

26 November 2020

Communique 83

Countdown to CMS Go-Live!

To All Sasria Agents and Intermediaries

Dear All,

As we draw closer to the finish line, please take note of amendments made to the process as depicted below. This is only **applicable** from the **30th of November 2020**. You are reminded of the cutover period **26th to 29th of November 2020**, as no claims will be processed during this period.

INTRODUCING **NOVEMBER 30 2020**



- 1** How do I submit a new claim on the 30th of November and beyond?

Send an email to newclaims@sasria.co.za with the following documents to enable us to register your claim:

 1. Policy schedule
 2. Claim form/ description of loss

You will receive a claim reference number within 24 hours
- 3** Where do I send Invoices and Agreements of Loss for payment?

Send an email to claims@sasria.co.za for all claims with a claims reference number.

Send an email to payments@sasria.co.za for all payments due and ensure invoices are made out to Sasria SOC Ltd (VAT No. 4140119340)

Your claim will not be allocated automatically, leading to unnecessary delays in processing.
- 5** What will happen to existing claims?

All existing claims with reference numbers will be migrated to the new system and allocated a new claims reference number. These new claims numbers will still be linked to the old reference number, making it easy to track and process in the new system. All outstanding claims with new claims reference numbers will be sent to you during the cutover period.

- 3. Alternatively:**
- Insured's details
 - Policy number
 - Date of loss
 - Area of loss
 - Underlying insurer details



2 How do I follow up on a claim?

4 What if my claims reference number is in the email body and not the email subject line?

NB Always have the Sasria claims reference number in the subject line of the email for all correspondence.

NB: As we prepare for the cutover period, please note that there may be delays in response to your queries. However, should there be any urgent matters please contact Mmakgomo Motalane on mmakgomom@sasria.co.za.

Regards

Fareedah Benjamin
Executive Manager: Insurance Operations

