



SAIA – ☎ (011) 726 5381

September 2008 – Issue No. 09/08

1	LATEST NEWS	2
	SPECIAL GUEST ARTICLE: AARTO: Towards a safer road traffic environment.....	2
	Invitation: National Treasury Road Show on “The Future of Micro-Insurance Regulation in South Africa”	5
	Media release: The Ombudsman for Short-term Insurance warns consumers to make sure that they understand the category of person being insured when they take out insurance on their motor vehicle	6
2	FINANCIAL SECTOR CHARTER	7
	SAIA FSC Consumer Education Initiative – Why a collective effort?	7
3	LEGISLATION.....	8
	Financial Intelligence Centre Amendment Act 2008	8
	Insurance Laws Amendment Bill (ILAB) 2008: Binder agreements	8
	Demarcation of accident and health policies and medical schemes products	8
	Education Laws Amendment Act, 2007	9
	Consumer Protection Bill.....	9
	Road Accident Fund.....	10
4	OTHER SAIA ISSUES	11
	SAIA FSC Consumer Education Initiative Report Back Function.....	11
	2008 SAIA Annual Committee Lunch.....	11
	Detective Training Graduation Ceremony	11
	International Consumer Financial Education Conference	12
	SAICB Launch.....	12
5	GUEST COLUMN	12
	Insurance Data System (IDS): The importance of an intelligent, holistic approach towards account management and collections solutions.....	12
	South African Insurance Crime Bureau (SAICB): Current Status	13
	South African Insurance Crime Bureau (SAICB): Invitation for applicants to apply for the position of SAICB CEO.....	14
6	INSURANCE FRAUDLINE UPDATE	15
7	PRESS CLIPPINGS.....	16
8	RADIO AND TELEVISION COVERAGE.....	19
9	CIRCULARS	20

1 LATEST NEWS

SPECIAL GUEST ARTICLE: AARTO: Towards a safer road traffic environment

The road traffic environment in the country has over the years been faced with extremely difficult challenges. The country has experienced tremendous loss of lives in road crashes, averaging about 15 000 fatalities from an estimated nine hundred thousand road crashes annually. The estimated costs of these fatalities run into billions of rand annually.

For a country of 45 million people and just over 9 million vehicles, these statistics are shocking and calls for a re-assessment of the strategies dealing with road traffic management. The challenge is to implement new strategies and policies that will result in rendering the country's roads a safer environment in which all road users can enjoy its use and benefits. The over-arching goal of traffic management is the increment of road safety and the reduction of the loss of lives experienced as a result of road crashes.

In recognition of the challenge to reduce the road carnage experienced, South Africa has committed to reducing by half, the number of fatalities experienced on our roads by the year 2015, as part of the Millenium Development Goals. In pursuit of this objective, the implementation of the Administrative Adjudication of the Road Traffic Offences Act (AARTO), 1998 (Act No. 46 of 1998) will add impetus to the reduction of this carnage.

The success of this however, cannot be viewed in isolation from the human intervention aspects. In order to succeed, there has to be overwhelming support from the community. The AARTO seeks to change the behaviour of motorists from wanton disregard for traffic laws to a culture of voluntary compliance. This voluntary compliance will be ushered automatically when all motorists inculcate good driving habits and attitudes, exercise patience and respect all fellow road users.

The strategic implementation of the AARTO Act is based on a two-phased approach; a pilot currently being conducted in the Municipality of Tshwane, which will be followed by national rollout once the result of pilot and its impact on processes, procedures and systems have been studied.

The AARTO implementation recognises that two of the most important catalysts in effecting an improvement in driver behaviour and law compliance are well planned, efficient and effective law enforcement, coupled with and supported by an equally effective, expeditious and just road traffic adjudication system. Whereas under the current system, all traffic contraventions in terms of the provisions of the National Road Traffic Act (NRTA), 1996 (Act No 93 of 1996) and its regulations are being administered in terms of the Criminal Procedure Act, 1977 (Act No 51 of 1977), the AARTO Act ushers in a new and more effective and efficient adjudication process for traffic violations.

The AARTO Act was created with the view to forge a closer and more effective link between enforcement and the adjudication process, which is still objective, transparent and fair. It brings with it parity of fines which will encourage the road using public to take traffic violations and resulting fines with the seriousness it deserves. It also brings with it improved fine collection procedures and a revenue stream that will be used for improving road safety; as well as more convenient ways of paying fines and more penalties for not paying within the prescribed time. With the implementation of the Points Demerit System (to be introduced later), it will be easier to identify those motorists that have been regularly been breaking the law and to impose appropriate penalties, such as the suspension and cancellation of driving licenses.

The purpose of the Act is to promote quality, safety and discipline in road traffic. The main objectives of the Act, despite the Criminal Procedure Act, 1977 (Act No. 51 of 1977) are:

- to encourage compliance with national and provincial law and municipal by-laws relating to road traffic and to promote road traffic safety;
- to encourage the payment of penalties imposed for infringements and to allow alleged infringers to make representations;

- to establish a procedure for the effective and expeditious adjudication of infringements;
- to alleviate the burden on the courts of trying offenders for infringements;
- to penalise drivers and operators who are guilty of infringements or offences through the imposition of demerit points, ultimately leading to the suspension and cancellation of driving licences, professional driving permits or operator cards;
- to reward law-abiding behaviour by reducing the number of demerit points if infringements or offences are not committed over specified periods;
- to establish an agency to support the law enforcement and judicial authorities and to undertake the administrative adjudication process and
- to strengthen co-operation between the prosecuting and law enforcement authorities by establishing a Board to govern the agency.

Categorisation of traffic violations

From the outset, the AARTO Act provides for the categorization of road traffic violations committed in terms of the National Road Traffic Act, 1996 (Act No. 93 of 1996), as follows:

- a traffic offence;
- a major infringement; or
- a minor infringement.

A traffic offence is regarded as a very serious violation of the law, which warrants the imposition of a significant penalty upon conviction, such as a prison sentence (effective or suspended), a substantial monetary fine or a combination of both. Traffic offences will therefore still be dealt with in terms of the Criminal Procedure Act, 1977 (Act No. 51 of 1977), which means an offender will be arrested, or summonsed to appear before court (in the case of camera-related violations, where there is no direct interaction with a law enforcement officer at the time that the offence was committed), charged and the case will be placed on the court roll. Examples of offences are:

- driving under the influence of alcohol
- driving at more than 160km/h in a 120 km zone

Minor and major infringements mean violations classified as such in terms of section 29(a) of the AARTO Act, which impact does not have the same implications as offences but are nonetheless contraventions of traffic laws. Examples of infringements are:

- driving whilst talking on the cell phone without a hands-free device
- driving at more than 81 km/h in a 60 km/h zone

Traffic infringements will be dealt with in accordance with the administrative procedures, as prescribed in the AARTO Act. If a person is alleged to have committed an infringement, the traffic officer will issue an infringement notice. Infringement notices will initially be written by hand while electronic notices, generated by means of hand-held computers used by traffic officers at the roadside, will be phased in over a period of time. These are called TOPCs (Traffic Officer Pocket Computers). In the case of so-called camera infringements, for example, exceeding the speed limit and ignoring traffic signals, infringement notices will be electronically generated and served on the infringer by registered mail.

As opposed to the current practices, the AARTO Act imposes certain rights and obligations on motorists. Upon the commission of an infringement, the infringer is obligated to take certain action within the given timeframes, including the provision of a number of options for the exercise of their rights. Failure of this would result in more stringent penalties being imposed on the infringer. The AARTO process comprises 4 phases of 32 day periods each. In phase 1, the applicable options are:

- the payment of fines within 32 days, (resulting in a 50% discount on the fine and the imposition demerit points if applicable); (Note that demerit points are not yet effective as part of the pilot.)
- submitting an application to make payments in instalments;
- submitting a representation for consideration;
- providing the details of the driver in charge of the vehicle if the owner was not the driver at the time of the commission of the infringement for the redirection of the infringement;

- submitting notification for election to be tried in court under the Criminal Procedure Act, 1977 (Act No. 51 of 1977).

Failure by the alleged infringer to exercise any of the above options within the prescribed time of 32 days in phase 1, will result in the following steps being taken under phase 2:

- Phase 2. The infringer will receive a courtesy letter, requesting that either payment be made or to exercise any of the other options provided, within a further period of 32 days. In such a case the discount will no longer be applicable, and the infringer will have to pay the full penalty plus an additional administrative fee for the letter.
- Phase 3. Should the infringer still fail to respond to the courtesy letter, an enforcement order will follow. The enforcement order will demand that payment must be made within a further period of 32 days, in which case the discount will no longer be applicable and the infringer will have to pay the full penalty plus an additional fee for the letter as well as an additional fee for the order. Once an enforcement order is served, none of the other options provided will be valid any longer. In addition, upon the issuance of an enforcement order, the demerit points applicable to the specific infringement will automatically be allocated to the infringer. No licenses or operator cards will be issued to the infringer until such time as the matter has been fully attended to.
- Phase 4. Should the alleged infringer again fail to satisfactorily respond to the enforcement order, a warrant will be served and handed to a sheriff for immediate execution. Two critical aspects to note about the warrant are that it is a Warrant of Execution and can only be executed against the moveable property of the infringer. In executing the warrant, the sheriff is empowered to:
 - Seize and sell the movable property of the infringer, to defray the penalty; all applicable fees and cost;
 - Seize and deface the driving license and/or professional driving permit of the infringer;
 - Remove and deface the license disc of the motor vehicle/s of which the infringer is the owner; and if applicable, seize and deface the operator card of the motor vehicle/s of which the infringer is the registered operator; and
 - Immobilize the vehicle(s) of which the infringer is the owner.

Demerit points

A person who has committed an offence or an infringement, incurs a number of demerit points ranging from 1 to 6 for any one offence or infringement committed, depending on the seriousness thereof. Demerit points are incurred on the date on which the penalty and fee, if any, imposed for the infringement are paid, an enforcement order is issued, or the infringer is convicted of the offence in court.

If a person has committed two or more infringements, or is convicted by a court of two or more offences arising out of the same circumstances, demerit points are recorded only in relation to one such infringement or offence, being the infringement or offence to which the highest number of demerit points applies. The demerit points in respect of offences or infringements by operators and drivers are recorded separately even if they arise out of the same circumstances.

If a person appeals against a conviction by the court for an offence, no demerit points are recorded unless the appeal is rejected or abandoned in which case demerit points are incurred in the prescribed manner.

Reduction of demerit points

If demerit points have been incurred by an infringer, the total number of points, as recorded in the National Contraventions Register on eNaTIS against that person, will be reduced by one point for every three months during which no demerit points have been incurred by that person, except for

the time that the court found that the court process had been deliberately delayed by that person to obtain a reduction in points.

Conclusion

The procedures as provided for in the AARTO Act and briefly described above, provide for a transparent, fair, equitable and effective system to manage and adjudicate road traffic offences and infringements, and should contribute towards:

- promoting quality, safety and discipline in road traffic by providing for a scheme to discourage road traffic contraventions,
- facilitating the expeditious adjudication of road traffic infringements,
- supporting the prosecution of offences in terms of national and provincial laws relating to road traffic,
- implementing a points demerit system; and
- dramatic reduction in road fatalities and injuries.

In essence, the implementation of the AARTO seeks to change the behaviour of motorists. The critical over-arching goal is road safety. By implementing the AARTO, we will be able to change people's behaviour from wanton disregard for road traffic laws, effecting zero-tolerant policies to traffic violations and inculcate a new habit of voluntary compliance to road traffic laws. When this is achieved, all road users in the country will be able to fully enjoy the use and benefits of our road infrastructure network.

✉ **Further information : Japh Chuwe**
✉ japhc@rtmc.co.za

[Back to Index](#)

Invitation: National Treasury Road Show on “The Future of Micro-Insurance Regulation in South Africa”

The below invitation was sent to SAIA by the National Treasury.

On 7 April 2008 a joint Financial Services Board / National Treasury policy document was released for public comment entitled: “The Future of Micro-insurance Regulation in South Africa.”

We understand micro-insurance to refer to any insurance product that is targeted at, or accessible to, lower-income households. If appropriately designed and intermediated, such products can play an important role in reducing the vulnerability of such households to daily risks that they might face. They also present potentially profitable markets for product providers. Features of micro-insurance products:

- Any protection that is a monetary benefit or benefit in kind;
- Covers both asset and life risks including loss of income through disability, funeral costs or death, inability to repay a debt, loss of assets through theft or fire, etcetera;
- May potentially be provided and/or intermediated by a variety of players and business models, be it a burial society, financial cooperative, friendly society, funeral parlour, money-lender, cell captive, administrator or insurer;
- May be sold to the client directly by the entity or indirectly through an intermediary;
- Targets the entities' members or individuals of the public that have relatively low levels of income when compared to the traditional insurance market; and
- Benefits are provided in return for a recurring weekly, monthly or annual amount (known as the premium).

A first round of comments has been received from stakeholders as per the 31 July 2008 deadline. However, the National Treasury wants to ensure that all affected stakeholders are made aware of the proposed changes in order to strengthen the level of engagement.

To provide stakeholders and the public with a further opportunity to participate in the process of improving the micro-insurance sector for all market participants, the Financial Sector Policy Unit of the National Treasury will host several public events, which will be followed by a further comment period thereafter. The schedule of the Road Show follows below:

Tuesday, 7 October: Port Elizabeth

Venue: University of Port Elizabeth, Senate Chambers on South Campus (old UPE)

Time: 11:00 – 13:00

Wednesday, 8 October: Cape Town

Venue: Investec Auditorium 1(5th floor)

Investec Asset Management, 36 Hans Strijdom Avenue, Foreshore

Time: 10:30 – 12:30

Thursday, 9 October: Bloemfontein

Venue: Indaba Auditorium (Ground Floor), Bram Fischer Building (Glass House), Mangaung Municipality, Corner Nelson Mandela Drive and Markgraaf Street

Time: 11:00 – 13:00

Monday, 20 October: Durban

Venue: University of Kwazulu Natal Westville Campus, Senate Chamber

Time: 11:00 – 13:00

Thursday, 16 October: Johannesburg

Venue: Hollard Insurance, The Music Room at The Villa, 22 Oxford Road

Time: 11:00 – 13:00

Tuesday, 28 October: Polokwane

Venue: Polokwane International Airport Conference Hall

Time: 11:00 – 13:00

This invitation is extended to burial societies, financial cooperatives, friendly societies, funeral parlours, money-lenders, cell captives, administrators, insurers, church and traditional leaders, and the general public. There will be no fee for this event.

For more information and registration please contact Rishika Mitha on 012 3155818 or Rishika.Mitha@treasury.gov.za.

 **Further information : Vivienne Pearson**
 viviene@saia.co.za

[Back to Index](#)

Media release: The Ombudsman for Short-term Insurance warns consumers to make sure that they understand the category of person being insured when they take out insurance on their motor vehicle

The below media release was sent to the SAIA by the office of the Ombudsman for Short-Term Insurance.

The Ombudsman for Short-Term Insurance warns consumers to ensure that they fully understand and appreciate the basis upon which motor vehicle insurance is taken out and the category of persons who are insured whilst driving a motor vehicle belonging to an insured.

“Motor vehicle policies are commonly underwritten on the basis of a regular driver or a nominated driver, however in insurance, a regular driver is not the same as a nominated driver,” says Ombudsman for Short-Term Insurance, Brian Martin. These concepts are used in order to assess the risk associated with the insurance of a particular motor vehicle and the premium to be charged.

The identity and profile of the driver of a motor vehicle is obviously an important factor in risk, which the insurer is being asked to assume as well as the premium to be charged.

Certain policies of insurance define a regular driver as “the person who uses the motor vehicle the most frequently and more than any other”, but this definition is not without its difficulties. The concept is not always capable of precise definition. Where a policy is underwritten on a regular driver basis, other persons may drive the motor vehicle in addition to the regular driver, provided that they are in possession of a valid driver’s license and that they are only the secondary driver. It is vitally important that consumers correctly identify the regular driver in instances where more than one person will drive a motor vehicle, to be insured on a regular driver basis and that they provide this information to their insurance company or broker.

A nominated driver policy, on the other hand, only gives cover to persons who are actually nominated and recorded as a nominated driver on the policy of insurance. Any person who is not nominated and recorded, as a nominated driver on the policy schedule will not be covered.

The Ombudsman says that consumers should take heed of the fact that if a vehicle is incorrectly insured or incorrect information is furnished to an insurer concerning either a regular driver or a nominated driver, this can result in a policy being declared void from inception, or the insurer having no liability to compensate for any loss or damage. “Utmost care must be exercised in ensuring that the correct information is given to an insurer and that any change in one’s circumstances or day-to-day living is immediately communicated to one’s insurer or broker so that the necessary endorsements or changes to the policy can be made. Changes could include any change of address or change in the use of a motor vehicle,” says Brian Martin.

If consumers are in any doubt as to whether their motor vehicle is correctly insured or not, they should seek professional advice from a licensed broker, insurance advisor or attorney prior to taking out the policy. This will avoid many problems that could arise at a later stage.

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

[Back to Index](#)

2 FINANCIAL SECTOR CHARTER

SAIA FSC Consumer Education Initiative – Why a collective effort?

The financial sector of the South African economy committed itself through a voluntary charter to assist the public in making informed decisions when interacting with services or products provided by the sector. To effect this commitment, institutions are required to ‘invest a minimum of 0.2% of net profit after tax (npat) in consumer education’.

Consumer education has been broadly defined as the process of gaining knowledge and skills to manage personal resources and to make informed decisions that affect the well-being of an individual and the public good. Specific to the sector, the definition means the development of skills, attitudes, knowledge and understanding of the sector and its products and services so that consumers are enabled to make informed decisions about their finances and lifestyles.

The SAIA has been pooling funds from its membership for the past four years and identified and facilitated consumer education projects. The SAIA initiative has over the years used a mix of the following types of projects:

- classroom type workshops in the format of adult based education and training (ABET),
- awareness programmes targeting taxi commuters, and
- the development of a teacher development resource for a new financial literacy subject for grades 10 – 12.

Approximately 50 000 people have been trained through the workshops to date. The commuter awareness campaigns are accessible to more than 17 million people. The teachers developed on

with use of the aid average 2 000 per year and the programme is into its second year. The teachers are given an additional two files for the use of their colleagues that will be trained by them, effectively tripling the numbers. In South Africa the number of students in a classroom average 40 or more in the lower income bracket sector of the economy. Therefore, there is a potential of reaching more than 480 000 students in two years.

All the above is achieved through a collective effort. This kind of impact would be difficult to achieve if members were each doing their own initiatives. It is for this reason that we encourage members to participate in this initiative including those that, for various reasons, would have otherwise been exempted from Charter commitments.

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

[Back to Index](#)

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

3 LEGISLATION

Financial Intelligence Centre Amendment Act 2008

The President assented to the Financial Intelligence Centre Amendment Act, 2008 (Act 11 of 2008) on 27 August 2008.

The Act will come into operation on the date to be determined by the Minister of Finance by notice in the Government Gazette.

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

[Back to Index](#)

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

Insurance Laws Amendment Bill (ILAB) 2008: Binder agreements

The SAIA, in anticipation of the drafting of regulations of binder agreements in terms of section 48, 48A of the ILAB 2008, has formulated a Workgroup which has started drafting regulations on binder agreements.

It is anticipated that the Financial Services Board (FSB) will begin the process of engagement with the industry during October 2008.

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

[Back to Index](#)

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

Demarcation of accident and health policies and medical schemes products

The Treasury has invited SAIA to participate on a task team which will oversee research on a study which will set out a clear and detailed policy framework for the regulation. This process will then be followed by the drafting of regulations on accident and health policies.

According to the Treasury, Parliament will require the final draft regulations by March 2009.

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

Education Laws Amendment Act, 2007

The Education Laws Amendment Act 31 of 2007 was assented to by the State President and came into effect on 31 December 2007. The Act, amongst others, amended Section 60 of the South African Schools Act of 1996.

Section 60 of the Schools Act 1996 provided that the State is liable for any loss or damage caused as a result of any act or omission in connection with any educational activity conducted by a public school and for which the school would have been liable but for the provisions of this section. Thus, the state assumed liability for instances where an educational activity resulted in loss or damage, for example, when a child is injured in a rugby practise session.

The new Act has fundamentally changed the provisions of the section deleting the word “educational” and substituting it with the word “school”. Liability was limited to educational activities. Therefore, this amendment has somehow broadened the scope as it now includes any official educational, cultural, recreational or social activity of the school.

The Act also introduces the new subsection (b) stating that where a public school has taken out insurance and the school activity is an eventuality covered by the insurance policy, the liability of the state is limited to the extent that the damage or loss has not been compensated in terms of the policy.

Insurers who underwrite school policies are requested to take note of the changes.

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

Consumer Protection Bill

Following the Department of Trade and Industry (DTI) briefing to the Portfolio Committee of Finance in respect of the Consumer Protection Bill, the SAIA, in response to the invite for comments, made submission.

Subsequent to this, the public hearings were held on 1, 2 and 3 September 2008. The DTI responded to the written and oral submissions on 10 September 2008. In its response to the concerns raised, the DTI stated that an assessment of consumer legislation reveals that consumer protection measures in South Africa are inadequate and conceded that the definition of ‘service’ as contained in the third draft will need to be reviewed to exclude intermediary services regulated by the FAIS Act as well as credit agreements. However, goods purchased on credit will be regulated under this Bill.

In the May 2008 issue of the SAIA Bulletin concern was raised regarding the introduction of strict liability in terms of the proposed Section 61. It appears from the response that the DTI is not prepared to review its stance regarding strict liability and that it is their view that this is long overdue in our legislation.

The DTI find support for their contention in the matter of Wagener & Cuttings vs. Pharmacare Ltd (2002), where the Constitutional Court held that the question as to whether strict liability should be imposed is really a socio-economic question that will require substantial consideration and would have to be answered by the legislature. Once again the SAIA caution members to take this into account when underwriting for example products liability once the Bill is passed into law.

✉ **Further information : Oupa Skosana**
✉ oupa@saia.co.za

[Back to Index](#)

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

Road Accident Fund

The long awaited and debated Road Accident Fund Amendment Act, 2005 come into effect on 1 August 2008.

The Act introduces fundamental changes to the previous Act on how various heads damages used to be compensated. The Act introduces limitations such as limiting the fund's liability for compensation for medical expenses incurred as a result of an accident to tariffs for services provided by the public health institutions, depending on whether or not the victim received emergency treatment, limit claims for loss of earnings and support to the maximum of R160 000 per annum and payment for claims for general damages such as pain and suffering, disfigurement and scarring limited to serious injury only.

The much debated issue with regards to the Act has been in respect of Section 21 – the removal of common law right. Previously, under Act 1996, a victim whose claim was limited to R25 000 could sue the wrongdoer to recover the balance. In the event that the wrongdoer was insured the wrongdoer would refer the claim to his insurer to handle under motor third party liability. The indemnity limits are huge.

There has been much debate, views and opinions as to whether the right to sue has been abolished. This is due to how the section has been couched.

In an endeavour to seek clarity regarding the interpretation of Section 21, SAIA arranged and met with Road Accident Fund (RAF) senior management to discuss and discern from them what was intended by the section and meant by the use of the words “unable to pay”. At the meeting, it was made clear that the Government and the fund's intention had always been to abolish the victim's common law right against offending drivers and that “unable to pay” was intended to mean financial inability to pay compensation as opposed to legally barred from paying compensation. However, the fund cautioned that they have not yet taken a view on the issue and will be seeking legal opinion regarding the interpretation thereof.

Should the earlier interpretation enjoy support, at what stage can one say the fund is unable to pay? At the time of lodging the claim, when investigating the claim, when entering into negotiations to settle the claim, when it has to affect the payment etcetera. Only the court will rule on the issue.

As there had been threats of constitutional challenge to the Act, the SAIA will monitor the situation and will report as and when developments arise.

✉ **Further information : Oupa Skosana**
✉ oupa@saia.co.za

[Back to Index](#)

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

4 OTHER SAIA ISSUES

SAIA FSC Consumer Education Initiative Report Back Function

SAIA, with the Financial Services Board (FSB), is hosting the 2008 SAIA FSC Consumer Education Initiative Report Back Function on 7 October 2008 from 11:00 for 11:30 to 13:30 at the Protea Hotel Midrand.

This function will showcase the completed 2007 SAIA FSC Consumer Education Projects.

The invitation has been sent out to the relevant people.

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

[Back to Index](#)

2008 SAIA Annual Committee Lunch

The 2008 SAIA Annual Committee Lunch will take place at Harrison's on 12th in Rivonia on 20 November 2008 from 12:00 for 12:30.

The SAIA would like to request the members of all its committees to book this event in their calendars. An invitation will follow in due course.

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

[Back to Index](#)

Detective Training Graduation Ceremony

SAIA, together with Business Against Crime South Africa and the Gauteng Provincial Police Services, will be hosting a Detective Training Graduation Ceremony on 28 October 2008 at the Mosaïek Theatro in Fairland where 500 Gauteng detectives will be recognized and rewarded for completing the detective training courses that were made possible by SAIA on behalf of its members.

“This first ever public private partnership between SAIA, Business Against Crime South Africa and the police made it possible for SAIA, on behalf of its members, to empower dedicated police officials with the necessary skills and knowledge to confidently fight crime by being able to follow through with the necessary processes. SAIA would like to thank its members for their continued support in crime related projects as it makes a significant difference in the lives of all South African people,” says Vivienne Pearson, SAIA Manager: Image & Reputation.

The award ceremony will play host to influential leaders like, Dr Graham Wright, Chief Executive of Business Against Crime South Africa, Susan Shabangu, Deputy Minister for Safety and Security, Ronnie Napier, Chairman of the SAIA Board and Commissioner Engelbrecht and Commissioner Naidoo from the police.

The function will be followed by a light finger lunch.

Invitations will be sent out to the relevant people.

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

[Back to Index](#)

International Consumer Financial Education Conference

The International Consumer Financial Education Conference will take place from 17 – 18 November 2008, at 8:00 – 17:00 at the Indaba Hotel in Fourways.

Should you wish to receive more information or attend the function, contact viviene@saia.co.za.

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

[Back to Index](#)

SAICB Launch

The South African Insurance Crime Bureau (SAICB) launch event is planned for 30 October 2008, at the Johannesburg Country Club in Auckland Park. Invitations will be sent out in the first week of October. Finweek will publish a SAICB survey to coincide with the launch, which will be available on the day at the event.

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

[Back to Index](#)

<p>Previous reference: Articles on the South African ICB featured in the February, April, June and August 2007, January – March 2008 and May – August 2008 issues of the Bulletin.</p>

5 GUEST COLUMN

Insurance Data System (IDS): The importance of an intelligent, holistic approach towards account management and collections solutions

The current South African economic climate has increased the challenges faced by credit and risk management professionals. Inflationary pressures, interest rate hikes and the National Credit Act (NCA) are creating considerable financial difficulties for many individuals, leading to changes in behaviour across much of the country's consumer population.

Many South Africans are feeling the pinch and have been thrown into debt traps due to increasing costs of existing credit. Some consumers need credit to survive these times, yet are unable to access it due to the affordability related requirements of the NCA.

The current climate presents credit managers with threats as well as opportunities, which could result in growth and a focus on better management of portfolios.

"One of the key aspects of overcoming the current challenges is to focus on efficiencies that are made possible through technology. Credit scoring is a very common method used to alleviate challenges in acquisition and account management, but the opportunities in this market lie more in getting a full picture of the consumer to make varied, individual and overall, informed decisions," says Ian Logan, Marketing Executive for TransUnion Credit Bureau.

Many of the leaders in this market - some of whom are not only surviving but in fact thriving - have adapted their decision making processes to the current conditions, realising that score interpretations, affordability assessments, and simply seeking more information about borrowers can be invaluable in developing successful strategies to acquire and manage customers today.

"TransUnion has already observed the success of, and been instrumental in, some of these solutions to the unique challenges posed by the current economic climate. It's interesting that

many of these solutions do not represent any major new developments or concepts in credit management," says Logan.

According to Logan, these solutions represent opportunities to invest in new technologies, new systems, and new strategies as well as change interpretation of risk scores and affordability assessments and successfully implement new tools and strategies in response to the unique requirements of the current market.

Debt restructuring has become a common solution for credit providers to manage some customers through these tough times. However, the challenge lies in how to properly restructure each borrower's debt and manage this process effectively.

"Some fantastic new tools and methodologies have been developed to make credit management a little easier and more robust," concludes Logan.

For more information, contact TransUnion on 011 214 6000 or via marketingcommunications@transunion.co.za.

 **Further information : Tersia van Rooyen**
 tvrooyen@transunion.co.za

[Back to Index](#)

South African Insurance Crime Bureau (SAICB): Current Status

The South African Insurance Crime Bureau (SAICB) is well on its way to start operations. The section 21, not for profit company has been registered.

Ten companies have officially joined the SAICB: Mutual and Federal, Hollard, Regent, Zurich, Lion of Africa, OUTsure, Telesure, SANTAM, ABSA Insurance and Standard Insurance. Other companies that were approached showed interest in joining the SAICB.

Hugo van Zyl has been appointed as the Head of Operations and he started working on 1 July 2008 from the South African Insurance Association (SAIA) offices. He had to deal with the start up of operations, including company, VAT and Tax registration, appointment of staff, IT development, searching for offices, buying of furniture, setting out a budget, designing of logo's and many more.

The first staff member, Melanie Pillay was appointed and started working on 1 September 2008 as Office Manager. The SAICB will have a staff complement of eight in January/February 2009.

Many meetings were held with the Technology partner, MEMEX who will mine the existing and future data from the member companies (currently held by TransUnion). The SAICB currently awaits signed Memorandums of Understanding and contracts to permit the SAICB to use and share the IDS data.

The SAICB staff members moved into their offices in Midrand on 29 September 2008 and it is expected that they will be fully operational by 1 November 2008.

The staff and the analyst from MEMEX cannot wait to start with the actual mining and sharing of the data as they believe that there will be huge successes. Watch this space!

For more information please contact Hugo van Zyl at hugovz@saicb.co.za.

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

[Back to Index](#)

South African Insurance Crime Bureau (SAICB): Invitation for applicants to apply for the position of SAICB CEO

The South African Insurance Crime Bureau (SAICB) invites applicants for the position of Chief Executive Officer (CEO). The CEO will report to the SAICB Board.

The CEO will be responsible for the strategic leadership of the SAICB in terms of the SAICB crime fighting operations as well as the insurance industry's fight against crime: This will be achieved

- 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;
- by 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 and 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;
- Possess 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 negotiations 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;
- Innovative and analytical thinker; and
- People management skills.

Qualifications

Appropriate tertiary qualification

Experience

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

Please forward your application or suggestion of a suitable person for this position to Melanie Pillay at melaniep@saicb.co.za before 7 November 2008.

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

[Back to Index](#)

6 INSURANCE FRAUDLINE UPDATE

Insurance Fraudline Report Summary				August 2007 - August 2008			
Month	Calls	Clutter	Tests	Reports	Short-Term	Brokers	Life
Aug-07	194	181	0	13	10	0	3
Sep-07	171	164	1	7	5	2	0
Oct-07	224	207	0	17	15	0	2
Nov-07	262	249	1	16	13	0	3
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
Total	4191	3942	3	264	203	8	53
Total since Nov 2002	23186	22051	15	1055	655	114	286
* 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 August 2007 to August 2008. The second total reflected is from the period of inception of the Fraudline which is November 2002 to August 2008. If you wish to see the full list, please contact Adèle Joubert.

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

[Back to Index](#)

7 PRESS CLIPPINGS

Publication	Person/DN	Subject
Cover 1/08/08	# 69175 *Viviene # 69176 # 69177 # 69178 # 69180	<u>Micro-insurance:</u> An enabling micro-insurance environment <u>FIA and LUASA:</u> The Financial Intermediaries Association of Southern Africa (FIA) and LUASA (the Association of Professional Financial Planners) <u>Short-Term Ombudsman:</u> Licensed drivers <u>Micro-insurance:</u> Micro-insurance and Protected Cell Captive (PCC) Legislation <u>Life Offices' Association (LOA):</u> LOA members say yes to new Association
2 nd Quarter ,FSB Bulletin 2008	# 69171 * SAIA # 69172	<u>Consumer Credit Insurance:</u> Conclusions and recommendations of the Nienaber panel of enquiry <u>Consumer Protection:</u> International Forum of Financial Consumer Protection and Education to be restructured
Ins .Times & Investment' August' 2008	# 69173 * SAIA # 69174 * SAIA	<u>SAIA Annual General Meeting:</u> Short-term insurers select a new board of directors at the Annual General Meeting of its representative body, The South African Insurance Association (SAIA) on 12 June 2008. <u>Fraud:</u> Consumer cost – Crime bureau may help
FAnews 1/08/08	# 69498 # 69497 * SAIA	<u>Insurance Ombudsman:</u> From pillar to post <u>Medical Schemes:</u> Health-care: Demarcation
Citizen 1/08/08	# 68665	<u>Road Accident Fund (RAF):</u> Road Accident Fund secret deal with court
Beeld 2/08/08	# 68717 *SAIA # 68727 # 68728 # 68729 # 68730 # 68744 # 68746	<u>Fraud: Fokus op versekeringsbedrog</u> <ul style="list-style-type: none"> • Buro gaan versekeringsbedrog takel • Vals eise laat ook onskuldige kliente ly • Misdaadburo gestig om versekeringsbedrog landwyd hok te slaan • Buro help om premies binne perke te hou • Instellings ontken Cosatu se aantygings oor handves-uitstappery ten sterkte • 'Eerlikheid bly maar beste' • Akkurate inligting verseker dat jou versekeringseis uitbetaal sal word
Daily Dispatch 4/08/08	# 68690 * SAIA	<u>Financial Sector Charter (FSC):</u> Banks 'sabotaging' Financial Sector Charter
Star 4/08/08	# 68678	<u>Financial Sector Charter (FSC):</u> Times are 'too tough' for banks to extend BEE
Citizen 4/08/08	# 68747	<u>Road Accident Fund (RAF):</u> Road Accident Fund now more equitable

	# 68748	<u>Pension/ Retirement Fund:</u> New Bill has good news for retirees
Citizen 5/08/08	# 68749	<u>Santam:</u> Santam falls after first half profits slide <u>Financial brokerage firms unlicensed:</u> FSB
FAnews 5/08/08	# 68834 * SAIA # 68833	<u>Motor repair industry:</u> Vehicle parts make up the bulk of accident repair costs <u>Mutual & Federal (M&F):</u> A R121million underwriting swing knocks profits at Mutual & Federal (M&F)
Star 5/08/08	# 68750	<u>Towing industry:</u> Make sure you don't get towed into a scam
Business Report 6/08/08	# 68757 # 68752	<u>Mutual & Federal (M&F):</u> Foreign and local suitors line up to buy 75% stake in M&F <u>State of the market:</u> Short-term sector hit by stressed economy
Business Day 6/08/08	# 68755	<u>Mutual & Federal (M&F):</u> Old Mutual to sell disappointing Mutual & Federal (M&F)
Beeld 6/08/08	# 68757 # 68758	<u>Santam:</u> Santam - verwagting skok <u>Mutual & Federal (M&F):</u> Enige bod vir 'n goeie, gebruikte versekeringsmaatskappy?
Sowetan 6/08/08	# 68715	<u>Mutual & Federal (M&F):</u> Mutual & Federal goes under the hammer
Citizen 6/08/08	# 68764 # 68765	<u>Road Accident Fund (RAF):</u> New Road Accident Fund (RAF) Act 'dishonest' <u>Road Accident Fund (RAF):</u> Attorneys in fund wrangle
Herald 7/08/08	# 67142	<u>Motor insurance:</u> Money problems sees car insurance fall by wayside
FAnews 7/08/08	# 68832	<u>Road Accident Fund (RAF):</u> Another accident waiting to happen
Citizen 9/08/08	# 68789	<u>Road Accident Fund (RAF):</u> Judge blocks Road Accident Fund changes
Beeld 9/08/08	# 68798	<u>Road Accident Fund (RAF):</u> Prokureurs klap hande oor tussentydse bevel teen Padongelukkefonds
Sowetan 11/08/08	# 68789	<u>Road Accident Fund (RAF):</u> Round to accident lawyers
Business Day 11/08/08	# 68799	<u>Competition Amendment Bill:</u> Bosses must pay fines themselves
FAnews 11/08/08	# 68835	<u>Mutual & Federal (M&F):</u> The problem goes deeper than group schemes
Beeld 12/08/08	# 68829 # 68858	<u>Road Accident Fund (RAF):</u> Padfonds, regslui pak mekaar oor betalings <u>Road Accident Fund (RAF):</u> Padfonds het toe nooit volle R500 miljoen betaal, erken hoof
Cape Argus 12/08/08	# 68836	<u>Motor insurance:</u> Motorists opt to cancel expensive insurance
Business Day 12/08/08	# 68830	<u>Companies Bill:</u> Directors call for changes in Companies Bill
Business Report 12/08/08	# 68831	<u>Companies Bill:</u> MPs take a look into executives' huge purse
Sowetan 13/08/08	# 68859	<u>Road Accident Fund (RAF):</u> Road Accident claim decision 'racist'
Business Day 14/08/08	# 68886 # 68887	<u>Road Accident Fund (RAF):</u> Showdown looms over RAF payout plan <u>National Environmental Laws Amendment Bill:</u> Pollution clean-up bill alarms Busa, Transnet
Business Report 14/08/08	# 68885	<u>Companies Bill:</u> Companies Bill rescue process 'compromises SA contracts'

Financial Mail 15/08/08	# 69163 # 69162	Mutual & Federal (M&F): Doom and gloom Competition Amendment Bill: Tough on directors
FinWeek 14/08/08	# 69158 # 69157	Mutual & Federal (M&F): Bad time to sell International Financial Reporting Standards (IFRS): Small disappointment
Business Day 15/08/08	# 68893	Accounting: Adjustment to accounting for instruments
Financial Mail 15/08/08	# 69160 # 69159 # 69161	State of the market: Short-term insurance – Bleeding from risk Financial Sector Charter (FSC): Get a move on - Transformation and the change of organisational culture and leadership are two sides of the same coin. Companies Bill: New era for company law
Star 15/08/08	# 68891	Road Accident Fund (RAF): Road Accident Fund (RAF) ruling protecting narrow class interests – SACP
Beeld 16/08/08	# 68894	Road Accident Fund (RAF): Regter sê Padfonds is arrogant, verdien die hof se misnoeë
Mercury 18/08/08	# 68404	Road safety: Don't underestimate power of pothole
Business Report 19/08/08	# 68916 # 68919	Companies Bill: It took an outsider to see the mess in Companies Bill Financial Sector Charter (FSC): Scorecard system can turn sour if we stick to quick fixes
Business Day 21/08/08	# 69008 # 69007	Companies Bill: New bill reduces cooling-off period for auditors Transnet: Transnet Port's expansion hurt by skills dearth
Beeld 22/08/08	# 69692	Pebble Bed Modular Reactor (PBMR): Korrelbed nog op hete kole
Financial Mail 22/08/08	# 69292	Credit Life Insurance: More an insurance game
Business Day 22/08/08	# 69096	Koeberg Power Station: Nuclear unit shuts down
Business Day 25/08/08	# 69097 # 69098 # 69099	Munich Reinsurance: For the CEO of Munich Reinsurance Company of Africa Junior Ngulube, growth and transformation are two sides of the same coin Cancelling insurance: Cancelling insurance can be false economy Competition Bill: Competition Bill to pave way for criminal liability
Beeld 26/08/08	# 69143	Koeberg Power Station: Koeberg se korrelbed kry kontrakteurs
Business Day 26/08/08	# 69144 # 69145	Companies Bill: Business rescue supervisor could defer claims – DTI Financial Sector Charter (FSC): Will Gloomy Sunday be financial sector theme song?
Business Report 26/08/08	# 69146	Financial Sector Charter (FSC): Bank chiefs dispute 15% BEE target
Star 26/08/08	# 69147	Stolen vehicle recovery: Data Dot: DNA technology helps reduce vehicle theft
Beeld 27/08/08	# 69169 # 69168	Transnet Port Terminals (TPT): Transnet se mededingers moet maar katvoet loop Transnet Port Terminals (TPT): Nuwe houerkraan sal produktiwiteit verhoog
Sowetan 27/08/08	# 69167	Motor repair industry: 'Cars looks like scrap' Motorist not happy with shoddy panel beating

Business Day 28/08/08	# 69235	Santam: Santam profit plunges as investment income slides
Star 28/08/08	# 69267	Road Accident Fund (RAF): Legal eagles square up to fund
Citizen 28/08/08	# 69268	Financial Sector Charter (FSC): Finance charter and BEE deals at risk
Business Day 28/08/08	# 69269	Competition Commission: Insurance firms agree on disclosure standards
Business Report 28/08/08	# 69270 # 69272	Competition Commission: LOA awaits commission's nod Santam: Santam fares no better than peers
Beeld 28/08/08	# 69340	Santam: Santam sê die pad bly stamperig
Beeld 29/08/08	# 69287	Zurich: Zurich se wins groei te midde van eise-storm
Financial Mail 29/08/08	# 69494 # 69495 # 69496	Consumer Protection Bill: Corporate Report: Deneys Reitz: The enactment of new legislation promises to usher in a new era for local consumers <ul style="list-style-type: none"> • Investigative Powers: Enforcement agencies • Legalities – No more small print

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

8 RADIO AND TELEVISION COVERAGE

Summit TV (English)

News @ 21:00

News @ 22:00

1 Sep 2008

Field fires damage land

At least 50 field fires have ravaged farmland in KZN, Mpumalanga and the Free State since the weekend. Short-term insurer Santam says the fires will affect their books.

(Int:) Tobias Doyer - Head: Santam Agri

CNBC Africa (English)

Open Exchange

4 Sep 2008 08:59:09

Sanlam the largest South African owned insurer says first headline profits slipped 24% and that's at the upper end of its guidance last month.

Mention: Santam

Radio Sonder Grense (Afrikaans)

Monitor

8 Sep 2008 07:18:08

Sakpas - Saving tips

Sakpas shares some tips with consumers regarding services and goods. This week's tip is about reducing your short-term insurance installment.

(Int:) Broker: Integrisure

Cape Talk (English)

News Extra @ 06:00

9 Sep 2008 06:02:34

Santam calculating the risk of climate change

Santam says that it has acquired a tool to assist it in assessing the individual risk of its clients which includes an impact of climate change and could in future lead to owners of river and beachfront properties paying higher excesses.

(Int:) Crystal Fourie - Santam

(Dur 00:00:40)

K-FM (Afrikaans)

News Extra @ 10:00

News Extra @ 18:30

9 Sep 2008

Owners of beach and river front properties may in future pay higher excesses on the insurance premiums. The country's largest short-term insurer, Santam, says it has acquired a tool to assess the individual risk of clients.

(Int:) Christelle Fourie - Spokesperson: Santam

Radio Sonder Grense (Afrikaans)

Spektrum

12 Sep 2008 13:46:12

Santam - Global warming

In South Africa government and companies have already started making provision for the dangers of global warming. International researcher claims that South Africa has made poor preparations for the impact of global warming.

(Int:) Christelle Fourie - Head of Personal Finance: Santam

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

9 CIRCULARS

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

SAIA

SG 2008/052 Financial Services Board Directive 97.A.ii (ST) (4/08/08)

Contact: Barry Scott

SG 2008/053 2007 Empowerment Financing exemption process (4/08/08)

Contact: Thabo Tlaba-Mokoena

SG 2008/054 Business Against Crime South Africa Newsletter: Tip-off (11/08/08)

Contact: Sonja Etsebeth

SG 2008/055 SAIA Comments on discussion paper: The Future of Micro-Insurance Regulation in South Africa (11/08/08)

Contact: Vivienne Pearson

SG 2008/056 Etana Insurance Company Limited – New SAIA member (12/08/08)

Contact: Sonja Etsebeth

SG 2008/057 Exemption for Empowerment Financing for 2007 (14/08/08)

Contact: Thabo Tlaba-Mokoena

SG 2008/058 FSB Special Report on the results of the Short-term Insurance Industry: June 2008 (18/08/08)

Contact: Sonja Etsebeth

SG 2008/059 Regulation 4, Section 45 of the Short-term Insurance (Act 53 of 1998) Register of the Status of Credit Intermediaries (29/08/08)
Contact: Princess Mlambo

AMUSA

AM 2008/034 Casualty Advice – “LOLA” (14/08/08)
Contact: Barry Scott

AM 2008/035 Minutes of the AMUSA /Surveyors /FIA Liaison Meeting (25/08/08)
Contact: Barry Scott

SAIA MD (Managing Directors)

MD 2008/014 SAIA Comments on Discussion Paper: The Future of Micro-Insurance Regulation in South Africa (11/08/08)
Contact: Vivienne Pearson

MD 2008/015 Special General Meeting: Regarding Amendments to the Articles of Association and the Association Agreement (22/08/08)
Contact: Barry Scott

MD 2008/016 FSB FAIS Fit and Proper Requirements Post 2009 (28/08/08)
Contact: Refilwe Moletsane

MD 2008/017 Urgent – Request to nominate representatives to the SAIA Human Resources Committee (28/08/08)
Contact: Thabo Tlaba-Mokoena

✉ **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 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.

✉ E-mail: adele@saia.co.za ☎ Tel: (011) 726 5381,
☎ Fax: (011) 726 5352



COPYRIGHT WARNING NOTICE

Copyright subsists in this Bulletin. No part of the Bulletin may be reproduced, transmitted or downloaded in any form or by any means, without the permission of SAIA. © 1999-2008

#69773