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1 LATEST NEWS

Special report on the results of the short-term insurance industry

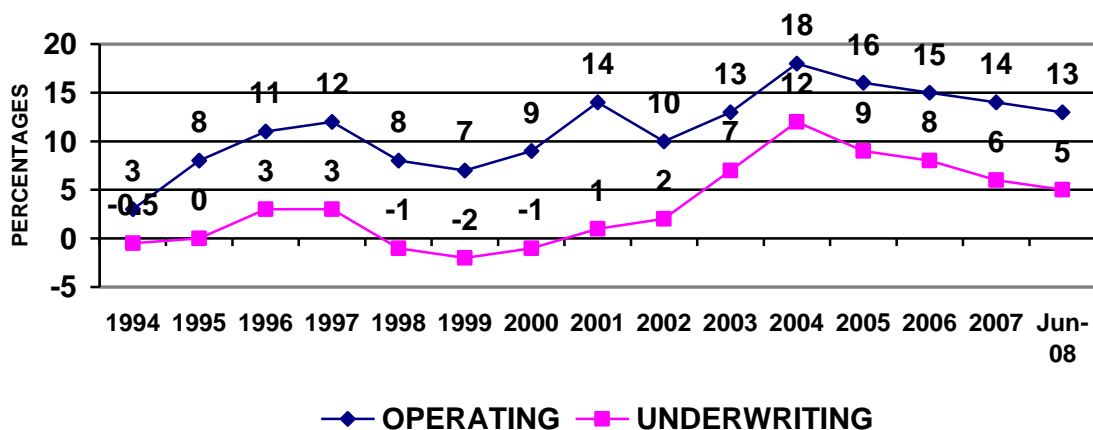
Industry results - Typical insurers (typical insurers, for the purpose of this report, are those insurers who offer most types of policies to, mostly, the general public).

The table below sets out combined unaudited statistics (net after reinsurance) for typical insurers for the calendar years 2003 to 2007 and for the first six months of 2008 as well as comparative figures for the first six months of 2007. The figures are unaudited.

	2003	2004	2005	2006	2007	6 months ended June 2007	6 months ended June 2008
Net premiums R'm	19 774	24 211	26 828	31 093	34 351	16 513	17 953
Underwriting profit/(loss) R'm	1 381	2 932	2 542	2 482	2 169	1 220	892
Underwriting and investment income R'm	2 554	4 303	4 304	4 588	4 851	2 199	2 267
Claims (as % of earned premiums)	67	59	63	65	66	66	68
As % of net written premiums:							
Management expenses and commission	26	26	26	25	27	26	28
Underwriting profit/(loss)	7	12	9	8	6	7	5
Underwriting and investment income	13	18	16	15	14	13	13
Net premium increase (year to year)	17	22	11	16	10	17	9
Surplus asset ratio (median)	45	37	40	42	43	46	39

The following graph indicates how underwriting and operating (including investment income) results of the typical insurers have fluctuated over the past fourteen years and the first six months of 2008.

RESULTS AS PERCENTAGES OF NET PREMIUMS



Seven of the twenty-three insurance companies classified as typical insurers reported an underwriting loss for the six months ended June 2008 compared with eight (of twenty-two) who reported an underwriting loss for the three months ended March 2008.

Three of the twenty-three insurance companies reported an operating loss for the six months ended June 2008 compared with four (of twenty-two) for the three months ended March 2008.

Statutory surplus asset ratios

The following table indicates the spread of the statutory solvency percentages of the typical insurance companies.

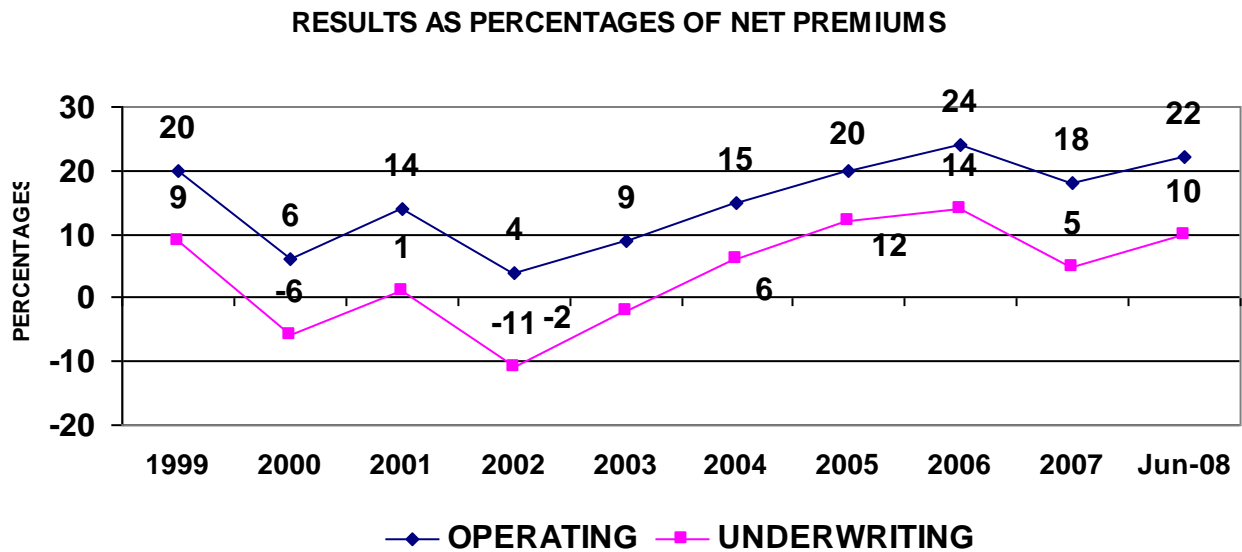
	Number of insurers					
	December 2003	December 2004	December 2005	December 2006	December 2007	June 2008
Below 15%	1	1	0	0	0	1
Between 15% & 20%	0	0	1	0	1	0
Between 20% & 25%	2	0	1	3	0	2
Between 25% & 30%	3	3	3	3	6	7
Between 30% & 40%	4	8	5	4	2	4
Between 40% & 50%	2	1	2	4	5	2
Between 50% & 100%	7	5	6	4	5	4
Above 100%	3	1	1	3	3	3

Industry results - Cell captive insurers (cell captive insurers, for the purpose of this report, are those insurers who offer insurance structures on a cell ownership basis for first party and third party cell owners). The table below sets out combined statistics (net after reinsurance) for cell captive insurers for the calendar years 2003 to 2007 and for the first six months of 2008 as well as comparative figures for the first six months of 2007. The figures are unaudited.

	2003	2004	2005	2006	2007	6 months ended June 2007	6 months ended June 2008
Net premiums R'm	2 773	3 486	4 239	4 144	4 511	2 254	3 077
Underwriting profit/(loss) R'm	(65)	220	529	568	224	(72)	297
Underwriting and investment income R'm	240	506	857	980	810	193	663
Claims (as % of earned premiums)	57	56	52	52	62	67	64
As % of net written premiums:							
Management expenses and commission	39	34	28	31	33	36	19
Underwriting profit/(loss)	(2)	6	12	14	5	(3)	10
Underwriting and investment income	9	15	20	24	18	9	22

Surplus asset ratio (median)	47	46	56	59	60	53	51
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The following graph indicates how underwriting and operating (including investment income) results of the cell captive insurers have fluctuated over the past nine years and the first six months of 2008.



Of the ten operational cell captive insurers, one has reported an underwriting loss and none an operating loss for the six months ended June 2008 compared with five of ten who reported an underwriting loss and one an operating loss for the three months ended March 2008.

The following table indicates the spread of the statutory solvency percentages of the cell captive insurance companies.

	Number of insurers					
	December 2003	December 2004	December 2005	December 2006	December 2007	June 2008
Below 15%	1	0	0	0	0	1
Between 15% and 20%	0	0	0	0	0	0
Between 20% and 25%	0	0	1	0	2	0
Between 25% and 30%	0	3	0	1	0	1
Between 30% and 40%	0	0	2	1	2	1
Between 40% and 50%	5	4	0	1	1	2
Between 50% and 100%	1	1	6	4	2	1
Above 100%	1	1	0	2	3	4

Industry results - Captive insurers (captive insurers, for the purpose of this report, are those insurers who offer cover of the risks of the owners' company or companies only).

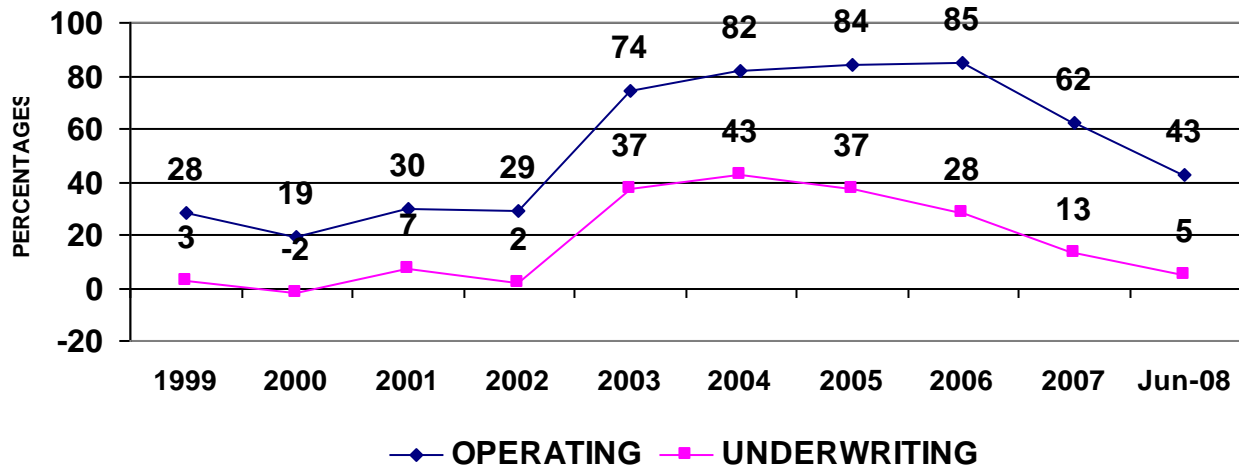
The table below sets out combined statistics (net after reinsurance) for captive insurers for the calendar years 2003 to 2007 and for the first six months of 2008 as well as comparative figures for the first six months of 2007.

The figures are unaudited.

	2003	2004	2005	2006	2007	6 months ended June 2007	6 months ended June 2008
Net premiums R'm	308	214	165	144	200	151	137
Underwriting profit/(loss) R'm	114	92	61	40	26	(17)	7
Underwriting and investment income R'm	227	176	138	122	125	27	59
Claims (as % of earned premiums)	47	52	74	63	84	111	74
As % of net written premiums:							
Management expenses and commission	16	7	-11	11	2	5	12
Underwriting profit/(loss)	37	43	37	28	13	(11)	5
Underwriting and investment income	74	82	84	85	62	18	43
Surplus asset ratio (median)	214	318	329	437	435	491	409

The following graph indicates how underwriting and operating (including investment income) results of the captive insurers have fluctuated over the past nine years and the first six months of 2008.

RESULTS AS PERCENTAGES OF NET PREMIUMS



Five of the ten captive insurers have reported underwriting losses and one an operating loss for the six months ended June 2008 compared with five of the ten captive insurers who reported underwriting losses and two an operating loss for the three months ended March 2008.

The following table indicates the spread of the statutory solvency percentages of the captive insurance companies.

	Number of insurers					
	December 2003	December 2004	December 2005	December 2006	December 2007	June 2008
Below 15%	0	0	0	0	0	0
Between 15% & 20%	0	0	0	0	0	0
Between 20% & 25%	0	0	0	0	0	0
Between 25% & 30%	0	0	0	0	0	0
Between 30% & 40%	0	0	0	0	0	0
Between 40% & 50%	0	0	0	0	0	0
Between 50% & 100%	2	0	1	1	0	0
Above 100%	12	12	11	9	10	10

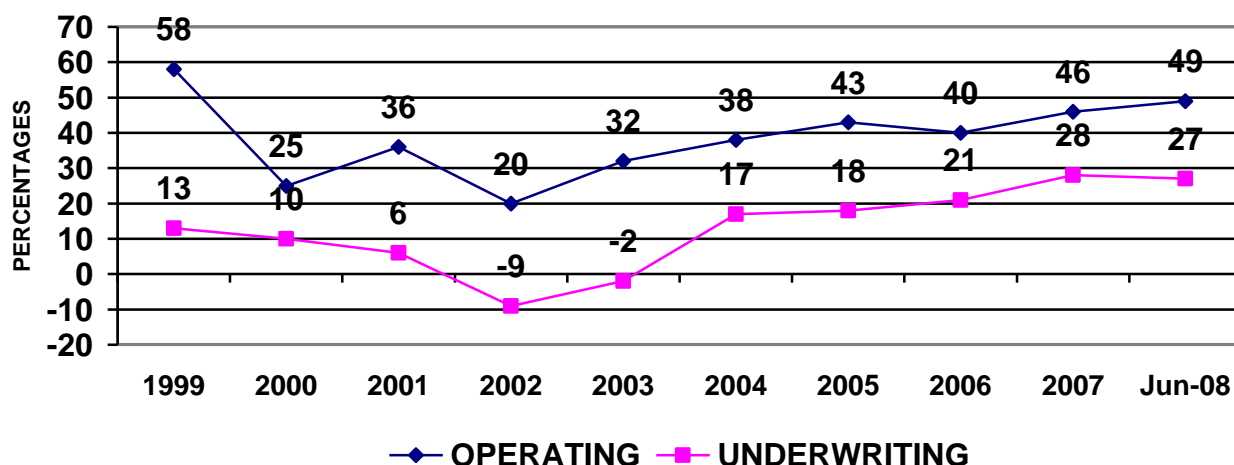
Industry results - Niche insurers (niche insurers, for the purpose of this report, are those insurers who offer, mostly, specialised cover only, in certain niche markets).

The table below sets out combined statistics (net after reinsurance) for niche insurers for the calendar years 2003 to 2007 and for the first six months of 2008 as well as comparative figures for the first six months of 2007. The figures are unaudited.

	2003	2004	2005	2006	2007	6 months ended June 2007	6 months ended June 2008
Net premiums R'm	2 047	2 808	2 497	3 293	3 872	1 935	2 263
Underwriting profit/(loss) R'm	(48)	477	444	699	1 078	180	600
Underwriting and investment income R'm	652	1 067	1 081	1 308	1 779	515	1 110
Claims (as % of earned premiums)	70	55	51	48	43	56	38
As % of net written premiums:							
Management expenses and commission	33	25	29	28	27	32	24
Underwriting profit/(loss)	(2)	17	18	21	28	9	27
Underwriting and investment income	32	38	43	40	46	27	49
Surplus asset ratio (median)	121	163	117	120	72	95	65

The following graph indicates how underwriting and operating (including investment income) results of the niche insurers have fluctuated over the past nine years and the first six months of 2008.

RESULTS AS PERCENTAGES OF NET PREMIUMS



Ten of the thirty-three operational niche insurers have reported underwriting losses for the six months ended June 2008 and three have reported operating losses compared with fifteen of thirty-three for the three months ended March 2008 reporting underwriting losses and six operating losses.

The following table indicates the spread of the statutory solvency percentages of the niche insurance companies.

	Number of insurers					
	December 2003	December 2004	December 2005	December 2006	December 2007	June 2008
Below 15%	0	0	1	0	0	0
Between 15% and 20%	1	1	0	1	0	0
Between 20% and 25%	1	1	0	0	1	1
Between 25% and 30%	3	0	0	0	1	0
Between 30% and 40%	1	2	0	3	2	6
Between 40% and 50%	1	2	3	3	5	3
Between 50% and 100%	5	5	9	6	10	10
Above 100%	16	17	17	19	14	13

Industry results – Re-insurers (re-insurers, for the purpose of this report, are those insurers who offer specialised cover, only to primary insurers).

The table below sets out combined statistics (net after reinsurance) for re-insurers for 2007 and for the first six months of 2008.

The figures are unaudited.

					2007	6 months ended June 2008
Net premiums R'm					1 899	1 097
Underwriting profit/(loss) R'm					192	(33)
Underwriting and investment income R'm					651	175
Claims (as % of earned premiums)					58	70
As % of net written premiums:						
Management expenses and commission					30	33
Underwriting profit/(loss)					10	(3)
Underwriting and investment income					34	16
Surplus asset ratio (median)					146	96

Five of the seven operational re-insurers have reported underwriting losses for the six months ended June 2008 and two have reported operating losses compared with three of seven re-insurers reporting underwriting losses and two operating losses for the three months ended March 2008.

The following table indicates the spread of the statutory solvency percentages of the re-insurance companies.

	Number of insurers					
					December 2007	June 2008
Below 15%					0	0
Between 15% & 20%					0	0
Between 20% & 25%					0	0
Between 25% & 30%					0	0
Between 30% & 40%					0	2
Between 40% & 50%					0	0
Between 50% & 100%					3	2
Above 100%					4	3

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2 FINANCIAL SECTOR CHARTER

SAIA Enterprise Development Project

For the past two years the SAIA has been working on a project that is known as NEDS (The National Enterprise Development Strategy). It has been a long and arduous journey but we are beginning to see some progress. The SAIA Board gave approval that the next phase could be started.

The primary objective of this project is to support the competitiveness of black motor-body repairers (MBRs) so that they may contribute to long-term economic growth. The strategy proposes that in implementing the project, the SAIA should direct the MBRs so that they could be able to help themselves and move from protection to competition. This approach will yield a greater degree of self-sustainability and economic development than a provision of handouts.

Most sectors in South Africa are undergoing alteration to open their supplier chain to new black entrants and more competition. However, the motor body repair and short-term insurance industries are not adequately transformed to ensure the successful adoption of black MBR's to this new competitive environment. Unlike white MBR shops, which can more easily absorb the transaction costs, black MBR's are at a disadvantage and require specific compensatory assistance. This initiative goes back to the core of transformation. As has been maintained in the sector, transformation is not necessarily about ownership deals only but the upliftment of the masses. This notion is encapsulated in the Financial Sector Charter (FSC) under the Empowerment Financing pillar.

Notwithstanding the wide-ranging economic reforms instituted in South Africa, black MBR's generally face a variety of constraints because of the difficulty of absorbing large fixed costs required in improving their plants and the absence of economies of scale due to restrictive procurement practices.

This SAIA initiative is aimed at addressing the above. We believe that our members will begin to be actively involved in the process. About ten of our members are already contributing to the costs incurred thus far. However, now that the Board has approved the start of the next phase, we hope that more and more members will join.

 **Further information : Thabo Tlaba-Mokoena**
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Previous reference: Articles on FSC has featured in the June – November 2006, March – November 2007 and January – April 2008 and July 2008 issues of the Bulletin.

Consumer Education projects 2007 final report

The final reports for the 2007 consumer education projects have been received from the service providers. The consolidated final report for the 2007 FSC Consumer Education Projects is currently being prepared and will be distributed to the industry before the end of August 2008.

The Consumer Education Project Panel approved the proposed 2008 FSC Consumer Education Projects on 13 August 2008.

 **Further information : Thabo Tlaba-Mokoena**
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Previous reference: Articles on FSC has featured in the June – November 2006, March – November 2007 and January – April 2008 and July 2008 issues of the Bulletin.

3 LEGISLATION

Insurance Laws Amendment Bill 2008

The Select Committee on Finance adopted the Bill following the public hearings held on 5 August 2008. At the public hearings the main focus of the discussions was the provisions for accident and health policies. Concern on the lack of adequate consultation by the Financial Services Board (FSB) and Treasury with the relevant stakeholders was also noted by the committee.

The FSB and Treasury confirmed again at the public hearings that there would be a concerted period of further consultation with all relevant stakeholders during the process of drafting the regulations. The regulations will be published for public comment and submitted to Parliament prior to promulgation.

As noted in the July 2008 issue of the Bulletin the SAIA is preparing for the process of consultation on the drafting of the regulations.

☞ **Further information : Refilwe Moletsane**
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Previous reference: Articles on the Insurance Laws Amendment Bill featured in the May 2008 and July 2008 issues of the Bulletin.

4 OTHER SAIA ISSUES

SAIA comments on National Treasury Discussion Paper on the Future of Micro-Insurance Regulation in South Africa

The SAIA submission to National Treasury regarding the Discussion Paper on the Future of Micro-Insurance Regulation in South Africa was submitted to National Treasury on Friday, 22 August 2008 after the SAIA Board Committee approved the SAIA submission at the SAIA Board meeting on Wednesday, 20 August 2008.

The SAIA submission included a holistic review of the short-term insurance industry and micro-insurance as well as comments related specifically to the Discussion Paper released for comment by National Treasury earlier this year.

☞ **Further information : Vivienne Pearson**
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Previous reference: Articles on Micro-Insurance featured in the May 2008 - July 2008 issues of the Bulletin.

Intermediaries Guarantee Facility (IGF)

Melanie Pillay, the current Supervisor for the IGF will be leaving SAIA as of the end of August 2008. She will be joining the South African Insurance Crime Bureau (SAICB).

Princess Mlambo will be promoted to the position of IGF Supervisor from 1 September 2008.

☞ **Further information : Charles Hitchcock**
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Previous reference: Articles on Intermediaries Guarantee Facility have featured in the January, March, May, June, August and October 2005, May 2006 and March 2008 issues of the Bulletin.

Compliance with Section 45 of the Short-term Insurance Act

Due to the recent directive issued by the Regulator of the short-term insurance industry, regarding compliance with Section 45 of the Short-term Insurance Act, the Intermediaries Guarantee Facility Ltd (IGF) has been inundated with queries on how to achieve compliance with the section.

The procedure for applying for a Section 45 guarantee can be downloaded from our website, www.igfsec45.co.za, with all the necessary documentation and explanations for your convenience.

Please note that the minimum guarantee that can be applied for is R100 000 and the maximum is R60 000 000.

Should you require additional information or assistance with completing the application forms, please feel free to contact one of our IGF consultants on 011 726 5381.

☞ **Further information : Charles Hitchcock**
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Previous reference: Articles on Intermediaries Guarantee Facility have featured in the January, March, May, June, August and October 2005, May 2006 and March 2008 issues of the Bulletin.

International Consumer Financial Education Conference – Towards a common vision

An international consumer financial education conference themed 'Towards a common vision' will take place in Midrand from 17-18 November 2008. The conference is being facilitated by FinMark Trust, in partnership with other relevant role players which includes the SAIA.

Should you wish to attend or know someone who might wish to attend, send the names to nolitha@saia.co.za.

☞ **Further information : Vivienne Pearson**
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Insurance Institute of South Africa (IISA) Annual Conference 2009

The IISA Annual Conference 2009 themed 'P.R.I.D.E.' will take place from 28-29 (30) June 2009 at Sun City in Pilanesberg.

For more information, contact Heidi Kruger on 0861 00 4472 or conference@iisa.co.za.

☞ **Further information : Adèle Joubert**
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Inseta: A culture of corporate governance

The following media release has been received from Inseta.

With a hat trick of three successive years of clean audits under its belt, Inseta is a model of good corporate governance for public institutions. The SETA's have to undergo a SAQA audit, internal audit and an external audit by the Office of the Auditor General. All three audits have been clean

thus far and this consistency in performance over many years is as a result of good corporate governance principles being ingrained into the culture of the organisation.

Good corporate citizen

Inseta's values are clearly identified and there is also a code of conduct which binds suppliers and service providers to uphold the same ethical conduct in their business dealings. An independent national survey conducted in 2007 revealed that Inseta is largely seen as a trustworthy institution that has the interest of the South African insurance sector at heart. As a result of this, stakeholders largely support the functions of Inseta. Inseta is positioned as an organisation that successfully conducts business in an ethical manner with qualifications that is highly credible in the insurance sector.

Mike Abel, Inseta's CEO, shares some of the critical factors which allow the organisation to be such a consistent top performer.

The people

He regards the staff members as part of the family and their happiness is an important consideration for him. Inseta has a diverse group of employees from all race groups and backgrounds. The diversity enriches the organisation and enhances its performance. Each team member is uniquely talented and brings their own contributions to the table, often resulting in the creation of dynamic South African workplace solutions. New team members are developed and the transfer of skills to black employees ensures that there is a pool of potential leaders in the skills sector being nurtured. Each staff member agrees to a personal development plan and undergoes training and development in accordance with the plan.

Inseta is a small organisation with a stable workforce. This means that opportunities for vertical progression are limited. There is a performance management system in place which rewards good performance. Strong performers are identified and given more responsibility and reward to ensure that their skills are retained by the Inseta.

The culture of the Inseta workplace is open and relaxed. Each team member is made to feel valued and is free to contribute new and innovative ideas. The CEO holds monthly staff meetings with the team, and members are free to discuss any problems with him in a relaxed convivial atmosphere. Open communication channels mean that the team members are consciously aware of what they are expected to deliver, and also how this delivery impacts on the delivery of the business plan.

External stakeholders

The insurance sector consists of 10 sub sectors and a workforce of over one hundred thousand people. Inseta has to balance the needs of this diverse group when doing strategic planning. Discretionary grant project spend is closely aligned to the needs of the sector. This means that Inseta is able to deliver to the sector at the point of their need. One of the imminent needs of the sector is to ensure that industry players like brokers become FAIS compliant. After consultation with the industry, Inseta has devised a methodology to assist brokers to become FAIS compliant. This is funded by Inseta and to date Inseta has assisted thousands of brokers to become FAIS compliant.

Systems

Technology is used to automate a number of standard processes. Stakeholders communicate with Inseta electronically over the web. The Inseta payment process is fully automated and this allows for strict financial control and monitoring of expenditure. A UPS (uninterrupted power supply) unit has been installed at Inseta, which allows for continuous operation of all electronic equipment in the event of ESKOM power cuts. This means that services to stakeholders will not be interrupted.

The systems are continuously benchmarked and enhanced to provide a better quality of service to stakeholders. All Inseta processes are underpinned by a quality management system. Inseta uses technology to provide it with the edge in service delivery.

Organisational structure

At the outset, the leadership of Inseta recognised that the structure had to be aligned to deliver on the executive mandate. The structure of Inseta has been influenced by the distinction of core and non core functions. Functions like IT, Finance and Call Centre have been outsourced and are managed through a service level agreement.

This arrangement allows the Inseta team to focus on the core functions to deliver on its executive mandate. This encourages disciplined focus on the delivery of the business plan. Inseta annually signs a scorecard with the Department of Labour, which sets out the key deliverables and targets for the year. On a year on year basis Inseta has not only met these targets, but exceeded them in most areas.

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Business Against Crime South Africa: High-level business briefing on the progress on the fight against crime

The following media release has been received from Business Against Crime South Africa.

On Tuesday the 19th of August 2008, Business Against Crime South Africa (BACSA) held a high-level briefing of business leaders on the Step Change Initiative in the fight against crime. This briefing focused particularly on the two priority areas being the work groups that are co-chaired by Business and Government leaders:

- The reduction of Violent Organised Crime; and
- The improvement of the Criminal Justice System.

In his introduction, the Chairman of Business Against Crime, Mark Lamberti, drew the attention of business leaders to the responsible custodianship, governance and control demonstrated by Business Against Crime in the expenditure of their donations. He advised them that over the past year a review of activities and expenditure had resulted in the rationalization of efforts, structures and staff numbers to achieve the maximum return on effort and money spent.

He highlighted the constructive role that was played by Business Against Crime in the discourse around the dissolution of the Directorate for Special Operations (Scorpions), which involved crafting and submitting to Cabinet and to Parliament a motivation for the retention in any new structure, of those attributes that international precedent had proven essential in the fight against organised crime and corruption.

“We at Business Against Crime understand the longer term social challenges but we are resolved to make a short-term impact by assisting in the drive to make crime a less attractive occupation than it is today. We believe that working with SAPS and government, our focus on the Criminal Justice System and the Violent Organised Crime initiatives, can make a difference. The responsibility for the safety and security of all within the borders of our country is not one that government can delegate or abdicate. But equally, each of us, as individuals or corporations must play our part.” said Lamberti

Adv Johnny de Lange, Deputy Minister of the Department of Justice and Constitutional Development (DoJ and CD), gave a keynote address on the Improvement of the Criminal Justice System. He painted a sobering picture of the dysfunctional state of this system. Advocate de Lange strongly emphasised the need for the continued support of an organisation such as BACSA which helps Government to combat crime.

He provided an impressive overview of the far-reaching, evolutionary and revolutionary changes that comprise the seven point plan approved by Cabinet to revamp the Criminal Justice System (CJS). This seven-point plan was prepared with the support of BACSA who remains committed to providing continued implementation, coordination support and capacity to deliver in the short, medium and long-term to enable Government to remove system blockages and improve the performance of the entire system from investigation, court processes, incarceration and rehabilitation.

“This is a radical journey that seeks to reward the country with a Criminal Justice System that will deliver swift and equitable justice on criminal matters, and thus act as an effective deterrent to crime on a sustainable basis and improve its legitimacy and bolster public confidence in government’s efforts,” said de Lange. Respected businessman and BACSA director Roy Andersen, highlighted successes in addressing the Trio Crimes (i.e., Business and Residential Robberies and Vehicle Hijackings), particularly in Gauteng where the strategy has been aggressively piloted.

He showed that the Violent Organised Crime working group’s efforts have had a substantial impact in Gauteng, which accounts for 52% of the national robberies, with a much lower trio crime increase of 1.74% compared to the overall increase of 38% experienced by other provinces. Andersen highlighted that where business and Government concentrated their joint efforts, as had been the case in Gauteng over the past year, a significant impact is achieved. The objective for 2008/9 was to roll these Gauteng successes out on a broader scale to the provinces affected by the displacement of crimes, i.e. Kwa-Zulu Natal, Western Cape and North West. Announcing the receipt of commitments from 11 major donors Sipiwe Nzimande, CEO of BACSA said: “This briefing of donors and business leaders has reinvigorated their commitment to crime reduction through Business Against Crime in support of our Government”.

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South African Insurance Crime Bureau: IDS vs SAICB

The Insurance Data System (IDS) is the system through which the short-term insurance industry shares information in order to obtain an integrated view of policy applications prior to taking on further risk as well as claims information to streamline claims processing. The IDS allows users to make a transactional enquiry to assess the risk of an individual, risk address and vehicle.

Although the IDS system is invaluable in assessing your risk, the system does not depict patterns and trends holistically from an industry point of view.

The South African Insurance Crime Bureau (SAICB) provides the next step in the process of fighting insurance crime, and specifically fraud. This next step involves using the IDS data (this is information that the industry already shares) and other data that participating companies and other entities might in future decide to share in the fight against crime, to look for organised crime patterns. These organised crime patterns will then be investigated with a view to address organised insurance fraud and related crimes at an industry level.

The SAICB will focus on mining existing information (starting with info shared in IDS) to fight organised insurance fraud at an industry level. The SAICB is a crime fighting organisation, and as such has no interest in providing information on a per transaction basis to its members with regards to anything other than organised crime patterns.

The function of providing information directly to insurers on a per transaction basis is clearly the function of the IDS.

 **Further information : Vivienne Pearson**
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Previous reference: Articles on the South African ICB featured in the February, April, June and August 2007, January – March 2008 and May – July 2008 issues of the Bulletin.

5 INSURANCE FRAUDLINE UPDATE

Insurance Fraudline Report Summary					July 2007 - July 2008		
Month	Calls	Clutter	Tests	Reports	Short-Term	Brokers	Life
Jul-07	226	211	0	15	9	2	4
Aug-07	194	181	0	13	10	0	3
Sep-07	171	164	1	7	5	2	0
Oct-07	224	207	0	17	15	0	2
Nov-07	262	249	1	16	13	0	3
Dec-07	177	165	0	13	10	0	3
Jan-08	261	249	0	15	11	1	3
Feb-08	258	242	0	18	15	0	3
Mar-08	197	186	0	12	12	0	0
Apr-08	181	163	1	20	18	0	2
May-08	199	183	0	17	12	1	4
Jun-08	181	170	0	12	7	0	5
Jul-08	258	243	0	15	11	0	4
Total	2 789	2 613	3	190	148	6	36
Total since Nov 2002	23186	22051	15	1055	655	114	286
*Please note that the total number of calls reflected do not always add as a result of dropped calls							

Please note that the attached table's first total is a record of calls from July 2007 to July 2008. The second total reflected is from the period of inception of the Fraudline which is November 2002 to July 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, January – November 2007 and January – July 2008 issues of the Bulletin.

6 PRESS CLIPPINGS

Publication	Person/DN	Subject
Cover 1/07/08	# 68434 * Vivienne	South African Insurance Crime Bureau (SAICB): South African Insurance Crime Bureau (SAICB) set to make a difference
Cover 1/07/08	# 68435	Micro-insurance: Low-income insurance
Cover 1/07/08	# 68436	Life industry: Legal clarity and consumer protection

Cover 1/07/08	# 68437 * SAIA	SAIA AGM: The theme of the 2008 SAIA Annual Review is 'Reinvention'
Cover 1/07/08	# 68439	Legislation: Insurance Laws Amendment Bill
Cover 1/07/08	# 68440 *SAIA	SAIA Board: SAIA Board Elected
Cover 1/07/08	# 68441	VAT: Value Added Tax (VAT)
Cover 1/07/08	# 68442	Natsure: Natsure - The way forward
Cover 1/07/08	# 68444	FIA and LUASA: Financial Intermediary Association of Southern Africa (FIA) and Association of Professional Financial Planners (LUASA) to join forces
Cover 1/07/08	# 68445	PriceWaterhouseCoopers (PWC) SA Insurance Survey: Emerging trends and strategic issues in SA insurance 2008
RiskSA 1/07/08	# 68552 * Oupa	Second-Hand Goods Bill: Bill affects brokers
Star 1/07/08	# 68002	Crime Statistics: Comparison of increases or decreases in the ratios of recorded serious crime between 2006/2007 and 2007/2008
Beeld 1/07/08	# 68010	Crime statistics: Crime statistics 2006-07 / 2007-08
Beeld 1/07/08	# 68013	Life industry: Lewens-lede sê ja vir een bedryfsliggaam
Beeld 1/07/08	# 68080	National Ports Authority: Transnet se hawens-toekoms duister
Beeld 2/07/08	# 68079	Crime statistics: Misdaadstatistieke: Tronke 45% te vol; al meer seksoortreders
Beeld 2/07/08	# 68082	Pebble Bed Modular Reactor (PBMR): Nuwe geslag kerntegnologie word reeds ontwikkel
Business Day 3/07/08	# 68081	Crime statistics: SA crime figures 'are scaring investors'
Business Day 3/07/08	# 68056	Insurance fraud: Insurance fraud spirals as consumers go to hell wall
Business Day 4/07/08	# 68092	Mutual & Federal (M&F): Mutual & Federal to cut 600 jobs in shake -up as claims rise
	# 68093	Royal Bafokeng may want to think again
Business Day 4/07/08	# 68098	Mutual & Federal (M&F): Mutual & Federal to shed jobs as claims increase
Saturday Star 5/07/08	# 68119	Pension/Retirement Fund: Don't resign in a panic for your pension
	# 68122	Brokers: Insurance brokers coughs up
	# 68120	Travel insurance: How to ...buy travel insurance
Star 8/07/08	# 68173	Road Accident Fund (RAF): People hurt in taxis often have no cover
	# 68174	Passenger liability: People hurt in taxis often have no cover
Business Report 9/07/08	# 68225	Motor Repair Industry: Insurer's initiative gives black panel beaters formal skills and funding
Business Report 10/07/08	# 68224	Crime Statistics: Business suffers 47% rise in case of armed robbery
	# 68226	Consumer Protection Bill: Information is franchisees' best friend in agreement with franchisors

Star 10/07/08	# 68233	Motor industry: New, secure GP plates set to identify vehicles
Business Day 11/07/08	# 68263	Guardrisk: Fokus op PwC se opname oor Versekering in Suid-Afrika: Sel-versekering wen veld by ondernemings
Star 12/07/08	# 68242 * SAIA	South African Insurance Crime Bureau (SAICB): Fraud: False insurance claims are soaring
Pretoria News 12/07/08	# 68243 * Vivienne	Insurance fraud: Cash-strapped citizen's fake break-ins
Business Report 14/07/08	# 68241 * SAIA	Motor repair industry: Panel beaters threaten to dent transformation
Pretoria News 14/07/08	# 68245	Santam: Is Santam on a mission to dump bad-risk clients?
Beeld 14/07/08	# 68315	Road Accident Fund (RAF): R500 miljoen vir ryke 'n 'skande'
Star 14/07/08	# 68328	Crime statistics: Stats show it's safer at home than on road
	# 68332	Vehicle registration: Cops are blindsided by failing eNaTis
Beeld 15/07/08	# 68295	Crime statistics: So lyk jongste misdadstatistieke: Ernstige voorvalle daal, maar die woonbuurte in nou onveilig
Star 15/07/08	# 68331	Crime statistics: How crime affects your suburb
	# 68333	Crime statistics: Heed warning as ATM attacks soar in Gauteng
Business Day 15/07/08	# 68335	Medical Aid: National health cover edges closer
Business Report 15/07/08	# 68317	Medical Aid/ National Health Insurance : Cabinet to breathe life into health insurance
Business Day 16/07/08	# 68352	Medical Aid: Health minister justifies bid to cap private tariffs
Business Day 18/07/08	# 68395	Companies Bill: Treasury owes business more cogent legislation
Business Report 18/07/08	# 68427	Medical Aid: Medical aid plans to 'lose millions' to hidden costs
Citizen 18/07/08	# 68430	Medical Aid/ Healthcare insurance: Medical Aid/Healthcare insurance for all gets support
Beeld 21/07/08	# 68432	Crime statistics: Misdadstatistieke glo beknoei
Star 22/07/08	# 68459	Second-hand Goods: System identifies stolen goods that might be resold
Beeld 22/07/08	# 68462	Financial Sector Charter (FSC): SEB-kodes binnekort van krag
Business Day 23/07/08	# 68488	Koeberg: Koeberg snag sparks Cape power cut fear
Business Day 24/07/08	# 68492	Vehicle tracking industry: Vehicle trackers feel pinch
	# 68496	State of the market: Insurers seek shelter from credit storm
	# 68498	The Protection of Information Bill: Right to information on collision course with need for secrecy
	# 68603	Vehicle tracking industry: <ul style="list-style-type: none"> • Client's safety a key factor • Hi-tech hits hijacking • Eye in the sky helps chasers to trace stolen vehicle and apprehend suspects

		<ul style="list-style-type: none"> • Vital for devices to be tested regularly • Fleet management crucial
Business Day 25/07/08	# 68544	Koeberg: Power station woes hit Eskom
Business Report 25/07/08	# 68549	Vehicle tracking industry: Vehicle trackers head for collusion hearing in November
Sunday Times 27/07/08	# 68595	Road Accident Fund (RAF): Lawyers see red over new accident-fund fees system
Business Day 28/07/08	# 68551	Protection of Information Bill: Ill-defined law would set stage for secrets and lies
Citizen 29/07/08	# 68569	Road Accident Fund (RAF): Road Accident Fund dragged to court
Citizen 29/07/08	# 68570	Direct insurance: Consumers catch direct bug
Business Day 29/07/08	# 68585	Crime statistics: De Lange tackles fight against crime
Business Day 29/07/08	# 68591	Companies Bill: Bill will make incorporation a right
Citizen 30/07/08	# 68604	Road Accident Fund (RAF): Lawyers in bid to fight Road Accident Fund (RAF) payment change
Business Report 30/07/08	# 68605	Competition Act: Competition Act works as is - commission
Business Day 30/07/08	# 68606	Competition Act: State's plan amounts to get-out-of-jail-free card
Business Day 30/07/08	# 68598	Competition Act: Competition authorities oppose bill
FAnews 30/07/08	# 68643	National Credit Act: The National Credit Act Regulator gets down to business
Business Day 31/07/08	# 68627 * SAIA	Insurance Data System (IDS): A new solution to combat insurance cancellations
Citizen 31/07/08	# 68646	Road Accident Fund (RAF): Legal profession up in arms

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

7 RADIO AND TELEVISION COVERAGE

CNBC Africa (English)

Power Lunch

4 Aug 2008 12:21:27

Santam first half headline earnings

Santam South Africa's biggest short-term insurer said first half headline earnings plummeted after it paid more claims.

CNBC Africa (English)

Closing Bell

4 Aug 2008 16:57:53

Santam said that their first half profit slumped after they paid more in claims

SAfm (English)

Moneyweb

4 Aug 2008 18:05:05

Business News - New

Moneyweb's Chris Buchanan reports: Vehicle sales plummet 20%, Santam down 4% on dire profit warning, RMB's Mike Pfaff steps down, and Enviroserv receives a private-equity takeout bid.

Summit TV (English)

You and Your Money

4 Aug 2008 20:50:19

A discussion about personal and short-term insurance

Mention: Avis

(Int:) Craig Pogir - Director: Pogir Bastion & Associates

(Int:) Anton Ossip - CEO: Alexander Forbes Risk & Insurance Services

Algoa FM (English)

News @ 10:00

5 Aug 2008 10:00:48

Old Mutual to sell Mutual & Federal

Old Mutual announced that it is planning to sell all its interests in short term insurance company, Mutual & Federal. MD Keith Kennedy made the announcement this morning.

Fine Music Radio (English)

Classic Business

5 Aug 2008 18:14:42

Results season has started for companies

The financial results season for companies kicked off today and it will provide some very interesting reading for many.

(Int:)Richard Stovin-Bradford - Journalist: Business Times

Mention: Mutual and Federal, Royal Bafokeng Holdings, Nedbank, Santam, Telkom, MTN, Absa, Barclays Bank, Paradigm Shifters, Standard Bank, Firstrand

Radio Sonder Grense (Afrikaans)

Geldsake

12 Aug 2008 17:43:16

Short-term insurance priorities in the SMME sector

A discussion with Ernst Gouws, of Outsurance, regarding short-term insurance priorities in the SMME sector

(Int:) Ernst Gouws - CEO: Outsurance

Radio Sonder Grense (Afrikaans)

Monitor

18 Aug 2008 07:25:27

More consumers cancelling short-term insurance

More consumers are cancelling their short-term insurance during the tough economic times.

Sakpas talks to an insurance broker, Johan Swart, about the effects of this decision.

(Int:)Johan Swart - Insurance Broker

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

8 CIRCULARS

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

SAIA

SG 2008/044 Application for Membership of the SAIA Etana Insurance Company Limited
(9/07/08)
Contact: Sonja Etsebeth

SG 2008/045 Communications problems in the Milpark area (14/07/08)
Contact: Barry Scott

- SG 2008/046 The Third National Anti-Corruption Summit (14/07/08)
Contact: Vivienne Pearson
- SG 2008/047 Alternative premium collection system for Mzansi type products (14/07/08)
Contact: Thabo Tlaba-Mokoena
- SG 2008/048 Transfer of Activities of SAIA Fraud Committee to South African Insurance Crime Bureau (22/07/08)
Contact: Vivienne Pearson
- SG 2008/049 SAIA Comment: National Treasury Discussion Paper on the Future of Micro-insurance Regulation in South Africa (29/07/08)
Contact: Vivienne Pearson
- SG 2008/050 Membership of Payment System Stakeholder Forum (PSSF) (31/07/08)
Contact: Charles Hitchcock
- SG 2008/051 Regulation 4, Section 45 of the Short-term Insurance (Act 53 of 1998) Register of the Status of Credit Intermediaries (31/07/08)
Contact: Melanie Pillay

AMUSA

- AM 2008/025 Casualty advice: "GULF NOMAD" (1/07/08)
Contact: Barry Scott
- AM 2008/026 Casualty advice: "MSC AMSTERDAM" (1/07/08)
Contact: Barry Scott
- AM 2008/027 Derailment at FIRHAM (1/07/08)
Contact: Barry Scott
- AM 2008/028 Update on derailment at FIRHAM (2/07/08)
Contact: Barry Scott
- AM 2008/029 Update on "MSC AMSTERDAM" (7/07/08)
Contact: Barry Scott
- AM 2008/030 Update on "MSC AMSTERDAM" (9/07/08)
Contact: Barry Scott
- AM 2008/031 Casualty Report "BELUGA FOUNDATION" (14/07/08)
Contact: Barry Scott
- AM 2008/032 AMUSA /SURVEYORS / FIA Liaison meeting Minute 5th June 2008 (21/07/08)
Contact: Barry Scott
- AM 2008/033 Casualty advice: "MELINA I" (23/07/08)
Contact: Barry Scott

IGF

- IG 2008/004 Bordereau for the 2nd Quarter 2008 (17/07/08)
Contact: Tilly Welgemoed

SAIA MD (Managing Directors)

MD 2008/013 Communications problems in the Milpark area (14/07/08)
Contact: Barry Scott

☞ Further information on all of the above-mentioned circulars : 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 to become a SAIA Communiqué member.

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