



SAIA - ☎ (011) 726 5381

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1	LATEST NEWS	2
	GUEST ARTICLE: Insuring against the risk of disastrous events	2
2	IMAGE & REPUTATION	3
	SAIA appoints new Manager: Image & Reputation	3
	The first joint SAIA / IISA / FIA conference	3
	Code of Conduct	4
	Functions planned for 2010	4
	SAIA Foundation Consumer Education Initiative	5
	SAIA Consumer Education project for the existing market.....	5
	Sustainability of insurance / Systemic Risk issues: Micro-insurance Workshop	5
3	LEGISLATION & REGULATION	6
	Consumerism, is it Ayoba?	6
4	MOTOR.....	6
	Motor Committees	6
	Compulsory Third Party Motor Property Insurance	7
5	SHORT-TERM & RE-INSURANCE DATA EXCHANGE	7
	Short-Term & Re-Insurance Data Exchange (STRIDE) update	7
6	OTHER ARTICLES	8
	INSETA: Quality Council for Trades and Occupations (QCTO) roadshows	8
	IISA: Breakfast session: Sustainability of Motor Insurance	8
7	RADIO, TELEVISION ONLINE AND OTHER COVERAGE	9
8	PRESS CLIPPINGS	10
9	CIRCULARS	12

GUEST ARTICLE: Insuring against the risk of disastrous events

As South Africa celebrates the 2010 FIFA World Cup, Sasria is on hand to provide essential cover for such special risks as riots, civil unrest and terrorist attacks.

South Africa is electric with excitement about the 2010 FIFA World Cup but, as incredible an event as it is, from an insurance perspective especially, it is important not to forget the associated risks. Sadly, the World Cup brings with it an increased risk of riots, civil unrest and terrorist attacks, and has also been marked by an increase in labour disputes. And, as the recent security strikes in Cape Town and Durban have proved, labour action can often lead to business interruptions, damage to property and looting.

The country's new stadiums and supporting infrastructure are not immune, especially as they present high-profile targets for labour and political action. The memory of recent events in Angola, where extremists took advantage of the platform provided by the Africa Cup of Nations to launch a deadly terrorist attack, is still fresh in the world's memory.

While the South African intelligence community is doing everything it can to prevent similar occurrences during the World Cup, special risks insurance is still an essential part of preparing for eventualities like political unrest, riots, terrorism and the fallout from labour disputes during an event like the World Cup.

In South Africa, Sasria is the only insurer that covers these kinds of risks.

In the wake of the people's revolt of 1976, it became clear to businesses, organisations, government agencies and individuals that the insurance industry was not adequately prepared to cover the risk inherent in political action of this nature. Sasria was formed shortly afterwards in 1979, and remains the country's only special risks insurer, providing cover for the most extraordinary of unexpected events.

"The financial impact of civil unrest or a terror attack can be severe," says Colin Macheke, business development executive for Sasria, "and it has the potential to cripple economic activity not only in the area in which it occurs but, indeed, in the country as a whole. With this in mind, it is essential to be equipped to deal with worst case scenarios should they arise."

"Of course, we all hope disastrous political, civil, terror and labour-related events won't occur, and the country's security services are doing everything possible to ensure that nothing like this will mar the World Cup. We do, however, have to acknowledge that these threats exist, and it is important to mitigate the risk effectively."

Sasria has a firm reserve and reinsurance base to protect policy holders against special risks, and the company regularly reviews capital adequacy to ensure that it is able to meet its obligations should claims arise.

"We have learned from the mistakes of countries that failed to plan for terror attacks and, in line with that, we have increased our loss limit to R1.5 billion to ensure that there is adequate cover for our clients," says Macheke.

Sasria has left nothing to chance, and is there to ensure that South Africans will not be caught short in the event of a terrorist attack or civil unrest in the weeks ahead.

"The reshaping of our nation has often highlighted the need for an extraordinary risks insurance company," says Macheke, "and our goal is to create a positive environment for transformation and development by offering peace of mind, even in the face of special risks."

“At this historic moment in our country’s history, neither the company nor its policy holders will be caught unprepared if an extraordinary situation should arise during the World Cup. We have examined all possible risks, and are well prepared to support government and our policyholders in any eventuality.”

The views expressed in this article are those of the author and do not necessarily express the views of SAIA

✉ **Further information : Collin Macheke**
✉ collinm@sasria.co.za

[Back to Index](#)

2 IMAGE & REPUTATION

SAIA appoints new Manager: Image & Reputation

The below media release was distributed on 15 June 2010.

Yvette Francis was appointed as the new South African Insurance Association (SAIA) Manager: Image and Reputation on 1 June 2010.

This position was previously held by Ms Vivienne Pearson, now SAIA Manager: Motor.

“Image & Reputation has been a key priority area addressed by the SAIA for the past four years,” says Barry Scott, SAIA Chief Executive, “however, the SAIA Board Committee: Image & Reputation have agreed on a new strategy for 2010.”

“It was important to appoint the right person to manage and implement the Image & Reputation strategy as the key elements will contribute greatly to building a strong reputation for the short-term insurance industry and the SAIA in the future. Yvette was appointed into this new position after a thorough high level interview process,” adds Barry.

Ms Francis says, “A tremendous amount of work has gone into developing the Image & Reputation strategy at the SAIA and I look forward to not only bringing this vision to life but also to elevate the profile of the short-term insurance industry in the country.”

Yvette is committed to following the collaborative model that the SAIA has always adopted whenever possible to address the various key priorities identified in the Image & Reputation strategy.

✉ **Further information : Adele Joubert**
✉ adele@saia.co.za

[Back to Index](#)

The first joint SAIA / IISA / FIA conference

The SAIA/IISA/FIA Insurance Conference, that took place at Sun City from 23 – 26 May 2010, was a tremendous success.

This first of its kind joint effort enabled the SAIA, the IISA and the FIA to have input into the topics and speakers that were chosen, which ensured that the content of the conference was interesting and of relevance to the industry.

In addition, over five hundred delegates, around a hundred social partners, more than twenty presenters, more than fifteen sponsors and over twenty five exhibitors contributed to the success of the event.

Attendees were impressed with the good selection of topics, the content of the presentations, the level of the speakers and the overall professionalism with which the conference had been arranged.

The next SAIA/IISA/FIA Insurance Conference, themed, "Promoting Sustainable Growth," will take place at Sun City Pilanesberg between 24 and 27 July 2011. Members are requested to diarise these dates.

☞ **Further information : Adele Joubert**
✉ adele@saia.co.za

[Back to Index](#)

Code of Conduct

The SAIA Code of Conduct was launched to members on 16 March 2010.

The SAIA has been engaged in a communication process to inform its stakeholders and business partners of the new Code and its contents since the launch.

The SAIA will be embarking on a targeted publicity campaign to introduce the code to the media at the end of July.

A process to receive and respond to consumer complaints has been set up. Further information can be found on the SAIA website.

Complainants must complete a complaint form and submit to code@saia.co.za.

The SAIA is currently monitoring all input regarding the Code, to be considered when the Code is reviewed in March 2011, in order to refine it based on practical experience and input received.

Reinsurers and the SAIA Code of Conduct

Following requests from SAIA reinsurer members, the SAIA Board Committee: Reinsurers requested that SAIA and the Code of Conduct Task team present a new draft version of the Code, amended to include reinsurance business.

This proposal is currently being considered by the SAIA Board Committees: Reinsurance and Image & Reputation, as well as the SAIA Board.

☞ **Further information : Yvette Francis**
✉ yvette@saia.co.za

[Back to Index](#)

Functions planned for 2010

Below are the dates for SAIA functions that will take place in 2010. This is a standard section in the SAIA Bulletin. Please note that the dates are subject to change. Changes will be marked in colour.

- SAIA Consumer Education workshop visit in the Eastern Cape (Duncan Village) – 7 July 2010
- SAIA Consumer Education workshop – 22 July 2010
- SAIA AGM/Cocktail Function – 29 July 2010
- SAIA Consumer Education Report Back Function – August 2010
- SAIA Assistants Lunch – 17 September 2010
- SAIA Committee Lunch – 2 November 2010
- Cape Town Media Lunch – 19 November 2010
- JHB Media Lunch – 22 November 2010
- SAIA/IISA/FIA Insurance Conference (Sun City Pilanesberg) – 24 to 27 July 2011

For more information on any of the above activities, contact Adèle Joubert on 011 726 5381.

☎ Further information : Adèle Joubert
✉ adele@saia.co.za

SAIA Foundation Consumer Education Initiative

Final report of the 2009/2010 SAIA Foundation Consumer Education Initiative

The final report of the 2009/2010 SAIA Foundation Consumer Education Initiative will be put together by the SAIA for distribution to its members after the SAIA receives final reports from each of the service providers on 31 August 2010.

2010/2011 SAIA Foundation Consumer Education Initiative

The SAIA awaits proposals from around nine prospective service providers for the 2010/2011 SAIA Foundation Consumer Education Initiative.

A final proposal will be compiled by the SAIA and presented to the SAIA Consumer Education Committee during July 2010, after which it will be submitted to the SAIA Consumer Education Project Panel for final approval.

☎ Further information : Adèle Joubert
✉ adele@saia.co.za

[Back to Index](#)

SAIA Consumer Education project for the existing market

A workshop will take place on 22 July 2010 where ideas and topics will be brainstormed regarding a project to embark on to educate consumers in the current market on motor insurance.

We would like to request you to provide input into this important educational activity.

Please forward any company or general concerns and suggestions regarding motor insurance to adele@saia.co.za before 5 July 2010.

☎ Further information : Adèle Joubert
✉ adele@saia.co.za

[Back to Index](#)

Sustainability of insurance / Systemic Risk issues: Micro-insurance Workshop

The SAIA was approached by member companies with requests to review the Mzansi standards considering the changes in the micro-insurance landscape since the standards were written in 2005. To this purpose, a SAIA Micro-Insurance Committee was established and a workshop was held on 28 June 2010.

The topics covered at the workshop included the background and context of micro-insurance in the short-term insurance industry, update on the Financial Sector Charter (FSC) environment and the link to micro-insurance, traditional challenges faced by the industry (distribution, premium collection, product appropriateness and claims), FSC scenario's, review of the Mzansi standards, Mzansi branding and the link between micro-insurance and consumer education.

It was agreed that micro-insurance is not only about access products in terms of the Financial Sector Charter, nor only about the proposed legislation by National Treasury, but mostly about making appropriate insurance products accessible to the low income market.

A second workshop will explore the issues raised in more detail and topics will include a detailed review of the Mzansi standards, Mzansi debriefing, legislative landscape, proposed research project, Sasria, possible infrastructure collaboration, branding and a proposed survey.

☎ **Further information : Yvette Francis**
✉ yvette@saia.co.za

[Back to Index](#)

3 LEGISLATION & REGULATION

Consumerism, is it Ayoba?

Over the past couple of months the South African Insurance Association (SAIA) has been focusing on consumer related issues and keeping a close eye on the Consumer Protection Act (CPA), the Protection of Personal Information (PPI) Bill and more recently, the principle of Treating Customers Fairly (TCF) which is a Financial Services Board (FSB) initiative.

Although there seems to be confusion regarding the applicability of the Consumer Protection Act, it is SAIA's view that the industry has a responsibility to embrace the consumer protection afforded to the consumer under the act. The Ombudsman for Short-term Insurance also recently expressed his commitment to the act and urged member companies to make the necessary adjustments to systems and processes to ensure compliance.

Further, the Protection of Personal Information Bill also affords the consumer rights to prevent the misuse of information relating to the use and storage of personal data. As this is the age of the consumer, our processes will require re-engineering to ensure that consumer expectations are met while the rights are protected.

The Financial Services Authority in the United Kingdom (UK) introduced the Treating Customers Fairly concept into the UK financial sector. Recently, the FSB introduced the concept into the South African financial sector. It is expected that the industry will take approximately three years to implement the concept. For now, the FSB has introduced the concept as a principle – based theory which is aimed at changing the behaviours of financial institutions in interactions with the consumer. The principle is meant to be the 'golden thread' which informs the life cycle of a product.

Non-compliance with any of the above is coupled with significant penalties and while it is yet to be determined whether legally the office of the Consumer Commissioner will have jurisdiction over the insurance industry, the industry is subject to penalties under TCF and PPI.

Compliance however, should not be the motivation to pursue consumerism. The pursuit of consumerism should be underpinned by our belief that the consumer is our primary asset, that it supports transformation of our industry and that it is the right thing to do. That it is Ayoba!

For more information on any of the above, please contact karen@saia.co.za.

☎ **Further information : Karen Naidoo**
✉ karen@saia.co.za

[Back to Index](#)

<p>Previous reference: Articles on regulation featured in the November 2006, December 2006, January – November 2007, January – November 2008, January – November 2009 and January, April – May 2010 issues of the Bulletin.</p>
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4 MOTOR

Motor Committees

In implementing the SAIA Board approved Strategy to Action Plan in the Motor Area, the following SAIA Motor Insurance Committees have been established and have had their first meetings:

- The SAIA Motor Insurance Committee: Vehicle Crime
- The SAIA Motor Insurance Committee: Driver
- The SAIA Motor Insurance Committee: Vehicle

The committees confirmed their mandates, as well as the issues to be discussed by the committees respectively.

The next meetings of these three committees will take the form of brainstorming sessions in order to prioritise the issues on the agenda, as well as to discuss the current position of the issues, the key areas around the issues to be addressed, as well as the way forward.

✉ **Further information : Viviene Pearson**
✉ viviene@saia.co.za

[Back to Index](#)

Compulsory Third Party Motor Property Insurance

The SAIA requested certain data from its members, needed for the Compulsory Third Party Motor Property Insurance Project. This request was forwarded to members via SAIA General Circular, SG 2010/052.

The SAIA needs the assistance of our members in supplying data to try and quantify the cost of compulsory third party motor property insurance in South Africa. This is needed by the SAIA and the Road Traffic Management Corporation (RTMC) in order to complete a motivation to the appropriate authorities for this important initiative. It is believed that compulsory third party motor property insurance could greatly assist in improving the sustainability of motor insurance in South Africa.

The SAIA Board approved the sustainability of motor insurance as another SAIA key priority area, and approved an action plan at its meeting on 23 February 2010. The vision of this action plan is to create an environment where all South African motorists have access to affordable and sustainable comprehensive motor insurance, and to increase road safety and decrease vehicle crime. Compulsory Third Party Motor Property Insurance is included in this action plan.

A voluntary actuarial team will be involved in quantifying the cost of compulsory third party motor property insurance in South Africa.

Members were asked to forward the data, as per the required template forwarded with the circular, to SAIA by Friday 2 July 2010.

The SAIA urges all SAIA members to forward their data to Viviene Pearson at viviene@saia.co.za as this data is crucial for this project.

✉ **Further information : Viviene Pearson**
✉ viviene@saia.co.za

[Back to Index](#)

5 SHORT-TERM & RE-INSURANCE DATA EXCHANGE

Short-Term & Re-Insurance Data Exchange (STRIDE) update

STRIDE is an exciting new collaboration in the short-term insurance industry, and as such, we are very proud to announce that great progress have been made with the project.

Our new STRIDE Programme Manager, Jenny Theunissen, has joined the project on 15 June 2010. Jenny brings a wealth of experience to the project, having developed various solutions to the industry through her employment at TransUnion. We are confident that the dedicated focus of a programme manager will ensure the successful delivery of this endeavour.

Some of the milestones reached thus far include the finalisation of both the business requirements and the solution architecture documents through a sub-committee.

The next big milestone for the project is the creation of the Request for Proposal for the technical delivery of the data exchange solution. The outcome of this will provide the necessary information to make key decisions going forward. A new sub-committee will be created to deal with this important step in the project.

In order to bring more focus to the project, workshops will be scheduled during July and August to focus on specific elements such as stakeholder communication, and legal and compliance issues. We look forward to provide you with updates on these in future issues.

✉ **Further information : Jenny Theunissen**
✉ jenny@saia.co.za

[Back to Index](#)

6 OTHER ARTICLES

INSETA: Quality Council for Trades and Occupations (QCTO) roadshows

Inseta stakeholders have been invited to attend one of the below three Quality Council for Trades and Occupations (QCTO) roadshows:

- 16 July 2010 in Gauteng (Johannesburg) from 9:00 – 16:00 (registration deadline: 2 July)
- 23 July 2010 in the Western Cape from 9:00 – 16:00 (registration deadline: 9 July)
- 2 August 2010 in KwaZulu Natal from 9:00 – 16:00 (registration deadline: 19 July)

The topics that will be covered include: Quality Council for Trades and Occupations purpose, roles and responsibilities, Occupational Qualifications curriculum design, Occupational Qualifications development priorities and the Organising Framework for Occupations.

There is no cost to attend the roadshow, however, the invitation is restricted to employer organisations registered with Inseta, insurance and investment sub-sector professional bodies and Inseta accredited training providers.

Stakeholders are requested to contact the Inseta Call Centre to register on 086 113 0013 or insetacallcentre@inseta.org.za. The venue details will be supplied upon registration.

The views expressed in this article are those of the author and do not necessarily express the views of SAIA

✉ **Further information : Sharon Snell**
✉ sharons@inseta.org.za

[Back to Index](#)

IISA: Breakfast session: Sustainability of Motor Insurance

The Insurance Institute of South Africa (IISA) will host a breakfast session on Friday, 23 July 2010 at the Indaba Hotel in Fourways to address the topic of the sustainability of motor insurance.

With too many uninsured vehicles on the road, poor road conditions, bad driving habits and ever increasing repair costs, motor insurance is becoming financially unviable for insurers.

The breakfast session will include expert opinions on sticky and controversial questions, such as whether we can expect to continue insuring our motor vehicles in the future and what this would mean for business and individuals.

Below is the agenda for the session:

07:00 Registration and refreshments
 07:30 Welcome by David Harpur, IISA
 07:45 Government perspective
 08:15 English breakfast
 08:40 Vivienne Pearson, SAIA
 09:10 Lynette Bisschoff, Momentum STI
 09:40 Q&A
 10:00 Close

Cost:

- IISA Professional Members: R400
- Corporate subscribers/general members: R425
- Non-members: R450

Should you be interested to attend, contact seminars@iisa.co.za to register. Seating for this seminar is limited to 200 guests.

☎ **Further information : Adele Joubert**
 ✉ adele@saia.co.za

[Back to Index](#)

7 RADIO, TELEVISION ONLINE AND OTHER COVERAGE

Date	Station	Programme	Topic	Companies	Persons
2010/05/11	Lotus	Mzansi Talk	Mzansi Talk	SAIA The Office of the Ombudsman	Jennifer Preiss (LIVE)
2010/05/11	Lotus	Mzansi Talk	Mzansi Talk... continues	Financial Services Board SAIA	Jennifer Preiss (LIVE)
2010/05/11	Lotus	Mzansi Talk	Mzansi Talk... continues	SAIA	Jennifer Preiss (LIVE)
2010/05/11	Lotus	Mzansi Talk	Mzansi Talk... continues	SAIA	Jennifer Preiss (LIVE)
2010/05/11	Lotus	O'Neil In The Morning	Insurance policies sold ahead of World Cup	2010 loc Bafana Bafana Ezemvelo KZN Wildlife FIFA FIFA 2010 world Cup Mexico Soccer Team South African Insurance Association	Bandile Mkhize (RECORDED)
2010/05/11	Motsweding	Tshaba Foo	South African Insurance Association says vehicle theft dropped over the last ten years	South African Insurance Association	Barry Scott (RECORDED)
2010/05/11	RSG	RSG Kuns	Vehicle theft has decreased	SA Insurance Association	Barry Scott (RECORDED)
2010/05/04	RSG	Monitor	The ombudsman for short term insurance says he receives 12 000 complaints from consumers regarding insurance claims	Mutual and Federal, South African Insurance Association	Brian Martin (sic) (RECORDED), Michael McCain (RECORDED), Ronnie Napier (RECORDED)
2010/05/03	Lotus	Newsbreak	SAIA launch code	Ombudsman for Short Term	Brian Martin

	[DBN]	of conduct	Insurance, SAIA	(RECORDED), Ronnie Napier (RECORDED)
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☞ Further information on the above-mentioned coverage : Sonja Etsebeth
 ✉ sonja@saia.co.za

8 PRESS CLIPPINGS

Publication	DM	Subject
Cover April' 2010	#80200	Sustainability of South African Short-term Motor industry Under Threat
	#80201	Consumers have less insurance cover than they think
	#80202	Value-Added Tax (VAT) implications of insurance
	#80203	State of the market: The South African short-term insurance industry
	#80205	Short-term industry results: An overview of the 2009 financial results of the short-term industry
	#80206	Alternative Risk Transfer (ART) has a role to play in successful public-private partnerships
	#80207	SAIA Code of Conduct and how it applies to Loss Adjusters
	#80208	AMUSA: South Africa to host International Union of Marine Insurance (IUMI) 2018 Conference in Cape Town
Enterprise Risk May '2010	#80209	Companies Act: Shareholders' agreements under threat
Ins. Times & Investments May' 2010	#80210	Policyholder Protection Rules (PPR): Caught in the Act: Termination of binder agreements
	#80211	Insurance Laws Amendment Act (ILAA): Steering a course - Insurance Industry Data Exchange
	#80212	Motor Insurance Industry: Reducing hassle – Dual claims assessment centres from Mutual & Federal (M&F)
	#80213	Motor insurance industry: Repair risk – Sustainability under threat
	#80214	Consumer Protection Act (CPA): Insurers warned to ensure baseline compliance with CPA – or face penalties
	#80216	Financial Advisory and Intermediary Services (FAIS) Act: Associated support - Fit and Proper competency requirements and failure to comply
RiskSA May' 2010	#80558	It's people vs. insurers when it comes to vehicle security
	#80561	Consumer Protection Act (CPA): Push for product recall insurance
	#80562	Stolen Vehicle Recovery: Auto watch tracking
	#80563	Policyholder Protection Rules (PPR): Updated reporting requirements for termination of binder agreements
	#80564	New Motor insurance portfolio at SAIA
	#80565	Banding together for road safety
	#80566	Pension Funds Act: Regulation 28 revised at last
	#80567	Climate change: Environmental Insurance: Are you covered?
	#80568	The Protection of Personal Information Bill (PIIB) – What does it mean for you?
	#80569	Financial Advisory and Intermediary Services (FAIS) Act: Fit & Proper
#80570	The insurance industry and the Consumer Protection Act	
#80571	Solvency Assessment and Management (SAM) rings in new era for small to medium insurers	

May 1/5/2010	#79690	<u>Financial Sector Charter (FSC):</u> Nzimande vows to fight banks to provide services to the poor
Star 3/5/2010	#79695	<u>Motor insurance industry:</u> Being insured does not mean you're assured of cover
Cape Argus 3/5/2010	#79790	Insurers get <u>Code of Conduct</u>
Business Day 5/5/2010	#79764	Old Mutual and <u>Mutual & Federal (M&F)</u> establish direct-selling short-term insurer
FAnews 5/5/2010	#79822	New <u>Code of Conduct</u> for short-term insurers
Personal Finance 8/5/2010	#78943	<u>Code of Conduct:</u> Insurers adopt code to treat you fairly
Sowetan 10/5/2010	#79911	Couple say <u>Santam</u> tricked them
Business Day 11/5/2010	#79912	<u>Medical Schemes Act:</u> Medical aids, council thrash out benefits
FAnews 11/5/2010	#79918	<u>Business Against Crime South Africa (BACSA) donation:</u> SAIA Donates over R1.7 million to Combat Crime
Insurance Gateway 11/5/2010	#79922	<u>Business Against Crime South Africa (BACSA) donation:</u> SAIA Donates over R1.7 million to Combat Crime
SA Insurance Guide 11/5/2010	#79923	<u>State of the market:</u> Five Billion Dollars risk insurance for World Cup
SA Gov. Info. 11/5/2010	#79924	<u>Taxation Laws Amendment Bill, 2010:</u> Ongoing investigation: Offshore captives and protected cell companies
Engineering News 12/5/2010	#79974	<u>Business Against Crime South Africa (BACSA) donation:</u> Sharp decline in vehicle theft no reason for complacency, says insurance industry
SA Insurance Guide 14/5/2010	#80028	<u>Business Against Crime South Africa (BACSA) donation:</u> SAIA actively Combats Crime
Business Day 18/5/2010	#80049	<u>Climate change</u> will hit women harder
FAnews 18/5/2010	#80161	<u>Treating Customers Fairly (TCF):</u> Another dose of consumer protection
FAnews 19/5/2010	#80152	Some ideas to cure those <u>Motor insurance</u> blues
FAnews 20/5/2010	#80160	So you want a super <u>Ombudsman</u>
Rosebank Killarney Gaz. 21/5/2010	#80197	<u>Business Against Crime South Africa (BACSA) donation:</u> Strengthening the fight against crime
Star 21/5/2010	#80196	<u>Business Against Crime South Africa (BACSA) donation:</u> Insurance sector walks the talk in crime battle
Beeld Sake24 22/5/2010	#80218	Fokus op die bestuur van versekeringsrisiko: <u>Fraud:</u> Spaar deur versekering uit te neem op grond van risiko
Beeld Sake24 22/5/2010	#80220	<u>Business Against Crime South Africa (BACSA) donation:</u> SAIA steun stryd teen misdaad
SHEQAfrica 21/5/2010	#80244	<u>Business Against Crime South Africa (BACSA) donation:</u> Insurance fraud curbed
FAnews 24/5/2010	#80221	<u>Treating Customers Fairly (TCF):</u> New regulations – embrace or resist?
Business Day 24/5/2010	#80219	State still sees a role for itself in <u>nuclear industry</u>

Business Report 24/5/2010	#80217	<u>Motor insurance industry:</u> Used cars dumped in Sacu cause job losses
FAnews 25/5/2010	#80248	<u>Home Owners Insurance:</u> Insuring your home an absolute necessity
Business Day 27/5/2010	#80338	<u>Climate change:</u> Climate deal only likely in SA next year
Leader.co.za 27/5/2010	#80381	<u>Consumer Protection Act (CPA)</u> – A Law too far?
Northcliff Melville Times 28/5/2010	#80255 #80256	<u>Business Against Crime South Africa (BACSA) donation:</u> Fight against crime strengthens Better <u>road safety</u> measures vital
Business Report 28/5/2010	#80337	Blum Khan offers a model for <u>National Health Insurance (NHI)</u> in South Africa
Saturday Star 29/5/2010	#80341	<u>Consumer Protection Act (CPA):</u> More to be done to protect you
Saturday Star 29/5/2010	#80342	<u>Savings & Investment South Africa (Asisa):</u> Product providers must also ensure you get proper advice
Saturday Star 29/5/2010	#80339	<u>Financial Advisory and Intermediary Services (FAIS):</u> Incentive packages that lead to poor advice under fire

☞ **Further information on all of the above-mentioned press clippings : Sonja Etsebeth**
 ✉ **sonja@saia.co.za**

9 CIRCULARS

The following circulars were issued during the month of May 2010: (Number of circular, title, date issued and contact person)

SAIA

- SG 2010/039 Regulation 4, Section 45 of the Short-term Insurance (Act 53 of 1998) Register of the Status of Credit Intermediaries (3/5/2010)
 Contact: Princess Mlambo
- SG 2010/040 Notice of Change in SAIA Committee Structure in the Motor insurance key priority area (10/5/2010)
 Contact: Vivienne Pearson
- SG 2010/041 SASRIA Communiqué 7: Rates (10/5/2010)
 Contact: Karen Naidoo
- SG 2010/042 An invitation to SAIA Members to nominate representatives to new Motor Insurance Committee (12/5/2010)
 Contact: Vivienne Pearson
- SG 2010/043 An invitation to SAIA Members to nominate representatives to new Motor Insurance Committee (17/5/2010)
 Contact: Vivienne Pearson
- SG 2010/044 FSB Special report on results of the short-term insurance industry: March 2010 (24/5/2010)
 Contact: Sonja Etsebeth
- SG 2010/045 Application for membership of the SAIA Corporate Guarantee (South Africa) Limited (31/5/2010)

Contact: Sonja Etsebeth

- SG 2010/046 Annual Financial Services Board levies in respect of financial service providers: 2010 (31/5/2010)
Contact: Barry Scott
- SG 2010/047 Regulation 4, Section 45 of the Short-term Insurance (Act 53 of 1998) Register of the status of credit intermediaries (31/5/2010)
Contact: Itumeleng Tabane
- SG 2010/048 Annual Financial Services Board information on the 36th Annual Conference of the International Organisation of Securities Commissions (31/5/2010)
Contact: Barry Scott
- SG 2010/049 Application for membership of the SAIA Sunderland Marine (Africa) Limited (31/5/2010)
Contact: Sonja Etsebeth

AMUSA

- AM 2010/024 Marine Cargo Insurance Course (4/5/2010)
Contact: Elsebe Vetten
- AM 2010/025 Update: mv "TAIPAN" (IMO No.9349174) (4/5/2010)
Contact: Elsebe Vetten
- AM 2010/026 AMUSA / SURVEYORS/ FIA Liaison Committee Minute (5/5/2010)
Contact: Elsebe Vetten
- AM 2010/027 Piracy Advice: "MOSCOW UNIVERSITY" (6/5/2010)
Contact: Elsebe Vetten
- AM 2010/028 Casualty Advice: "SEA SUCCESS" (6/5/2010)
Contact: Elsebe Vetten
- AM 2010/029 Casualty Advice Update: mv "TAIPAN" (11/5/2010)
Contact: Elsebe Vetten
- AM 2010/030 Casualty Advice: "LISSY SCHULTE" (11/5/2010)
Contact: Elsebe Vetten
- AM 2010/031 Piracy Advice: "MARIDA MARGUERITE" (11/5/2010)
Contact: Elsebe Vetten
- AM 2010/032 Update Casualty Advice: "LISSY SCHULTE" (12/5/2010)
Contact: Elsebe Vetten
- AM 2010/033 Update Casualty Advice: "ELENI P" (13/5/2010)
Contact: Elsebe Vetten
- AM 2010/034 Update Casualty Advice: mv "TAIPAN" (13/5/2010)
Contact: Elsebe Vetten
- AM 2010/035 Update Casualty Advice: "SEA SUCCESS" (19/5/2010)
Contact: Elsebe Vetten
- AM 2010/036 Hijacks reported by Johannesburg based surveyors: 2007 – 2009 (21/5/2010)
Contact: Elsebe Vetten

AM 2010/037 Update Casualty Advice: mv "TAIPAN" (21/5/2010)
Contact: Elsebe Vetten

AM 2010/038 Update Casualty Advice: mv "TAIPAN" (26/5/2010)
Contact: Elsebe Vetten

AM 2010/039 Initial notification of the AMUSA Annual General Meeting on
Thursday, 29 July 2010 (31/5/2010)
Contact: Barry Scott

SAIA Managing Directors

MD 2010/009 Notice of change in SAIA Committee structure in the Motor insurance key priority
area (10/5/2010)
Contact : Vivienne Pearson

MD 2010/010 An invitation to SAIA members to nominate representatives to new Motor Insurance
Committee (17/5/2010)
Contact : Vivienne Pearson

✉ **Further information on all of the above-mentioned circulars : Sonja Etsebeth**
✉ **sonja@saia.co.za**

[Back to Index](#)

IMPORTANT NOTICE

Should you know someone, who is not a SAIA member, who might be interested to receive the SAIA Bulletin, and other interesting short-term insurance related SAIA communication, let them contact Adèle Joubert at SAIA to become a SAIA communiqué member.

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