



SINCE
87

Stellar
Lifestyle

BROKER BROADCAST

16 March 2022

Dear Safire Broker,

AMENDMENT TO STELLAR ASSIST BENEFITS

As you know, several benefits are currently included in the **Stellar Assist** value added suite of products, and although we feel that these VAPs provide real benefit to our Stellar policyholders, the usage on some of these products has unfortunately been low.

We continuously re-evaluate the needs of our mutual clients, and in light of the low usage, we will be removing the following benefits from Stellar Assist with effect from 1 May 2022:

- 1) Fines Protect
- 2) Licence Protect
- 3) Pothole Protect
- 4) MyCyberDNA

As a result, Stellar Lifestyle and Stellar Farming policyholders will no longer be charged the monthly R45 for these benefits, also effective from 1 May 2022.

Our standard **Roadside Assist** and **Home Assist** benefits are unaffected and will remain on Stellar Assist to the benefit of all policyholders, but at no charge! Just a reminder that the Safire Assist number for these services is **0861 723 473**.

We are in the process of identifying potential other benefits which may be of interest to our policyholders. We will in due course be offering additional benefits to those clients who wish to select them. Our feedback in this regard will follow on completion of the process.

Erroneous email

Some of our mutual Stellar policyholders may have received an email from Bruce Goodwill this past week, which contains information about the MyCyberDNA product on Stellar Assist. Unfortunately, the way the email was worded may have created confusion with our clients, and we kindly request that these emails simply be ignored and deleted. We apologise for the inconvenience.

We trust that you find the above in order, but if you have any queries, please do not hesitate to contact me.

Beste Safire Makelaar,

AANPASSING AAN STELLAR ASSIST VOORDELE

*Soos jy weet, word daar huidiglik verskeie voordele in die **Stellar Assist** pakket ingesluit, en alhoewel ons van mening is dat hierdie produkte daadwerklike waarde toevoeg en voordele aan ons Stellar polishouers bied, was die aanwending van sommige van hierdie produkte ongelukkig baie laag.*

Ons evalueer deurlopend die behoeftes van ons gemeenskaplike kliënte, en inaggenome hierdie lae aanwending, word die volgende voordele, effektief vanaf 1 Mei 2022, uit Stellar Assist verwyder:

- 1) Fines Protect
- 2) Licence Protect
- 3) Pothole Protect
- 4) MyCyberDNA

Gevolglik sal Stellar Lewenstyl en Stellar Boerdery polishouers vanaf 1 Mei 2022 nie meer die R45 maandelikse fooi vir die bogenoemde voordele betaal nie.

*Ons standaard **Padbystand** en **Tuisbystand** voordele word nie hierdeur geraak nie en bly deel van Stellar Assist tot voordeel van alle polishouers, maar gratis! Die Safire Assist nommer vir hierdie voordele is steeds **0861 723 473**.*

Ons is in proses om potensiële ander voordele te identifiseer wat vir ons polishouers van belang mag wees. Ons sal mettertyd bykomende voordele aan daardie kliënte aanbied wie daardie voordele sou wil kies. Ons verdere terugvoer in hierdie verband sal binnekort volg.

Foutiewe epos

Sommige van ons gemeenskaplike Stellar polishouers het moontlik die afgelope week 'n epos van Bruce Goodwill ontvang, wat sekere inligting rakende die MyCyberDNA produk bevat. Die bewoording van daardie epos is ongelukkig van só 'n aard dat dit moontlik verwarring by ons kliënte veroorsaak het. Polishouers wat die epos ontvang het, moet dit asseblief ignoreer en uitvee. Ons vra om verskoning vir enige ongerief.

Ons vertrou dat jy die bogenoemde in orde vind, maar moet asseblief nie huiwer om my te kontak indien jy enige navrae mag hê nie.

Kind regards / Vriendelike groete

Bennie Boshoff

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