



SAIA - ☎ (011) 726 5381

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## **1 LATEST NEWS**

### **South African Insurance Crime Bureau (ICB)**

At a meeting of SAIA members held on 6 March 2008, members agreed to proceed with the creation of the South African Insurance Crime Bureau. While the new entity will operate separately from the SAIA, the SAIA will facilitate its creation and play a role in the early operations.

A new company has been registered, and founder members are in the process of appointing members to the Board.

☎ **Further information : Barry Scott**  
✉ **barry@saia.co.za**

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**Previous reference: Articles on the South African ICB featured in the January and February 2008 issues of the Bulletin.**

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## **2 FINANCIAL SECTOR CHARTER**

### **Consumer education workshop**

A financial literacy workshop, showcasing the Inzala consumer education project, was held in rural KwaZulu Natal on Friday, 14 March 2008. The field trip ran for the full day as it was held in the KwaZulu Natal Midlands at a rural venue just outside Mooi River.

The SAIA, together with its partners the Financial Services Board (FSB) and the Life Offices' Association (LOA), has been involved in Financial Sector Charter (FSC) consumer education projects promoting financial literacy since 2004. In 2007, 5 projects were approved, including teacher development, resource development, community workshops and commuter and community awareness projects.

The KZN field trip introduced attendees to the community workshop project, which is funded jointly with the LOA and run through Inzala. It gave attendees a unique insight into the impact being made in the lower income groups in rural South Africa with regards to financial literacy knowledge. A huge need exists for this financial literacy training.

The workshop was well attended and received and we will be arranging more field trips in 2008 to showcase the projects currently being implemented.

☎ **Further information : Thabo Tlaba-Mokoena**  
✉ **thabo@saia.co.za**

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**Previous reference: Articles on consumer education have featured in the September-November 2000, March, June, August-November 2001, February-December 2002 and February, April, May, July, August, September, November 2003 , January, March-November 2004 and February, March, June, August, September, October, November and December 2005 and March–October 2006 and February, April, June, July, August, October and November 2007, January 2008 and February 2008 issues of the Bulletin.**

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### **Financial Sector Charter – 2007 reporting**

Below is the letter received from the Financial Sector Charter Council, that explains some of the problems that member companies have experienced when attempting to submit 2007 reports:

*As you may be aware, our reporting website has been offline due to technical difficulties since Tuesday 4 March 2008.*

Please be assured that we are doing our level best to resolve the system problems.

We recognize the looming reporting deadline of 31 March 2008 and wish to inform you that you will not be prejudiced by these delays no matter how long it takes us to resolve the matter.

We sincerely apologize for the inconvenience experienced due to this.

Yours faithfully

Busi Dlamini

Chief Operating Officer

☞ Further information : Thabo Tlaba-Mokoena  
✉ thabo@saia.co.za

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<b>Previous reference: Articles on FSC has featured in the June – November 2006, March – November 2007 and January – February 2008 issues of the Bulletin.</b>
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### **3 LEGISLATION**

#### **National Treasury Discussion Paper on Contractual Savings in the life industry**

On 29 February 2008 the SAIA submitted to the National Treasury the SAIA's briefing document on the short-term insurance sector following an extensive review of National Treasury's Discussion Paper on Contractual Savings in the life industry.

The SAIA briefing document, which was crafted in line with the structure of the Treasury's Discussion Paper, captured in detail a sincere analysis of the short-term insurance existing structures and practices and provided the Treasury with comprehensive details on how the short-term industry operates, taking into account *inter alia* competition, costs, consumer protection and corporate governance.

Whilst differing views were noted on certain sections of the documents due to various structures which exist within the industry, sufficient consensus was achieved on the greater part of the document. Prior to submission to the Treasury, the SAIA Workgroup engaged with the Intermediaries Associations in order to ensure a common understanding of the short-term insurance sector. The final document was carefully reviewed by the SAIA Board and the respective SAIA Member Managing Directors.

At the SAIA / FSB / National Treasury quarterly meeting held on 17 March 2008, the Treasury acknowledged the SAIA for having proactively reviewed the Treasury's Discussion Paper in anticipation of Treasury's review of the short-term industry and confirmed that short-term industry research has been included in the Treasury's Workplan of 2008.

The SAIA has been scheduled to meet with the Treasury on 9 April 2008 as part of the consultative process prior to the short-term industry review.

☞ Further information : Refilwe Moletsane  
✉ refilwe@saia.co.za

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<b>Previous reference: Articles on regulation featured in the November 2006, December 2006, January – November 2007, January 2008 and February 2008 issues of the Bulletin.</b>
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## **Off-shore insurance placement of risk in terms of Section 8(2)(d) of the Short-term Insurance Act (STIA) 1953**

The process of automating the web-based process for the application of placement of insurance risk in terms of section 8(2) (d) of the STIA is well underway. The SAIA has created a workgroup to test the system prior to implementation and it is anticipated that the new system will be launched by the June 2008.

The password protected process will follow the proposed workflow as per below:

- Broker
  - Logs on the website with a unique user name and password.
  - Provide details as per application and submit the application.
  - A notification e-mail will be send to the broker administrator, as well as FSB and SAIA administrators that a new application has been submitted.
  
- Broker Administrator
  - Receive a notification e-mail that a new application has been submitted by a broker.
  - Broker Administrator will log on to the system to review the application and approve it if all the details have been provided accurately, or reject if an error is noted on the application form.
  - If declined the application form will be reviewed by the Broker
  - If accepted an e-mail notification will be send to SAIA members that a new application has been posted on the website.
  
- SAIA Members
  - Receive a notification e-mail that a new application has been submitted on the website.
  - SAIA member logs into website with unique username and password to review application details.
  - Application will stay active on the website for 5 days.
  - If a SAIA member objects, an email notification will be send to the Broker and Broker Administrator.
  - Post day 5 of application review, the application will be archived.
  
- SAIA and FSB Administrators
  - Will see all new applications and archived applications.
  - Will receive an e-mail notification post day 5 of all applications if there were no objections by SAIA members.

This step by step process is currently under review. For more information please feel free to contact Refilwe Moletsane and Matidi Ledwaba at 011 726 5381.

 **Further information : Refilwe Moletsane**  
 [refilwe@saia.co.za](mailto:refilwe@saia.co.za)

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<p><b>Previous reference: Articles on regulation featured in the November 2006, December 2006, January – November 2007, January 2008 and February 2008 issues of the Bulletin.</b></p>
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## **Second Hand Goods Bill**

Just as we thought that the long awaited Second Hand Goods Bill had been shelved and forgotten about, it has been introduced to Parliament and referred to the Portfolio Committee on Safety and Security for consideration and public hearings.

Briefly, the Bill was first published in October 2005 and aims, once enacted, to regulate the business of dealers in second hand goods and pawnbrokers, in order to limit trade in stolen goods, to promote ethical standards in the second hand goods trade and lastly provide matters connected therewith.

## Applicability of the Bill in the short-term insurance industry

In insurance business, loss or material damage over movable property more often than not involves the replacement of second hand goods – motor vehicles, motor cycles, jewellery, communication equipment, household and office equipment and the like. In certain circumstances, insurers and brokers acting with mandate may sell or dispose of salvage (recovered goods) to offset claims.

If enacted, the Bill will replace the Second Hand Goods Act of 1955 that the short-term insurance industry had for some time managed to escape, because the Act refers to any person who “*deals in*” second hand goods, in the course of business. The proposed new Bill, however, will apply to any person who *carries on a business as a dealer of second hand goods*. The Bill will, however, not apply in instances where goods are disposed of by way of public auctions authorised warrant of execution under judgment, or court orders or to any dealer who is a member of an accredited association save where exempted by notice in Gazette by the Minister.

A dealer is defined as any person who carries on a business of *dealing in* second hand goods. The subrogation clause in the now withdrawn Multimark III and some personal lines wording provides that the insurer or any person authorised by it may take, enter or keep possession of any damaged property and *deal with* it in any reasonable manner.

At a glance, when reading the definition of a dealer one will agree that it appears that insurers are excluded from the application of the Bill by reason that insurers are, indeed, not in a business of acquiring or disposing second hand goods. However, the definitions of “*deal in*” and “*disposing of*” are very broad and include acquiring and disposing of by any means of goods. To this end, the definition of a dealer, as contained in the Bill, might extend beyond the scope of the original objective of the Bill so far as insurers are concerned. The Bill does not draw a distinction between “*deal in*” and “*deal with*”, hence the definition of “*dealer*” should be made clear; that the Bill is intended for persons whose main/core business is dealing in second hand goods and not persons who incidentally, through their business, may come into possession of and dispose of second hand goods.

Of importance when interpreting whether or not the Bill is applicable to the short-term industry, is the consideration that insurers, in certain instances, do assume ownership of the goods they acquired before disposing them.

### Compliance

Notwithstanding that insurers do contract with salvage companies who dispose goods on their behalf insurers should ensure that dealers do comply with the provisions of the Act, once passed, by for instance registering and reporting to the police on stolen goods.

☎ **Further information : Oupa Skosana**  
✉ **oupa@saia.co.za**

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**Previous reference: Articles on regulation featured in the November 2006, December 2006, January – November 2007, January 2008 and February 2008 issues of the Bulletin.**

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## **4 OTHER SAIA ISSUES**

### **Financial Condition Reporting (FCR)**

SAIA has been informed by the FSB that the FCR Workgroup is awaiting a reply from the Short-term Advisory Committee as to its decisions on the proposed changes to the prescribed model that were laid before it recently.

One of the proposals above includes a part recalibration of the prescribed model.

Pending the outcome of the Advisory Committee's decisions, the FSB is studying the comments that were submitted regarding the first Issues Paper again, to make sure that all issues that should be included in the proposed recalibration are included.

☞ **Further information : Charles Hitchcock**  
✉ [charles@saia.co.za](mailto:charles@saia.co.za)

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**Previous reference: Articles on Financial Condition Reporting have featured in the May 2004, January – April 2005, July 2005, August 2005, November 2005, December 2005, January 2006, April – December 2006, January – September 2007 and the February 2008 issues of the Bulletin.**

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### **Intermediaries Guarantee Facility Limited (IGF)**

At a recent quarterly FSB Liaison Committee Meeting, SAIA was informed that the proposed changes to the maximum amount of section 45 guarantees, has been approved by Treasury.

The proposal was to increase the maximum amount of section 45 guarantees from R50 million to R100 million over a five year period, a movement of R10 million per annum.

IGF is now awaiting an official reply from the FSB, detailing matters such as the effective date of the change.

Members will be informed of the details.

☞ **Further information : Charles Hitchcock**  
✉ [charles@saia.co.za](mailto:charles@saia.co.za)

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**Previous reference: Articles on Financial Condition Reporting have featured in the May 2004, January – April 2005, July 2005, August 2005, November 2005, December 2005, January 2006, April – December 2006, January – September 2007 and the February 2008 issues of the Bulletin.**

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### **The effects of load-shedding on the electronic security industry**

Below is a letter from the South African Intruder Detection Services Association (SAIDSA) sent to Eskom:

*The South African Intruder Detection Services Association (SAIDSA) is an Association of service providers of Intruder Detection Systems representing the interests of the industry and the public.*

*While we accept and understand the current load shedding requirements in South Africa, we wish to voice our concerns and place on record the effects of load-shedding on the electronic intruder alarm industry and its clients.*

*While this practice may be necessary, we request you to note that the effects have the result of a National Security Risk in as much as all owners of Intruder Alarm Systems are left vulnerable during the scheduled power outages. This poses a danger to life and property.*

*As all intruder alarm systems depend on rechargeable battery power to operate, they require AC power to keep these batteries charged. As the average battery in a system will offer an operating period of about 3 – 4 hours without power, your proposed load shedding schedules of up to 6 hours poses a threat to the security of the public.*

*Furthermore, the constant high charge and discharge causes irreversible damage to these batteries in a very short time, adding extra costs to the public.*

*While the recommendations of generator power and solar power (at a cost to the public) may sound like a solution, it is totally impractical to expect the general public to absorb these high costs.*

*Furthermore, proposed load shedding on specific days and periods offers the criminal a precise crime planning schedule.*

*While SAIDSA has embarked on campaigns to educate the industry and the public by way of technical workshops, advertising and websites, among others, we request that you consider the above and reduce extended load shedding periods to less than 4 hours in order to allow our systems to remain effective, thus offering reasonable protection to the public.*

*Yours faithfully*

*Bryan Rudolph*

*SAIDSA: Chairman Technical Committee*

☞ **Further information : Refilwe Moletsane**  
✉ **refilwe@saia.co.za**

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### **SPECIAL FEATURE:**

**Here are a couple of tips, to make your motoring safer this holiday and all year round:**

- Check vehicle road-worthiness before a trip. "Many workshops and service stations offer free safety checks – let the experts take a look and give you advice on what needs attention." Especially check tyres' wear and pressure before towing a boat, Venter or caravan.
- Time management; your holiday starts when you leave home
- Always prepare for the unexpected and be vigilant - concentrate all around you at all times.
- Rest regularly at safe rest stops.
- Never drink and drive, be aware of medication effects and always ensure all passengers are buckled up.

For further information, visit the Shayela Web site [www.shayela.co.za](http://www.shayela.co.za).

As we say: "Your safety is our concern but your responsibility"

Drive with care.

☞ **Further information : Basil Mann**  
✉ **basil@shayela.co.za**

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## Insurance Fraudline Update

<b>Insurance Fraudline Report Summary</b>					<b>November 2002 - February 2008</b>		
<b>Month</b>	<b>Calls</b>	<b>Clutter</b>	<b>Tests</b>	<b>Reports</b>	<b>Short Term</b>	<b>Brokers</b>	<b>Life</b>
Jan-07	213	199	0	14	2	11	1
Feb-07	190	177	0	13	11	0	2
Mar-07	220	211	0	9	2	1	1
Apr-07	194	182	0	12	6	1	2
May-07	211	204	0	7	7	0	0
Jun-07	218	209	0	9	4	0	2
Jul-07	226	211	0	15	9	2	4
Aug-07	194	181	0	13	8	0	2
Sep-07	171	164	1	7	3	2	0
Oct-07	224	207	0	17	9	0	1
Nov-07	262	249	1	16	6	0	2
Dec-07	177	165	0	13	9	0	2
Jan-08	261	249	0	15	8	1	0
Feb-08	258	242	0	18	15	0	3
<b>Total</b>	<b>3019</b>	<b>2850</b>	<b>2</b>	<b>178</b>	<b>99</b>	<b>18</b>	<b>22</b>
<b>Total since Nov 2002</b>	<b>19682</b>	<b>18770</b>	<b>13</b>	<b>932</b>	<b>468</b>	<b>118</b>	<b>188</b>

Please note that the attached table's first total is a record of calls from January 2005 to February 2008.

The second total reflected is from the period of inception of the Fraudline which is November 2002 to February 2008.

If you wish to see the full list, please contact Adèle Joubert.

☎ **Further information : Adèle Joubert**  
 ✉ **adele@saia.co.za**

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**Previous reference: Articles on Insurance Fraudline have featured in the April, July, August, November 2001, February-April, September-December 2002, February – December 2003, January-December 2004 and the January – December 2005, January - December 2006 and January – December 2006 and January - February 2008 issues of the Bulletin.**

## 5 Insurance Data System (IDS) Update

### **Who says marketing can't be scientific?**

In the competitive insurance industry, effective marketing of your brand and services is a must. As technology creates more innovative marketing solutions and markets become increasingly niched, how do you choose a marketing strategy that will be effective, both in terms of costs and results? In today's media diverse environment, efficient and effective marketing is much more difficult than before. Prices continue to increase across all major media, particularly across TV, print and radio mediums, putting pressure on financial directors to increase marketing budgets by the same percentage despite the same media continuing to fragment more and more each year.

## Expensive exercise

Trying to market something to a middle-to-upper class suburban female is becoming extremely expensive when you have to place the same advert in Cosmopolitan, Sarie, Rooi Rose, Glamour, Elle, Fair Lady, Femina and so forth. When each placement potentially costs anywhere between R25 – R50k individually, suddenly one campaign can cost you well over a few hundred thousand a month, especially if you practice the law of frequency and make use of several mediums to carry your message.

## Challenges abound

Add to this the challenges with the growing cost of acquisition of new customers, who tend to be very fickle with their loyalty anyway, not to mention the growing questions about accountability, and the extent to which marketers need to show a return on investment for their activities, especially above-the-line. Suddenly you find that marketing shoes aren't as comfortable to wear today as they were yesterday.

## Intelligent solutions

So where are the solutions for marketers? One solution is direct marketing. Data driven, intelligent marketing, to both new and existing customers, can enhance cross-selling, convergence and consolidation. Some have already discovered the significant benefit of using data and analytics to create marketing campaigns that use historical data intelligently to optimise marketing at a one-on-one level to achieve mass customisation.

## Applying the science

Yet already I can hear the screams – but my response rate was low! – however, a solution has been developed which applies the science hinted at in marketing textbooks to the direct marketing process. Intelligent Marketing Solutions implement a scientific, consistent and above-all measurable approach to direct marketing campaigns.

The solution uses analytics and modeling technology to answer some very simple questions:

- Who is my customer? (target market)
- What is their risk profile? (filter out the customers inappropriate for your product / business)
- What can they afford? (assign the RIGHT product)
- Are they likely to respond? (do they already have the product I'm offering? Do they tend to respond?)
- Where / how can I reach them? (medium – have I got the correct contact details?)
- Which strategy works best? (trying different approaches, seeing where the response is and learning what works for future campaigns)

Intelligent Marketing Solutions bring to life the science behind the textbook marketing theory. Through using powerful models and analytics to optimise marketing segmentation, product assignment and campaign response, you can effectively reduce the wastage of costs and ensure that the customer being marketed to is an excellent prospect, not only from a risk perspective, but above all from a marketing context.

Source: FA News February 2008

☞ **Further information : Tersia van Rooyen**  
✉ [tvrooyen@transunion.co.za](mailto:tvrooyen@transunion.co.za)

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**Previous reference: Articles on IDS have featured in the August – October 2003, January – October, December 2004, January 2005, March 2005, May 2005, June 2005, July 2005, August 2005, September 2005, October 2005, January – December 2006, January – November 2007 and January – February 2008 issues of the Bulletin.**

## 6 BUSINESS AGAINST CRIME

Below is an article out of the SAPS Gauteng newsletter.

**The SAPS in Gauteng welcomed an initiative by the South African Insurance Association (SAIA) to train 500 of its detectives in an advanced course that will equip them with the necessary skills needed when dealing with fraud and vehicle theft cases.**

The Gauteng Provincial Head for Training, Assistant Commissioner Bushie Engelbrecht, said: "The rate of cases of fraud and vehicle theft has increased in recent years and that has created a bad perception among members of the public. However, we are working very hard to empower our personnel to ensure that we restore the public's faith in the police system. The training of detectives is crucial. It will ensure that our detectives' investigating skills will lead to our cases ending with the desired results and not being lost in court. We therefore welcome the assistance offered by SAIA and hope that other institutions will join hands with the police and communities in the fight against crime."

SAIA Deputy Executive Officer, Ms Refilwe Moletsane, reckons that the time has come for all South African citizens, companies and other institutions to join hands with the SAPS to fight crime in our society. "Crime should be tackled in a collective effort by all South Africans, the companies they work for and their communities. SAIA is at an advanced stage of establishing a South African Crime Bureau, whereby the SAPS and short-term insurance companies will work hand-in-hand to fight crime," said Ms Moletsane.

Dr Graham Wright, the Deputy CEO of Business Against Crime South Africa (BACSA) mentioned that his organisation has pledged to support the SAPS in ensuring that crime detection is effective and efficient as it forms an integral part of a conviction. He said that the programme has been piloted and has been proven to be effective in improving the detective services.

Article by Insp Sanku Tsunke, Gauteng.

☎ **Further information** : Fouche Burgers  
Tel : 011 883 0717 / Fax: 011 883 1679  
✉ fouche@bac.org.za

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**Previous reference: Articles on BAC have featured in the every issue of the Bulletin**

## 7 PRESS CLIPPINGS

Publication	Person/DM	Subject
Business Day 1/02/08	# 65386 * Barry	<b>Insurance Crime Bureau (ICB):</b> Insurers to launch unit aimed at fighting fraud
Herald (Morning) 1/02/08	# 65384 * SAIA	<b>Insurance Crime Bureau (ICB):</b> Insurance industry to set up a crime bureau
Burger (Kaapstad) 1/02/08	# 65385	<b>Blackouts:</b> Met nog kragonderbrekings op pad, kan meer huishoudelike toestelle moontlik die gees gee, wat verbruikers en versekeringsmaatskappy baie uit die sak kan jaag
Business Day 1/02/08	# 65395	<b>Nuclear:</b> French nuclear giant Areva had submitted a bid to SA to build nuclear power plants in the country
Sunday Times 3/02/08	# 65418	<b>Mutual &amp; Federal (M&amp;F):</b> Mutual & Federal keeps a weather eye open on the year just past
Business Day 4/02/08	# 65419	<b>Nuclear:</b> Eskom ponders nuclear plant bids
Diamond Fields 7/02/08	# 65513	<b>Blackouts:</b> Insurance policyholders should check the fine-print to see whether they are covered for losses sustained

		during load shedding
Financial Mail 8/02/08	# 65618	<b>Financial Sector Charter (FSC):</b> The Black Economic Empowerment (BEE) codes of good practice will be rendered useless for the foreseeable future because critical pieces of related regulation are not in place
Business Day 8/02/08	# 65566	<b>FAIS:</b> FAIS Ombudsman out of reach
Sunday Times 10/02/08	# 65571	<b>Mutual &amp; Federal (M&amp;F):</b> Some light relief for Mutual & Federal as crime dips
Business Day 11/02/08	# 65582	<b>Mutual &amp; Federal (M&amp;F):</b> Rising motor claims and weather hit Mutual & Federal (M&F)
Business Day 12/02/08	# 65596	<b>Second Hand Goods Bill:</b> Bill targets dealers in stolen goods
Business Day 12/02/08	# 95599	<b>Credit Guarantee:</b> High inflation drives Credit Guarantee claims up 40%
Financial Mail 15/02/08	# 65634	<b>Financial Sector Charter (FSC):</b> Black Economic Empowerment (BEE) 'needs a champion'
Business Report 15/02/08	# 65649	<b>Life Offices' Association (LOA):</b> Insurance gap could widen more
Business Day 15/02/08	# 65655	<b>Financial Reporting:</b> Companies face scrutiny of new super watchdog
Business Day 15/02/08	# 65660	<b>Stolen vehicle recovery:</b> Car data system to cut theft
Beeld 16/02/08	# 65674	<b>Santam:</b> Verseker jou werker se kosbaarste besitting
Business Day 18/02/08	# 65669	<b>FAIS Ombud:</b> Ombud cautions against insurance cover without signed applications
Star 19/02/08	# 65693 * SAIA	<b>Stolen vehicle recovery:</b> Partnership to solve car theft
Herald (Motoring) 27/02/08	# 65825 * SAIA	<b>Business Against Crime South Africa (BACSA) donations:</b> Donations Crime fight boost
Business Report 27/02/08	# 65846	<b>State of the market:</b> Insurers lose clients to rising debt
Business Day 28/02/08	# 65866	<b>Second Hand Goods Bill:</b> Bill puts honesty onus on second hand dealers
Citizen 28/02/08	# 65875 * SAIA	<b>Business Against Crime South Africa (BACSA) donations:</b> Car theft war gets a boost – Insurance body gives R1,5m to Business Against Crime (BAC)
Business Day 29/02/08	# 65880	<b>Medical aids:</b> Medical aids want competition leeway
Business Day 29/02/08	# 65881	<b>Financial Sector Charter (FSC):</b> Financial Services Sector could miss the empowerment boat – In unchartered territory
Business Report 29/02/08	# 65889	<b>Commissions:</b> Treasury draft to better protect policyholders

☞ Further information on all of the above-mentioned press clippings : Sonja Etsebeth  
 ✉ sonja@saia.co.za

## **8 RADIO AND TELEVISION COVERAGE**

### **Summit TV (English) - High**

Face-to-Face

29 February 2008 20:26:54

Santam - New

A discussion about Santam's full-year results which were released this week.

(Int:) Ian Kirk - CEO: Santam

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### **Talk Radio 702/Cape Talk Simulcast (English) - High**

A Word On ... Anchored by Leigh Bennie

10 March 2008 19:06:06

Short-term insurance - new

Discussion about what the clauses in the contracts for short-term insurance, vehicle and household insurance mean and what the short-term insurance Ombudsman brings to the party of the insurer.

(Int:) Ronald Bobroff - Resident Law expert: Talk Radio 702

(Int:) Hendrik Viljoen - Deputy Ombudsman: The Ombudsman for short-term Insurance

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### **Talk Radio 702/Cape Talk Simulcast (English) - High**

A Word On ... Anchored by Leigh Bennie

10 March 2008 20:06:04

Short-term insurance - Continue

Discussion about what the clauses in the contracts for short-term insurance, vehicle and household insurance mean and what the short-term insurance Ombudsman brings to the party of the insurer.

(Int:) Ronald Bobroff - Resident Law expert: Talk Radio 702

(Int:) Hendrik Viljoen - Deputy Ombudsman: The Ombudsman for short-term Insurance

Mention: Small claims court

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### **Radio 2000 (English) - Low**

The Moneyweb Power Hour

11 March 2008 18:50:59

Imperial Holdings - New

A discussion about Flagstone Reinsurance's bid to buy stake in Imperial Reinsurance.

(Int:) Hubert Brody - CEO: Imperial Holdings

(Int:) David Shapiro - Market watcher; Sasfin

Mentions: Sun City, Merrill Lynch conference

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### **Radio 2000 (English) - Low**

The Moneyweb Power Hour

11 March 2008 18:34:40

Old Mutual vs. Royal Bafokeng - New

A discussion about the termination of relations between Old Mutual and the Royal Bafokeng.

(Int:) Keith Kennedy - CEO: Mutual & Federal

(Int:) Piet Viljoen: Market Commentator

Mentions: SA Eagle, Nedbank, Mutual & Federal, Santam

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### **RadioToday (English) - Medium**

Moneyweb Power Hour with Alec Hogg

11 March 2008 19:50:59

Imperial Holdings - Repeat

A discussion about Flagstone Reinsurance's bid to buy stake in Imperial Reinsurance.

(Int:) Hubert Brody - CEO: Imperial Holdings

(Int:) David Shapiro - Market watcher; Sasfin

Mentions: Sun City, Merrill Lynch conference

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**Summit TV (English) - High**

You & Your Money (Repeat)

13 March 2008 18:28:41

Short-term insurance - Repeat

A discussion about the problems experienced in short-term insurance.

(Int:) Brian Martin - Short Term Insurance Ombudsman

(Int:) Jonathan Rosenberg - CEO: Renasa Insurance Company Limited

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**Summit TV (English) - High**

You & Your Money (Repeat)

13 March 2008 18:36:59

Short-term insurance - Continue - Repeat

A discussion about the problems experienced in short-term insurance.

Mention: Mutual & Federal

(Int:) Brian Martin – Short-term insurance Ombudsman

(Int:) Jonathan Rosenberg - CEO: Renasa Insurance Company Limited

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**Summit TV (English) - High**

You & Your Money (Repeat)

13 March 2008 18:46:43

Short-term insurance - Continue - Repeat

A discussion about the problems experienced in short-term insurance.

(Int:) Brian Martin – Short-term insurance Ombudsman

(Int:) Jonathan Rosenberg - CEO: Renasa Insurance Company Limited

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**Summit TV (English) - High**

You & Your Money (Repeat)

27 Mar 2008 18:30:26

Short-Term Insurance - Repeat

A discussion about the problems experienced in short-term insurance.

(Int:) Brian Martin - Short Term Insurance Ombudsman

(Int:) Jonathan Rosenberg - CEO: Renasa Insurance Company Limited

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**Summit TV (English) - High**

You & Your Money (Repeat)

27 Mar 2008 18:38:40

Short-Term Insurance - Continue - Repeat

A discussion about the problems experienced in short-term insurance.

Mention: Mutual & Federal

(Int:) Brian Martin - Short Term Insurance Ombudsman

(Int:) Jonathan Rosenberg - CEO: Renasa Insurance Company Limited

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**Summit TV (English) - High**

You & Your Money (Repeat)

27 Mar 2008 18:48:21

Short-Term Insurance - Continue - Repeat

A discussion about the problems experienced in short-term insurance.

(Int:) Brian Martin - Short Term Insurance Ombudsman

(Int:) Jonathan Rosenberg - CEO: Renasa Insurance Company Limited

 **Further information on all of the above-mentioned radio and television coverage: Adèle Joubert**  
 **adele@saia.co.za**

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**9 CIRCULARS**

The following circulars were issued during the month of February 2008: (Number of circular, title, date issued and contact person)

## **SAIA**

- SG 2008/003 Blood Alcohol test results: Information from the State Forensic Laboratories (1/02/08)  
Contact: Refilwe Moletsane
- SG 2008/004 Blood Alcohol test results: Information from the State Forensic Laboratories (13/02/08)  
Contact: Melanie Pillay
- SG 2008/005 FSB Special Report on the results of the short-term insurance industry: December 2007 (15/02/08)  
Contact: Sonja Etsebeth
- SG 2008/006 Application for membership of the SAIA – Alexander Forbes Insurance Company (19/02/08)  
Contact: Sonja Etsebeth
- SG 2008/007 Amended FSB Report on the results of the short-term insurance industry: December 2007 (20/02/08)  
Contact: Sonja Etsebeth
- SG 2008/008 Regulation 4, Section 45 of the short-term insurance (Act 53 of 1998) Register of the Status of Credit Intermediaries (29/02/08)  
Contact: Melanie Pillay

## **AMUSA**

- AM 2008/004 Casualty Report MV “CSAV TRINIDAD”: General average (1/02/08)  
Contact: Barry Scott
- AM 2008/005 Casualty Advice: “C QUEEN: (5/02/08)  
Contact: Barry Scott
- AM 2008/006 Casualty Advice: “MV BORDER” (12/02/08)  
Contact: Barry Scott
- AM 2008/007 Durban Terminal Strike (18/02/08)  
Contact: Barry Scott
- AM 2008/008 Update on Casualty Advice “BORDER” (27/02/08)  
Contact: Barry Scott

## **IGF**

- IG 2008/001 Bordereau for the 4<sup>th</sup> Quarter 2007 (5/02/08)  
Contact: Tilly Welgemoed

## **SAIA MD (Managing Directors)**

- MD 2008/004 Insurance Crime Bureau (19/02/08)  
Contact: Barry Scott
- MD 2008/005 Mutual Recognition of re-insurance supervision (26/02/08)  
Contact: Barry Scott

 **Further information on all of the above-mentioned press clippings : Sonja Etsebeth**  
 **sonja@saia.co.za**

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## IMPORTANT NOTICE

Should you know someone who might be interested to receive the SAIA Bulletin, and other interesting short-term insurance related SAIA communication, let them contact Adèle Joubert at SAIA, ✉ E-mail: [adele@saia.co.za](mailto:adele@saia.co.za) ☎ Tel: (011) 726 5381, 📠 Fax: (011) 726 5352, for more information.



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