints
  Response to complaints within two hours after receipt by Safire.

Responsibilities of the Intermediary

Motor Vehicle Claims (Recoveries)
- The Intermediary shall attempt, via the Insured, to obtain as much information regarding the third party driver as possible:
  - Full names
  - Identity number
  - Residential address
  - Telephone number
  - Vehicle registration
- The Intermediary shall attempt, via the Insured, to obtain a copy of the Certificate of Registration/Logbook of the insured’s vehicle that is involved in the accident. This document would be required to enable our attorneys to issue Summons, should it become necessary.

Motor Vehicle Claims (Recoveries and Damages)
- The Intermediary shall attempt, via the Insured, to obtain a copy of the Accident Report when the insured reports the accident.

All Claims
- The intermediary shall ensure that the Insured never admits liability, and refers the third party directly to Safire.

Registration and Handling of New Claims
- New claims will be allocated a Claim Number within twenty-four hours of notification.
- Claims Department to obtain completed claim forms and other supporting documentation from Broker/Insured timeously.
- Claims Department to advise Broker/Insured of allocated claim number as soon as claim is registered.
- Appointment of Loss Adjuster or Motor Assessor, where required, within twenty-four hours of full disclosure of relevant claims information.
- Assessment feedback to Broker within one week of appointment.
- FAST TRACK claims to be settled within three working days upon receipt of all relevant claims documentation. FAST TRACK claims are identified as those which quantum do not exceed R5 000 and must be accompanied by ALL necessary repair and/or item replacement quotations and/or invoices.

Settlement/Repair Authorisation of Claims
Proviso of all relevant claims documentation having been received:
- Vehicle damage – repairs authorised within two days (if not assessed).
- Vehicle beyond economical repair – settlement within two weeks.
- Vehicle stolen – settlement within three weeks.
- Other claims eg. Fire & Accident – depends upon complexity of each case.
- Claims Staff will endeavour to attend to incoming mail on a daily basis.
- Claim settlement to be paid into Insured’s bank account within forty-eight hours of EFT requisition being received by Finance Department.
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Court Bond:
Application For Facility:
- In order for our Shackleton division to provide bonds of security to a liquidator/executor or trustee we require the completion of an Application for Facility form. Our authorisation process is completed within two days of receipt of the application form.

Lodging of Bonds and General Administration:
- We will notify our clients of their appointments of any matter within twenty-four hours of an appointment being made by the Master.
- All required documents will be lodged within forty-eight hours of the client’s instruction to do so.
- Our staff will then follow up with the Master to ensure the client receives their Certificate of Appointment as soon as possible.
- Our brokers will lodge all miscellaneous documentation for the client at the Master’s Office.
- We will attend meetings on behalf of the client at the Master’s Office.

Professional Indemnity Guarantee:
Quotes:
- Upon receipt of a fully completed proposal form, a client will receive a quote within forty-eight hours.
- The quote will be valid for seven working days and will include 15% broking commission.

Schedule of cover:
- Upon receiving written acceptance of the quote, underwriters will have the schedule confirming cover sent via e-mail within forty-eight hours.
- The original schedule and policy wording will be posted within seven working days.

Collection of premium:
- Payment of premium must be received within fifteen days of issuing the policy and proof of payment must be supplied to the underwriters.

Claims:
- Upon receipt of a completed claims notification form, as well as all supporting documentation, underwriters will issue a preliminary response within forty-eight hours.
- Where necessary a loss adjuster will be appointed within five working days.
- The loss of adjusters will thereafter be responsible for finalising the claim and complexities surrounding the claim will dictate time-lines.