

## Communique 94

23 July 2021

### To All Sasria Agents and Intermediaries

#### **Guideline for settlement of Sasria claims | Event: KZN & Gauteng protests and looting | Date of event: 9<sup>th</sup> – 19<sup>th</sup> July 2021**

Please take note of the following guideline for settling Sasria claims due to the KwaZulu Natal and Gauteng protests and looting, dated 9<sup>th</sup> – 19<sup>th</sup> July 2021.

#### **Material damage claims**

Documents required:

- Claim from / detailed description of loss (with date, time and location)
- Coupon
- Policy schedule
- Proof of premiums
- Supporting quantum documentation
- Proof of ownership (where necessary)

Global sums insureds must be accompanied by a breakdown to confirm cover for the claimed item.

#### **Extensions**

The extensions are not automatically included. The extension must be selected, and premium paid for each extension under Sasria.

#### **Stock**

Stock claims must be proven with the utilisation of the following records (but not limited to):

- Financial Statements
- Accounting records
- Management Records
- Stock Take records
- VAT Returns
- Banks statements
- Physical Feasibility
- Sasria will only settle what the client is able to prove

### **Theft**

Sasria does not cover pure theft (as a section of the policy)

### **Motor**

- For this event only, **do not** appoint Loss Adjusters or Investigators. Supply a detailed description of loss (with date, time and location)
- Appoint Assessors to quantify the loss or damage
- Salvage – follow own process and use own salvage dealers
- Reimburse Sasria any money recovered from salvage

### **Appointment of Loss Adjusters**

Agent companies are allowed to appoint Loss Adjusters approved on their panel without having to refer to Sasria for claims above R1m.

### **Process for interim payment**

- To be recommended by a Loss Adjuster
- Cover must be confirmed
- Quantum must be confirmed to exceed interim payment
- Reasons for interim payment must be provided

Regards

**Sasria SOC Limited Claims**