

BROKER BROADCAST

25 March 2024
84/2024

Dear Safire Broker

EXCITING NEW DEVELOPMENTS – SAFIRE CLAIMS PROCESS

As we move towards the second quarter of 2024, we are excited to announce two developments within our claims processes that we trust will add further ease of use and efficiency to the interactions you have with both Safire and our mutual clients.

The following is now available:

1. First notification of loss (FNOL) functionality on Nimbis

We are now able to offer our intermediaries working on the Broker on Board platform (BOB users) access to register their own claims on our underwriting and claims management system, Nimbis.

This FNOL functionality will allow BOB users to record basic claim details via Nimbis, enabling you to secure a claim number immediately and submit this to our mutual clients without delay.

Once registered, the claim is automatically taken over by Safire's Claims team and progresses to the next stage. From here, we keep you informed throughout every step in the claim's processing as you would expect.

If you are an existing BOB user and have any interest in taking up this offer to add the FNOL functionality, please contact our **Juandrie de Lange**, who will arrange for you the necessary Nimbis access and training:

Juandrie de Lange

Email : jdelange@safireinsurance.com

Telephone : 033 264 8500

If your Brokerage is not yet a BOB user and if you would like to investigate this opportunity, please contact your Safire Broker Consultant for more information.

2. Online claim forms

We are now offering our mutual clients the benefit of an online claim form experience, enabling clients to conveniently access claim forms using a link. Clients are able to complete the form online which, once complete, is emailed to the client directly. The client would then forward the completed claim form to you as intermediary for submission to our Claims Department for processing.

Currently, the following **motor claim forms** are available online, and the below links may be forwarded to our mutual clients should the need arise:

Online claim form links

[Motor Accident](#)

[Motor Hail Damage](#)

[Motor Windscreen](#)

We are working towards having the balance of our claim forms made available online for the convenience of our mutual clients and will be sure to advise you of further developments in due course.

Should there be any difficulties associated with the online claim forms, please inform our Claims Manager, Gregory Botha, by sending an email to gbotha@safireinsurance.com.

In addition, we would like to remind you that our latest PDF claim forms are available via the Broker Portal on our website. If we could ask that you please use these latest, up to date claim forms (if not using the online claim forms at this point).

Beste Safire Makelaar,

OPWINDENDE VERWIKKELINGE – SAFIRE EISEPROSES

Soos ons in die tweede kwartaal van 2024 inbeweeg, kondig ons met graagte twee opwindende verwikkelinge binne ons eiseprosesse aan. Ons vertrou dat hierdie verwikkelinge verder tot gebruiksgemak en doeltreffendheid in jou interaksie met beide Safire en ons gemeenskaplike kliënte sal bydra.

Die volgende is nou beskikbaar:

1. Eerste aanmelding van verlies (FNOL) funksionaliteit op Nimbis

Ons is nou instaat om ons makelaars wat op die 'Broker on Board' platform werk (BOB gebruikers), toegang tot die eise registrasie proses op ons polis administrasie stelsel, Nimbis, te gee.

Die FNOL funksionaliteit sal BOB gebruikers toelaat om basiese eisebesonderhede via Nimbis op te neem, waarby 'n eisnommer onmiddellik uitgereik sal word.

Sodra die eis geregistreer is, word dit outomaties deur Safire se Eisespan oorgeneem en tot die volgende stadium bevorder. Daarna sal jy deur elke stap van die eis se prosessering op datum gehou word, soos wat normaalweg die geval sou wees.

Indien jy 'n bestaande BOB gebruiker is en enigsins daarin belangstel om hierdie aanbod om die FNOL funksionaliteit by te voeg, op te neem, kontak asseblief ons **Juandrie de Lange**, wie die nodige Nimbis toegang en opleiding vir jou sal reël:

Juandrie de Lange

Epos : idelange@safireinsurance.com
Telefoon : 033 264 8500

Indien julle makelary nog nie 'n BOB gebruiker is nie en julle hierdie geleentheid wil ondersoek, kontak asseblief jou Safire Makelaarskonsultant vir meer besonderhede.

2. Aanlyn eisvorms

Ons bied nou ons gemeenskaplike kliënte die voordeel van 'n aanlyn diens, waarby kliënte gerieflike toegang tot eisvorms deur 'n skakel kan verkry. Kliënte kan dan die vorm aanlyn voltooi, waarna die voltooide vorm direk aan die kliënt ge-epos word. Kliënte sal dan die voltooide vorm aan jou as makelaar aanstuur vir verdere voorlegging aan ons Eise Afdeling vir prosessering.

Huidiglik is die volgende **motor eisvorms** aanlyn beskikbaar, en die onderstaande skakels kan aan ons gemeenskaplike kliënte voorsien word, soos benodig:

Aanlyn eisvorm skakels

[Motor ongeluk](#)

[Motor haelskade](#)

[Motor windskerm](#)

Ons werk daaraan om die res van ons eisvorms mettertyd ook aanlyn beskikbaar te stel en sal ons julle laat weet sodra hierdie proses voltooi is.

Indien jy enige uitdagings met die aanlyn eisvorms ondervind, lig asseblief ons Eisebestuurder, Gregory Botha, in deur 'n epos aan gbotha@safireinsurance.com te stuur.

Ons wil jou ook graag daaraan herhinner dat die mees onlangse PDF eisvorms op die Makelaarsportaal van ons webtuiste beskikbaar is. As ons kan versoek dat julle asseblief hierdie opdateerde eisvorms sal gebruik (ingeval die aanlyn opsie nie benut word nie).

Kind regards / Vriendelike groete,

Bennie Boshoff

GENERAL MANAGER: INSURANCE

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SAFIRE INSURANCE COMPANY LIMITED

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