

4 December 2023

Communique 109

To All Sasria Agents, Intermediaries and Institute of Loss Adjusters

Sasria Panel of Loss Adjusters

Over the years, Sasria has placed reliance on Agent companies' agreements with the appointment of service providers. Following engagements with stakeholders, Sasria has identified the need to develop a panel of loss adjusters.

As Sasria is the only company that responds to special risks surrounding strikes, riots and protests, it has become prudent for us to have control of investigations of claims pertaining to our perils. This move aims to provide a better service to our mutual clients, equipping our investigators with the necessary skills, supporting and managing expenses linked to claim investigations and claim adjustments. This will also enable Sasria to be in a position to manage performance standards.

Therefore, Sasria will be opening a tender process and will invite loss adjusters to apply to be on the Sasria panel of loss adjusters.

As with the current Agent Company procedure wherein all Non-Motor claims above R1 million are referred to Sasria for the appointment of a loss adjuster, the established loss adjuster panel will in future be utilised for these claims.

Further communication from Sasria will be issued to the industry on the implementation timelines once the vetting and appointment process has been completed.

We kindly request you distribute the communique as widely as possible to loss adjusters on your panel and advise them to submit their details at <https://procurement.sasria.co.za/home>

Should you require any clarity, please send your queries to [procurement@sasria.co.za](mailto:procurement@sasria.co.za) or Acting Complex Claims Manager [sophiam@sasria.co.za](mailto:sophiam@sasria.co.za)

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