

Communique 89

30 June 2021

To All Sasria Agents and Intermediaries

Claims Management System (CMS) – Release 2 Update

The transition to the newly modernised platform has been met with delays in granting Agent companies access and we are currently looking into adjusting timelines according to the new scenario. Our new estimated go-live date will be communicated in due course.

Implementation will still adopt the pilot approach, where the 1st phase of the roll-out will be delivered with a few identified Agent companies which have already been onboarded. Phase 2 of the rollout will include training and onboarding of the remaining Agent companies – details are to follow.

We appreciate your flexibility and understanding as we tackle this unforeseen issue, trusting that when the system is delivered you will find it easy and convenient to navigate.

Should you have any queries or concerns regarding the contents of this communiqué, please do not hesitate to contact our Product Manager, Themba Sibiyi on thembas@sasria.co.za for assistance.

Fareedah Benjamin

Executive Manager: Insurance Operations