

5 August 2021



Communique 95

To All Sasria Agents and Intermediaries

Information Requirements for Processing of Payments

The civil commotion and resultant looting that took place in July 2021 in Gauteng and KZN has increased Sasria's claims considerably. This has in turn resulted in a need to expediate settlement of claims and facilitation of large interim payments to ease the financial burden on the insured.

It is important to note that due to the increase in claims processing, this will subsequently increase cybercrime activities where insured's personification, phishing, spoofing, ransomware, and hacking compromise the efficient settlement of claims.

In response to the above, we have added an additional layer of security. This will entail confirming the insured's banking details electronically with the bank as we load the transactions.

To achieve this, the insured's Identity number for personal lines and sole traders (including all informal business) will be required. A company registration number will also be required where payments relate to a formal business. The above is required to validate bank accounts against the insured's details to increase accuracy of settlements. **This is applicable immediately and our agreement of loss has also been amended to take this into account.**

Sasria is aware of the impact this change may have on the current processes, however there is a need to prioritise the protection of our mutual clients and ensure payments are processed to the recipients.

Regards

Sasria SOC Limited Claims