



SAIA – ☎ (011) 726 5381

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1 SPECIAL GUEST ARTICLE: The SAICB

The South African Insurance Crime Bureau (SAICB) has been in existence for just over six months, and has, in this time, already established itself as the go to organisation in the fight against insurance fraud and related crimes.

While the logistics of setting up the company has occupied most of the time of the three full time staff members, the actual information capture and sharing has continued unabated with the data being captured daily. This has proven to be of invaluable assistance to the member companies in their investigations.

Several organisations, including the South African Police Service (SAPS), the National Prosecuting Authority (NPA) and the South African Revenue Service (SARS) have also requested assistance with their insurance and other related investigations through our system.

The main focus of the SAICB is to address organised insurance fraud. But this cannot be done in isolation as the insurance industry shares clients, intermediaries, sometimes service providers, and indeed criminals with other sectors in the financial industry. These industries include the broker fraternity, the life insurance industry, the medical schemes industry, the banks, and others. In fact, the ultimate aim of the SAICB is to create a joint initiative for the whole financial services industry, in whatever way is feasible.

Although the SAICB will be concentrating its efforts on establishing a successful operation for its current members, effort will also be made to entice more companies, of all relevant industries, to consider joining this potentially very valuable operation. In fact, much interest has already been shown by many, from all corners of the industry and beyond, in becoming part of the SAICB. The SAICB are currently liaising with a wide variety of stakeholders and partners and some are ready to contractually bind themselves to share information in a united stand against organised crime.

The Fraudline has now been incorporated into the SAICB system, with the historical information already captured and assimilated. The previous fraud committee has also now been incorporated into the SAICB with membership open to all participants in the short-term insurance industry.

For the first time, companies send queries to the SAICB on a daily basis and there is a very high level of participation by all companies involved. Valuable successes have been achieved and important information has been received from a variety of individuals, partners and stakeholders.

All short-term insurance companies that are not represented in the SAICB fraud committee are invited to participate in future and forward their company representative's detail to melaniep@saicb.co.za.

The SAICB has 11 member companies, namely: Santam, Mutual & Federal, Hollard, OUTsurance, Lion of Africa, Zurich, Standard Insurance, Absa Insurance, Regent, Telesure, and MiWay.

Anyone who wishes to learn more about the SAICB may contact Hugo van Zyl on hugovz@saicb.co.za or (011) 012 1432/3/4/5.

 **Further information : Hugo van Zyl**
 hugovz@saicb.co.za

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2 LATEST NEWS

Position vacant at SAIA: Legal Manager

The SAIA has a vacant position for a Legal Manager. The candidate should be in a position to perform the following duties:

Outputs

- Managing the SAIA Legislation and Regulation Board portfolio
- Providing information on legislation and the regulatory framework and the practical consequences that follow
- Representing the industry in discussions with stakeholders relating to future legislation
- Instructing and liaising with attorneys and counsel

Competencies: Knowledge

- Legal degree
- At least 2 years experience in legal advising / legal practice / insurance law / commercial law and drafting
- 3 – 5 years experience in an insurance company
- PC knowledge (Excel and Word)

The salary package is commensurate with the position. Interested candidates should send their curriculum vitas to Barry Scott on fax no (011) 726 5352 or by e-mail to barry@saia.co.za as soon as possible.

 **Further information : Barry Scott**
 barry@saia.co.za

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Ombudsman for Short-term Insurance

The SAIA Board has been engaged in discussions with the Ombudsman for Short-term Insurance about the possibility of creating an appeal mechanism for decisions reached by that office. It has been noted that the implementation of an appeal mechanism is opposed by the Ombudsman.

Therefore, rather than to pursue the appeal mechanism at this stage, the SAIA Board has agreed to enter a process of consultation with the Ombudsman in order to engage on some of the more contentious decisions made by the office of the Ombudsman. In order to facilitate this, the SAIA is consulting with its members in order to draw up a list of the more contentious decisions.

 **Further information : Barry Scott**
 barry@saia.co.za

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Standardised policy wordings

SAIA has met with National Treasury in order to discuss the thorny issue of standardised policy wordings. This follows an opinion received from the Competition Commission indicating it's view that the industry's use of the Multimark policy may contravene competition policy.

During this meeting it was noted that National Treasury had itself proposed the use of standardised policy wordings, in particular as part of their consultation on Micro-insurance matters, and as part of their savings and loans paper dealt with in the life sector two years ago. Treasury has agreed to take up the matter, and to arrange a meeting with the Competition Commission.

 **Further information : Barry Scott**
 barry@saia.co.za

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3 FINANCIAL SECTOR CHARTER

Interim measures

The “Interim Measures” refers to the commitment of those short-term insurance companies that underwrite motor insurance to abide by a formal process in dealing with motor vehicles that are held by non-preferred black owned motor-body repairers.

The Interim Measures arose from the ongoing investigation chaired by the Department of Trade and Industry (DTI) into the transformation of the motor industry (“the MITR process”) incorporating the operation of the motor body repair industry.

Given the amount of time that has elapsed since the introduction of the Interim Measures in October 2006 it is considered appropriate that member companies reaffirm commitment to the Interim Measures until such time that the MITR process is concluded.

During 2006 various black associations of motor-body repairers (MBRs) approached the DTI about their grievances on the perceived “exclusionary practices’ by insurance companies. The MBR associations considered that the system used by insurance companies of putting in place panels of preferred repairers and channelling work to those panels exclusively was discriminatory and anti-competitive resulting in the failure of black MBRs due to lack of work.

A working group comprising all interested stakeholders was established with the DTI as convenor and facilitator of meetings. As part of this process the insurance industry was tasked with providing a proposed solution for the purchase of motor-body repair services. The proposed solution was contained in a position paper and a process of design principles. These documents were tabled at the DTI forum and accepted by all parties. However, it became apparent that the proposed solution(s) would take time to be implemented while the perceived discrimination of black MBRs continued. A process of ‘Interim Measures’ was then put in place. Thirteen insurance companies became signatories to the proposed interim measures pledging to support and abide by the agreement. It was expected and is still expected that all insurance companies that underwrite motor business should become signatories to the interim measures to avoid being seen to want to perpetuate the perceived discrimination.

The ‘Interim Measures’ were intended to be in place until a permanent solution was implemented and the continued applicability of the Interim Measures would be subject to review every six months. This communication seeks to clarify that the measures were not meant to be in place for only six months but, until a permanent solution was in place.

Insurance companies that have not yet signed the measures are encouraged to do so and those that have already signed are requested to reconfirm their commitment to minimise confusion.

☎ **Further information : Thabo Tlaba-Mokoena**
✉ **thabo@saia.co.za**

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Previous reference: Articles on FSC has featured in the June – November 2006, March – November 2007 and January – April 2008 and August – November 2008 issues of the Bulletin.
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4 LEGISLATION

Insurance Laws Amendment Act 27 of 2008

The Insurance Laws Amendment Act 27 of 2008 (ILAA) was implemented with effect from 15 December 2008, with the exception of various sections including:

- 1(f) definition of Health Policy
- 45 Independent Intermediaries Remuneration

- 46 Binder Agreements

These sections are pending the drafting of the regulations.

✉ **Further information : Refilwe Moletsane**
✉ refilwe@saia.co.za

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Previous reference: Articles on regulation featured in the November 2006, December 2006, January – November 2007, and January – November 2008 issues of the Bulletin.

Insurance Laws Amendment Act (ILAA) Binder Agreements

The first Financial Services Board (FSB) Binder Workgroup meeting was held on 23 January 2009. The terms of reference of the Workgroup were discussed. The FSB called for all submissions to the Portfolio Committee on Finance and all other research done on Binder Agreements or outsourcing arrangements (which will inform other matters) to be discussed in line with the terms of reference for the Workgroup.

It is anticipated that the process will be finalised by end of June 2009 after which regulations will be submitted to Parliament.

✉ **Further information : Refilwe Moletsane**
✉ refilwe@saia.co.za

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Previous reference: Articles on regulation featured in the November 2006, December 2006, January – November 2007, and January – November 2008 issues of the Bulletin.

Insurance Laws Amendment Act (ILAA): Demarcation of health policies and medical scheme products

The National Treasury, the Financial Services Board (FSB) and the insurance industry agreed at the first Demarcation Workgroup meeting that the process leading to the formulation of the guidelines on the demarcation of health policies and medical scheme products will include the identification of all health insurance product categories which should be assessed for exemption from the Medical Schemes Act.

The SAIA process will start with an analysis of all forms of Health Insurance written by the industry, with such products being assigned to one of three broad groupings:

- Products which are fully removed from, or unrelated to medical scheme business, such as travel insurance
- Products that include some medical expense cover that is linked to a health event, but where this cover forms part of a wider non-health related insurance coverage
- Products which offer a degree of augmentation or complementation to the cover provided by medical schemes

For each of these product groupings, principles will be determined against which the products will be evaluated in order to assess whether there is evidence of the undermining of the business of medical schemes, and if so, to what degree.

In order for this analysis to be carried out, the SAIA members have been requested to provide Health Insurance policy and marketing material for all products sold for the years 2007 and 2008.

✉ Further information : Refilwe Moletsane
✉ refilwe@saia.co.za

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Previous reference: Articles on regulation featured in the November 2006, December 2006, January – November 2007, and January – November 2008 issues of the Bulletin.

Competition Amendment Bill 2008

The Parliamentary process on the Competition Amendment Bill 2008 was completed on 6 November 2008 and the Bill was submitted to the President for assent.

On 29 January 2009, President Kgalema Motlanthe declined to enact the Bill and has referred the Bill back to the National Assembly for reconsideration in terms of Section 79(1) of the Constitution.

✉ Further information : Refilwe Moletsane
✉ refilwe@saia.co.za

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Previous reference: Articles on regulation featured in the November 2006, December 2006, January – November 2007, and January – November 2008 issues of the Bulletin.

5 OTHER SAIA ISSUES

Consumer education

The SAIA Board at its meeting on 26 November 2008 approved the SAIA Consumer Education Strategy proposed by the SAIA Consumer Education Committee. This will affect all SAIA members, irrespective of whether the industry is governed by the Financial Sector Charter or the generic BBBEE Codes.

The SAIA Board, in reaching this decision, considered the uncertain future of the Financial Sector Charter, the fact that consumer education remains a priority for the South African Government and National Treasury, and the Financial Services Board (FSB), and the commitment the financial services industry as a whole has made with regard to increased access and consumer education.

The new strategy

The new SAIA Consumer Education Strategy, to be implemented in 2009, includes the following aspects:

- Participation in consumer education should become a requirement of SAIA membership.
- All SAIA members should contribute 0.2% of their after tax profits to consumer education in the low income market.
- All SAIA members should contribute a minimum of 0.1% of their after tax profits (half of the 0.2%) to the SAIA collaborative initiative.
- Should a SAIA member contribute consumer education funds in a group capacity, such member could apply for an exemption in terms of the above requirement, provided such a member reports its spend to the SAIA.
- The funds in the SAIA pool will be used by the SAIA for generic consumer education, with an emphasis on short-term insurance, together with its partners as it has done over the past 5 years.
- The funds will be spent according to the Financial Sector Charter requirements, or according to standards or guidelines set by the SAIA Consumer Education Committee in line with best practice, whichever is applicable.

- SAIA members who wish to make in-roads in the low income market by implementing their own branded consumer education projects, preferably in the identified target market and/or at point of sale, should use the remaining 50% of its 0.2% after tax profits on such initiatives. This spend should also be in compliance with Charter requirements or SAIA standards, whichever is applicable.
- SAIA members who wish to contribute the full 0.2% to the SAIA pool initiative may do so.
- Consumer education policies and guidelines should be either included in the general SAIA Code of Good Business Practise (to be revised in 2009), or a Code for Consumer Education should be drafted should it be decided not to include consumer education in the revised general SAIA Code of Good Business Practise.

This strategy is in place from January 2009.

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

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Previous reference: Articles on FSC has featured in the June – November 2006, March – November 2007 and January – April 2008, August – September 2008 issues of the Bulletin.

SAIA events: Important dates for 2009

The SAIA AGM & Cocktail Function 2009 will take place at the Johannesburg Country Club in Auckland Park on Wednesday, 22 July 2009 (from 16:00 onwards) and the Annual SAIA Committee Lunch will take place on Friday, 13 November 2009 from 12:00 for 12:30.

We would like to request that you diarise the above to avoid double bookings.

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

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Intermediaries Guarantee Facility Limited (IGF)

The following important changes are relevant and should be noted by all stakeholders:

- Intermediaries Guarantee Facility Limited (IGF) has raised its non- refundable application fee from R300 to R350, effective 1 January 2009.
- The maximum Section 45 guarantee amount will effective 1 April 2009 be R70 million, (previously R60 million).

Please note that information and documentation on how to apply for a Section 45 guarantee is obtainable from the IGF webpage (www.igfsec45.co.za).

☎ **Further information : Charles Hitchcock**
 ✉ charles@saia.co.za

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Previous reference: Articles on Intermediaries Guarantee Facility have featured in the January, March, May, June, August and October 2005, May 2006, March 2008 and August 2008 issues of the Bulletin.

Financial condition reporting (FCR)

There have been no further developments regarding the Financial Condition Reporting (FCR) framework; however, as last reported a recalibration of the prescribed model was imminent.

We are now awaiting the Regulator's advice as to when the workshop, to discuss the outcome of the recalibration with the industry, will take place.

It is interesting to note that since the sub-prime bonds debacle unravelled, people the world over are questioning the effectiveness of regulators, the value of an audit and whether rules or principles based regulation is best.

These questions once answered may have a material impact on the final draft of the FCR framework – will an internal model even be allowed without substantial modification, resulting in say a tendency back towards a “rules based” approach?

It seems that the weakest link is: how to control the human factor? This realisation will no doubt translate into much stricter rules affecting management, auditors and shareholders alike – more corporate governance is definitely on the cards, enough is not enough it seems.

☎ **Further information : Charles Hitchcock**
✉ charles@saia.co.za

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Previous reference: Articles on Financial Condition Reporting have featured in the May 2004, January – April 2005, July 2005, August 2005, November 2005, December 2005, January 2006, April – December 2006, January – September 2007 and the February – April 2008 issues of the Bulletin.

6 GUEST ARTICLES

Insurance Data System (IDS): In preparation for an exciting 2009

TransUnion is looking forward to a very exciting 2009; with lots of new development planned, enhancements to existing functionality and the implementation of recently developed solutions, the Insurance Data System will have a full facelift during the year ahead.

The year started off on a very positive note with two enhancements made to the NaTIS product:

- The Manufacturers table on the Vehicle Enquiry screen has been updated to enable enquiries on the new manufacturers such as GWM (Great Wall Motors)
- The “Valid to Date” on driver’s license enquiries have been changed to reflect the valid to date on the latest license card. In the past we only received this information if the card had a specific status.

We know that these changes will assist you in making better informed decisions with TransUnion. Additional requests have been sent through to NaTIS so watch this space for further improvements.

As discussed briefly during 2008, we are planning a complete make-over of the existing IDS Enquiry functionality. This project is well underway and will enable users to interrogate the system in a very flexible and user-friendly way. With access to the wealth of data available on IDS you will be able to streamline business processes like never before.

The Claims Fraud Model is also due for a full make over towards the end of 2009 to ensure optimum value to the insurers.

From a commercial perspective, we will be researching numerous quick wins as well as longer term solutions that will enable commercial underwriters to manage risk and fraud in a more effective and efficient manner. We are very excited to apply our vast commercial database, and our experience in the insurance industry, to a brand new solution in the commercial insurance space.

One of our big sales drives this year will include the rolling out and implementation of the Asset Monitoring Solution to vehicle and asset finance houses. This solution matches insurance policy information to bank finance information to monitor the existence of insurance cover on financed vehicles.

TransUnion is looking forward to working very closely with current and prospective IDS users to ensure that our solutions meet all industry requirements.

☎ **Further information : Jenny Theunissen**
✉ jtheunissen@transunion.co.za

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Inseta: Inseta celebrates graduation of 348 learners to fill key skills gap

SAIA received the following media release from Inseta dated 20 January 2008.

The South African insurance industry has a new cadre of 348 high-potential and well-trained black graduates at its disposal thanks to a national learnership campaign run by the insurance sector education and training authority (Inseta).

The year-long wealth management level 5 learnership for unemployed black graduates is a learnership that was specifically set up to accelerate the entry of black South African graduates into the insurance industry where a critical shortage was identified, particularly in middle management.

According to Sharon Snell, acting CEO of Inseta, the critical skills shortage was highlighted by insurance sector stakeholders and insurance sector skills plan (SSP) research. Inseta applied for and received NSF funding to partially fund the learnership.

“Insurance sector businesses, like the rest of the financial sector, have to meet the requirements of the financial services charter. This requires businesses to meet certain transformation requirements. The challenge facing the insurance sector is that it faces stiff competition for black graduates, and particularly those with the potential to enter management, from other parts of the financial services industry, such as the banking sector. This learnership was thus developed to ‘grow our own’ so to speak – to develop a large group of highly trained people who have the skills needed to embark on a successful career in insurance,” explained Snell.

The learnership consisted of both theory and a significant workplace component which placed each learner with one of a number of insurance firms – they received hands-on experience as well as coaching and mentoring from senior staff.

“Through their in-company experience the learners were able to take a major step towards their fais compliance assessments, in which they were found competent,” she added.

John Arnesen, CEO of the Financial Planning Institute and a member of the Learnership’s steering committee, said he was optimistic that those who had completed the Learnership would make important contributions to the industry.

“Well done to Inseta – it is brilliant to have such a large number of newly skilled people entering the industry and it will certainly ensure that transformation is given a boost. It will also help give the industry talented people for new opportunities in the market. The South African market, for example, has shifted over the last few years and the industry must meet the insurance needs of a growing black middle-class – having the right people on board will help make efforts to insure many more South Africans a success.”

There are a number of key roles the Learnership graduates are expected to fill within the industry, including the growing opportunities in paraplanning. This is a relatively new role in the industry and is similar to a paralegals role – these are people with a good level of technical or financial skills who can assist established financial planners in tasks that include, but go beyond, administrative duties.

The top performing learners in each province were handed prizes recently at the Learnership's graduation ceremony and they expressed their support for the progress the learnership has enabled.

Mercy Kuzwayo from Durban was announced the overall top student. According to the 24-year-old, the opportunity to gain experience within a top company like Metropolitan on the Learnership was one of the most rewarding experiences.

"Working within Metropolitan I feel like I have gained so much more than the scope of the learnership – I think I have taken away a wealth of knowledge that will stand me in good stead anywhere in the financial services sector. I also thought the mentorship element of the Learnership was incredibly beneficial – there is real benefit to one-on-one guidance. Overall I think it was a great learnership and I look forward to being able to take hold of new opportunities in the near future," she said.

✉ **Further information : Sebolelo Malebye**
✉ **Sebolelom@inseta.org.za**

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South African Insurance Crime Bureau (SAICB): Position vacant at SAICB - strategic MD

The job specification for the SAICB Managing Director (MD) position:

Purpose of the position:

To provide strategic leadership for the SAICB in terms of the SAICB crime fighting operations as well as the insurance industry's fight against crime:

- by formulating the vision and role for the SAICB;
- by providing a strategy with regards to the industry's fight against crime including all stakeholder, representation, lobbying and influencing elements;
- by forming partnerships with key role players;
- by facilitating high level engagement with the necessary authorities, stakeholders, organisations, etc.;
- through awareness creation and liaison with the media at strategic level;
- providing leadership and insight to the insurance industry, the SAICB and its Board and members with regards to the fight against crime;
- by ensuring the growth of the role of the SAICB in the fight against insurance fraud and crime in the industry and beyond;
- by ensuring that the decisions, recommendations and resolutions reached by the executive and operational support structures are implemented;
- by ensuring return of investment for the member companies and the industry at large;
- by ensuring the growth of the client/membership base;
- by ensuring long-term sustainability;
- by regular communication with prospective future members;
- by continuous expansion of services ;
- by continuous adapting of strategies over the organisation's life cycle;
- by promoting additional benefits to members, non-members and prospective future members;
- by continuous building and maintaining stakeholder relationship.

Inherent requirements of the job

Knowledge

- Insurance industry/Financial sector/Legal profession
- Law of Contracts
- Fraud and crime combating & investigation
- Strategic planning and execution

- Project management
- Performance management and monitoring
- Corporate governance
- Senior management experience
- Stakeholder identification and management
- Risk, threat and opportunity analyses
- Legislative understanding with regards to insurance fraud and crime
- Understand the workings of a NGO type environment
- Marketing and communication
- Networking with contacts

Skills

- Strategic vision
- The ability to articulate a clear vision and business strategy for the organisation;
- The ability to motivate and manage staff, lead teams, and achieve organisation goals through mentoring and empowerment;
- General background in internet and information technology with a demonstrated ability to select and productively deploy information technology projects;
- Exceptional organisational and leadership abilities;
- Ability to interface with board members and managers on both strategic and operational issues;
- Ability to communicate and interact with decision makers and officials at all levels of government and to work effectively with a wide range of stakeholders and organisations;
- Media relationship skills
- Strong negotiating skills;
- Industry networking skills;
- Knowledge of public relations principles and practices;
- Ability to function in a challenging team environment that demands persistence and the ability to work independently;
- Ability to examine and re-engineer operations and procedures;
- Experience in formulating policy, and developing and implementing new strategies and procedures;
- Ability to analyze/interpret data and financial data;
- Ambitious and passionate about crime and fraud prevention; and
- Innovative and analytical thinker.

Qualifications

Appropriate tertiary qualification

Experience

- Experience in the insurance industry at senior level
- Knowledge of the crime arena is preferable

Interested parties are requested to submit a detailed CV by no later than 13 February 2009, to Melanie Pillay on melaniep@saicb.co.za.

Short listed candidates will be contacted before the end of February 2009.

 **Further information : Melanie Pillay**
 melaniep@saicb.co.za

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7 INSURANCE FRAUDLINE UPDATE

Insurance Fraudline Report Summary					Dec 2007 - Dec 2008		
Month	Calls	Clutter	Tests	Reports	Short-Term	Brokers	Life
Dec-07	177	165	0	13	10	0	3
Jan-08	261	249	0	15	11	1	3
Feb-08	258	242	0	18	15	0	3
Mar-08	197	186	0	12	12	0	0
Apr-08	181	163	1	20	18	0	2
May-08	199	183	0	17	12	1	4
Jun-08	181	170	0	12	7	0	5
Jul-08	258	243	0	15	11	0	4
Aug-08	157	147	0	10	8	0	2
Sep-08	158	145	0	16	8	1	7
Oct-08	148	136	0	12	7	0	5
Nov-08	166	160	0	6	3	0	3
Dec-08	170	162	0	8	4	0	4
Total	2511	2351	1	174	126	3	45
Total since Nov 2002	23985	22801	15	1107	685	115	307

* Please note that the total number of calls reflected do not always add as a result of dropped calls

Please note that the attached table's first total is a record of calls from December 2007 to December 2008. The second total reflected is from the period of inception of the Fraudline which is November 2002 to December 2008. If you wish to see the full list, please contact Adèle Joubert.

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

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Previous reference: Articles on Insurance Fraudline have featured in the April, July, August, November 2001, February – April, September – December 2002, February – December 2003, January – December 2004 and the January – December 2005, January – December 2006, January - November 2007 and January – November 2008 issues of the Bulletin.

8 PRESS CLIPPINGS

November 2008

Publication	Person/DN	Subject
Cover 1/11/08	# 70599 # 70600 # 70603 # 70604 # 70607	Consumer education: Short-term insurance industry contributes to financial literacy education SAICB: Wishing the South African Insurance Crime Bureau (SAICB) great success!!! Insurance Laws Amendment Bill: Proposed Amendments to the Insurance Acts Road safety: Towards a safer road traffic environment The Financial Intermediaries Association (FIA): Consumer education – LIP service, or not?
RISKsa 1/11/08	# 70672	Financial Sector Charter (FSC): SAIA – It pays to educate consumers

Saturday Star 1/11/08	# 70357	<u>FAIS Ombud</u> : Justice for motorist in insurance battle
Sowetan 4/11/08	# 70407	<u>FAIS Ombud</u> : Ombud rescues another client
Business Day 6/11/08	# 70450	<u>Financial Sector Charter (FSC)</u> : BEE code contradictions hold up deals
Star 6/11/08	# 70451	<u>Motor repair industry</u> : Help available for young panel beaters
FANews 6/11/08	# 70545	<u>FAIS Ombud</u> lambastes the good citizen warranty
Beeld 7/11/08	# 70461	<u>Drunk drivers</u> : Nuwe meters vir dronkryers
Star 7/11/08	# 70466	<u>Drunk drivers</u> : New test bad news for drunk drivers
Saturday Star 8/11/08	# 70475	<u>Drunk drivers</u> : Cops pin their hopes on new drink-driving test Instant breathalyzer results to cut drunk driving cases to a week
Pretoria News 8/11/08	# 70478	<u>Drunk drivers</u> : Welcome for new breathalyzer
Beeld 11/11/08	# 70541	<u>Financial Sector Charter (FSC)</u> : SEB-handvesraad vir finansiele bedryf bou dalk sy eie galg
Business Day 12/11/08	# 70905	<u>Financial Sector Charter (FSC)</u> decision 'urgent
Business Report 12/11/08	# 70548	<u>Financial Sector Charter (FSC)</u> : Bank charter discord may take toll on SMEs
Business Report 13/11/08	# 70563	<u>Vehicle tracking industry</u> : Tracking firms show up on competition tribunal radar
Beeld 13/11/08	# 70596 # 70597	<u>Tracking industry – Competition – VESA</u> : Voertuigsoekers moet verduidelik <u>Motor insurers/ Spare parts too expansive</u> : Al hoe meer voertuie word afgeskryf
Star 13/11/08	# 70608	<u>Second Hand Goods Bill</u> : Stringent new law on used goods
Sunday Weekend 16/11/08	# 70641	<u>Floods & storms</u> : Authorities wait for water to subside before counting loses
City Press 16/11/08	# 70642	<u>Financial Sector Charter (FSC)</u> : Transformation of car repair industry on track
Sunday World 16/11/08	# 70645	<u>Consumer Credit Insurance</u> : What is credit insurance?
Business Day 18/11/08	# 70668	<u>Consumer Protection Bill</u> : Bill sets new standards for marketing
Daily Sun 19/11/08	# 70679	<u>Ombudsman for Short-Term Insurance</u> : Is your driver insured
Business Day 19/11/08	# 70696	Piracy pushes up <u>maritime insurance</u> costs
FANews 24/11/08	# 70751	<u>Road Accident Fund (RAF)</u> quagmire could prove lucrative for insurers
Business Day 24/11/08	# 70722	<u>Road Accident Fund (RAF)</u> amendments pose challenges for insurers
Business Report 24/11/08	# 70741	<u>Motor repair industry</u> : Motor insurance costs on way up
FANews 25/11/08	# 70752	<u>Fraud</u> : Credit card fraud doubles as fraudsters go hi-tech
Beeld 27/11/08	# 70772	<u>Santam</u> sê hy kou harde bene

Citizen 28/11/08	# 70802	Companies Bill: Bill will change SA business
Business Report 28/11/08	# 70804	Companies Bill will help investment - Mpahlwa

December 2008

Cover 1/12/08	# 71153 # 71155 # 71156	Motor industry: Towards a safer road traffic environment A new dawn has risen on FAIS Fit & Proper Market cover: INmag offers learners untapped job opportunities
Business Day 1/12/08	# 70812	Financial Sector Charter (FSC): Tougher BEE scorecard mooted for companies
FAnews 1/12/08	# 70813	FAIS Ombud: Annual review of short-term policy essential
FAnews 2/12/08	# 70818	Business Against Crime South Africa (BACSA): Getting tough on crime
Business Report 2/12/08	# 70815	FAIS Ombud: Insurers inflate car premiums - Ombud
FAnews 3/12/08	# 70817	FAIS Ombudsman: Will the insurers ever take responsibility?
FAnews 4/12/08	# 70842	Motor repair industry: Spare parts rip the heart out of short-term margins
Business Day 4/12/08	# 70863	Short-term insurance: Industry struggles after wave of negative factors Needed: a menu of solutions for current economic climate Need to assess rising replacement costs
Business Day 5/12/08	# 70839	Crime statistics: No chance of 'normal' crime rate for years
Saturday Star 6/12/08	# 70867	FAIS Ombud: Short-term insurers learn lessons about putting you first
Beeld 6/12/08	# 70868 # 70869 # 70870	FAIS Ombud: Spaar so op motorversekering Nuclear: SA maak ander planne om kernkrag te ontwikkel State of the market: Korttermynversekering is in 'n negatiewe knyptang
Business Day 8/12/08	# 70871	Eskom pulls the plug on Nuclear-1 power plant
Beeld 10/12/08	# 70903	Financial Sector Charter (FSC): Finansiële handves dalk gou gepubliseer
Business Report 10/12/08	# 70904	Financial Sector Charter (FSC): Increasing BEE direct ownership of banks will only create pain – Banking Association of SA (Basa)
Beeld 11/12/08	# 70918	Road Accident Fund (RAF): Aanpassings kan Padongelukfonds op lang duur red – Manuel
Business Day 12/12/08	# 70917	Financial Sector Charter (FSC): Impasse over finance charter
Saturday Star 13/12/08	# 70997 # 70998	Inseta executives suspended after poison-pen allegations FAIS Ombud: Insurance brokers withheld information, says Ombud
Financial Mail 19/12/08	# 71152	Financial Sector Charter (FSC): Battle lines drawn
Business Day 22/12/08	# 71025	Road Accident Fund(RAF): Lawyers warn of reduced cover for road injuries

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

9 RADIO AND TELEVISION COVERAGE

Talk Radio 702/Cape Talk Simulcast (English)

The World at Six with Bruce Whitfield

21 Jan 2009 18:21:55

OUTsurance launches firm in Australia

Car and household insurance firm, OUTsurance, has launched its business in Australia where other South African businesses have lost tons of cash.

(Int:) Willem Roos - CEO: OUTsurance

Mentions: Wesbank, FirstRand, FNB

☞ **Further information on all of the above-mentioned radio and television coverage: Adèle Joubert**
✉ **adele@saia.co.za**

10 CIRCULARS

The following circulars were issued during the month of November/December 2008: (Number of circular, title, date issued and contact person)

SAIA

SG 2008/074 FSC Annual Report – 2007 (10/11/08)
Contact: Barry Scott

SG 2008/075 SAIA and other bodies: Committee membership list (19/11/08)
Contact: Sonja Etsebeth

SG 2008/076 FSB Special Report of the results of the short-term insurance industry period ended September 2008 (21/11/08)
Contact: Sonja Etsebeth

SG 2008/077 Application for membership of the SAIA - RMB Specialised Lines Limited (27/11/08)
Contact: Sonja Etsebeth

SG 2008/078 Second Annual Conference in Disaster Risk Reduction (10/12/08)
Contact: Vivienne Pearson

SG 2008/079 December office closure (10/12/08)
Contact: Sonja Etsebeth

SG 2008/080 Insurance Laws Amendment Act, 2008 – Commencement Date (22/12/08)
Contact: Refilwe Moletsane

SG 2008/081 Regulation 4, Section 45 of the Short-term Insurance (Act 53 of 1998) Register of the Status of Credit Intermediaries (24/12/08)
Contact: Princess Mlambo

AMUSA

AM 2008/044 Minutes of the AMUSA / SURVEYORS / FIA Liaison meeting (6/11/08)
Contact: Barry Scott

AM 2008/045 Casualty report: "STOLT STRENGTH" (17/11/08)
Contact: Barry Scott

AM 2008/046 Casualty report: "MAERSK NEWPORT" (18/11/08)
Contact: Barry Scott

- AM 2008/047 Casualty report: "THOR GALAXY" (20/11/08)
Contact: Barry Scott
- AM 2008/048 Casualty report: "VINALINES SAIGON" (20/11/08)
Contact: Barry Scott
- AM 2008/049 Casualty report: "VARDEN" (25/11/08)
Contact: Barry Scott
- AM 2008/050 Update Casualty report: "VINALINES SAIGON" (25/11/08)
Contact: Barry Scott
- AM 2008/051 Institute Cargo Clauses review (26/11/08)
Contact: Barry Scott
- AM 2008/052 Piracy issues (20/11/08)
Contact: Barry Scott
- AM 2008/053 Report on the IUMI Conference 14-17 September 2008
Vancouver (27/11/08)
Contact: Barry Scott
- AM 2008/054 Casualty report: "NORTHERN DELIGHT" (5/12/08)
Contact: Barry Scott
- AM 2008/055 Piracy and general average (17/12/08)
Contact: Barry Scott
- AM 2008/056 Casualty advice: "SAFMARINE LUBA" (24/12/08)
Contact: Barry Scott

SAIA MD (Managing Directors)

- MD 2008/020 The Insurance Sector Education and Training Authority (Inseta) suspensions
(12/12/08)
Contact: Barry Scott

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

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IMPORTANT NOTICE

Should you know someone 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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