



SAIA  
 Newsletter of the  
 South African Insurance Association  
**Bulletin**

SAIA - ☎ (011) 726 5381

January 2014 - Issue No. 01/14

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## 1. TRANSFORMATION & SOCIAL RISKS

### 1.1 SAIA Consumer Education Initiative 2013/14

#### Radio Financial Literacy Project

Production is underway for the Radio Financial Literacy project. Scheduling has been confirmed with the SABC for the three radio stations; Umhlobo Wenene, Munghana Lonene and Ligwalagwala FM. In the interim, we request assistance with nominating insurance experts from member companies to participate in the live-call in sessions, which take place after each episode broadcast. The experts must be fluent in isiXhosa, xiTsonga or Siswati. A workshop has been arranged for the experts on radio interview etiquette and what to expect from callers. The workshop will take place at the SAIA on Wednesday, 29 January 2014. Should you wish to volunteer in the call-in sessions, you may send your name, contact details and language to [Amanda@saia.co.za](mailto:Amanda@saia.co.za).

#### The Edutainment Comedy Series and Soul City Projects

Shooting for the edutainment comedy series 'Next of next week' began in the second week of January 2014, following the finalisation and approval of scripts by the SAIA. The shoot, which will be completed at the end of January, takes place in Soweto, Johannesburg and surrounding areas. Production, including editing, client viewing and approval will be done in the coming weeks.

Meanwhile, the Soul City telenovela writers are writing the scripts for the drama series. A full outline of financial literacy stories will be sent to the SAIA for input. Shooting for the project starts in February 2014.

👉 **Further information: Lelo Ntshalintshali**

✉ [Lelo@saia.co.za](mailto:Lelo@saia.co.za)

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### 1.2 New Developments at the SAIA

The SAIA has appointed new employees as part of the new structure introduced last year. We are pleased to welcome:

- Easvarie Naidoo, Manager: Legal
- Mayuri Patel, Manager: Projects
- Modiehi Rakhatoe, Committee Coordinator
- Claire-Anne Norman, Manager: Communications
- Samuel Koma: Property Manager
- Mzayiya (Zakes) Sondiyazi: Motor Manager

### 1.3 In Memory of Nelson Mandela's compassion

To honour Nelson Mandela's legacy, the SAIA employees held a donation run by collecting canned food and donating it to the Oliver's House Charity. We believe that a small effort can have a positive impact.

👉 **Further information: Claire- Anne Norman**

✉ [Claire-Anne@saia.co.za](mailto:Claire-Anne@saia.co.za)

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## 2 INSURANCE RISKS

### 2.1 Finance and Insurance Vehicle System (FIVS)

2014 sees the project team bring the FIVS system to life. A critical dependency was to improve the quality of the insurer's vehicle data at a policy inception stage before considering a link to financier data environments.

A data improvement task team has therefore been formed with representation from the IDS steering committee, (given the significant overlap between the two projects) and FIVS project representatives. The task team will focus on the practical improvement of vehicle data at an underwriting stage to motivate a minimum data standard to be captured by all insurers.

The SAIA will also be preparing a Request for Proposal (RFP) document for the development of an industry motor salvage database as referred to in the Code of Motor Salvage.

👉 **Further information: Ben Webstock**  
✉ [Ben@saia.co.za](mailto:Ben@saia.co.za)

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### 2.2 Green Geyser Replacement Project (GGRP)

Participating insurers affirmed their willingness to proceed with a national pilot in May 2013. The project however, has not been able to secure the necessary funding that was needed to subsidise green geyser installations.

The SAIA Board decided during November 2013 that the project was important, as it could lead to a reduction in South Africa's energy demand. It is therefore urged that the possibility of proceeding to pilot the project without funding be considered by the project's steering committee. Meetings early in 2014 will be held to consider a way forward. Discussions about funding for this important project are ongoing.

👉 **Further information: Ben Webstock**  
✉ [Ben@saia.co.za](mailto:Ben@saia.co.za)

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### 2.3 Agricultural Risk and Crop Insurance (AGRI)

The Department of Agriculture, Forestry and Fisheries (DAFF), along with National Treasury (NT), has played a significant role in the exploration of a state supported insurance scheme.

Having consistently allowed the insurance industry to provide feedback, The Department contracted consultant, Andisa Agri, who submitted a final proposal for such a scheme during December last year. This has not yet been disseminated by DAFF to SAIA.

The Department is currently reviewing a multi- peril crop insurance scheme. We expect clarity on the timeframes for its implementation once Government has approved the scheme.

👉 **Further information: Ben Webstock**  
✉ [Ben@saia.co.za](mailto:Ben@saia.co.za)

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## 2.4 Acid Mine Water Study

More in- depth research into the risks of acid mine water and its effect on business in general will be conducted this year. We expect insurer participants to agree on the projects roadmap during a workshop that will be held on 13 February.

SAIA also hopes to engage with Government early this year to ascertain if there is any complementary work currently being done, which may minimise the risk to the insurance industry from acid mine water build-up.

☞ **Further information: Ben Webbstock**

✉ [Ben@saia.co.za](mailto:Ben@saia.co.za)

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## 2.5 Driver Training (School/ Student Driver Training Project)

Further to the update contained in the last Bulletin, **Special Edition 2013 – SAIA Insurance Risks- Motor Insurance**, the SAIA is happy to announce that the application process for a selected group of students of Varsity College to partake in the Student Driver Training Project, commenced on 24 January 2014.

The SAIA team will be at the Varsity College campus in Sandton to manage the application process until the first week of February 2014. Thereafter a meeting will be scheduled with the Student Driver Committee to select the most suitable candidates for the project.

A briefing meeting was held on 14 January 2014 where all stakeholders, including the driving school and simulator training service providers, were updated on developments and it was agreed that these meetings should take place on a monthly basis, once the project is up and running.

The Student Relations Manager of Varsity College, Vasanthee Govender, is very excited about the project and has given the SAIA her full support and co-operation for the future success of the project. The SAIA legal team is in the process of drafting a Memorandum of Agreement (MOA) between SAIA and Varsity College, which we expect to be finalised soon.

Application forms to be used in the selection process have been finalised and posters advertising the project has been put up at strategic areas at Varsity College.

One of the SAIA Graduates, Pule Letebele, Administrator: Projects, has been instrumental in coordinating the project so far and he played a leading role to ensure that all the documentation was in order. The success of the project is due to the excellent team work between the various departments within SAIA and the support received from the legal and project teams are especially gratifying.

The SAIA will keep our members informed on future developments regarding this very exciting project.

☞ **Further information: Zakes Sondiyazi**

✉ [Zakes@saia.co.za](mailto:Zakes@saia.co.za)

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## 3 GOVERNANCE RISKS

### 3.1 Treating Customers Fairly (“TCF”)

#### TCF BASELINE STUDY: FEEDBACK REPORT

##### 3.1.1 TCF Update

The FSB conducted a Treating Customers Fairly (TCF) baseline study in the first and second quarters of 2013. The feedback report on the TCF baseline study was issued on 13 December 2013, with the aim of providing feedback on the study findings to the financial services industry. The document also provides a brief update on the FSB’s overall implementation of the TCF framework and confirms that there is no single "launch date" planned for TCF implementation. Instead, the FSB intends on introducing TCF into both its regulatory and supervisory frameworks on a 'gradual, incremental basis'.

The report confirms that the FSB will adopt a consultative approach where specific new requirements and legislation are introduced. It further expresses the view that the general principles of TCF have been consistently communicated for a number of years, and the FSB therefore expects regulated entities to already be applying fair treatment principles in their overall business processes.

##### TCF enforcement of TCF

In applying its incremental approach to embedding TCF into both its regulatory and supervisory frameworks, the report states that the FSB has begun proactively and pre-emptively intervening for identified TCF conduct risks. Although TCF specific market conduct enforcement tools will only formally be included in future legislation, the FSB is of the opinion that the majority of material failures to treat customers fairly already constitute a contravention of existing legislative or regulatory requirements such as the FAIS General Code of Conduct.

##### 3.1.2 TCF Baseline Study Feedback

The feedback report differentiates the findings per sector without any specific mention of individual firm’s ratings. Twenty one (21) short-term insurance licence holders submitted responses to the questionnaire, and participation for the selected institutions was mandatory. The feedback confirms the overall average TCF readiness rating for short-term insurers was 65% at the time of collection of the responses. The initial baseline responses were submitted to the FSB during February and March 2013, with follow-up information requested and submitted in July and August 2013. The highest readiness scoring for the short-term industry participants was 75% for Outcome 3 (clear and appropriate information) and Outcome 6 (Claims, Complaints and Product Changes) respectively, whilst the biggest challenges were experienced with Outcome 1 (Culture and governance) at 56%.

The sector as a whole rated itself highest on the fairness of its claims handling processes, closely followed by the ease of changing products or providers and the quality of customer information. This is exactly the same rating on the sub-components of each TCF Outcome as the long-term insurance sector.

The FSB’s observations from the findings on the short-term insurance sector indicates that the low average rating provided by short-term insurers in relation to TCF Outcome 1 is consistent with the position of all industry sectors. Short-term insurers generally rated themselves between 50% and 59% for all elements of this Outcome, with only the fairness of decision making practices being rated above 60%.

The high average ratings in respect of service-related factors such as disclosure, complaints handling and claims handling, are also consistent with broader industry views. The high rating for claims handling is to be expected, with the report referring to claims as the insurer’s “shop window”.

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The FSB highlighted that in order to ensure fairness of the claims process, insurers should specifically focus on qualitative measures (such as the substantive fairness of claims decisions and the quality of communication around such decisions), over and above the speed and efficiency of claims handling processes.

In its concluding comments the report confirms that it does not focus on overarching, cross-sectoral findings from the baseline study, due to the substantial differences between the business models, products, services and customer groups covered and their divergent TCF implications. It does however conclude by way of a “heat map” format illustrating the overall average TCF ratings (expressed as a percentage) per sector and per TCF Outcome.

The TCF Baseline Study: Feedback report is available on the FSB’s website.

👉 **Further information: Lezanne Botha**  
✉ [Lezanne@saia.co.za](mailto:Lezanne@saia.co.za)

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### 3.2 Twin Peaks Model of Regulation

On 11 December 2013 National Treasury (‘NT’) gazetted a public invitation to comment on the draft **Financial Sector Regulation Bill, 2013**, together with a media statement on implementing the so-called ‘Twin Peaks’ model of financial regulation in South Africa.

The media statement sets out the envisaged phased approach to implementation of the ‘twin peaks’ reform, that gives effect to Cabinet’s decision to implement a “twin-peaks” model of financial regulation, set out in the NT policy document, “A Safer Financial Sector to Serve South Africa Better, 2011”.

The Bill marks the start of the first phase, which is to establish two separate regulatory authorities:

- A Prudential Authority within the South African Reserve Bank (“SARB”). The Prudential Authority will be responsible for the oversight of the safety and soundness of banks, insurers and financial conglomerates. The SARB will also take a leading role in financial system stability by also becoming the Systemic Regulator for the South African financial system, responsible for maintaining, and in the event of a financial crisis, restoring financial stability.
- A new Market Conduct Authority, established to protect customers of financial services firms, and to improve the way financial services providers conduct their business. The Market Conduct Authority will also be responsible for ensuring the integrity and efficiency of financial markets, and promoting effective financial consumer education.

In addition, the Bill approves the establishment of the statutory Financial Stability Oversight Committee (FSOC), chaired by the Governor of the Reserve Bank, with appropriate financial stability powers. The FSOC will be responsible for the publication of a financial stability review twice a year.

The draft Financial Sector Regulation Bill also creates the concepts of “mono-regulated” and “dual regulated” entities. Mono-regulated entities are those that undertake activities that only give rise to market conduct regulation (e.g. advisory and intermediary services). Dual-regulated entities are those that undertake activities giving rise to both prudential and market conduct regulation (e.g. banking and insurance).

SAIA has invited members to submit written comments to the SAIA on this important regulatory development in the insurance industry by Friday, 15 February 2014, and to attend a SAIA workshop on the Bill scheduled for Wednesday, 19 February 2014, to allow combined industry comments to be drafted and submitted to National Treasury by the due date of Friday, 7 March 2014.

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### 3.3 Marketing and Advertising Guideline

The Financial Services Board (“FSB”) Draft Information Letter, was issued on 13 December 2013, providing guidance on compliance with Sections 4(3) of the Long-term Insurance Act and Short-term Insurance Act and to ensure that the publishing or issuing of advertisements, brochures or similar communication relating to the business of insurers or long-term insurance or short-term insurance policies are not misleading, contrary to the public interest and does not contain incorrect statements of fact.

Section 4(3) of the Act provides that –

“If any advertisement, brochure or similar communication which relates to business of an insurer or to a policy, and which is being, or is to be, published or issued by a person, is misleading or contrary to the public interest or contains an incorrect statement of fact, the Registrar may by notice direct that person not to publish or issue it, or to cease publishing or issuing it or to effect the changes to which the Registrar seems fit; an advertisement, brochure or similar communication which relates to a policy must include the name of the insurer underwriting the policy.”

The following general principles will apply:

- accuracy and truthfulness;
- clear identification of the insurer;
- public interest;
- disclosure principles; and
- preventative and remedial measures.

The following specific practices are addressed:

- White labelling;
- Comparative marketing;
- Value judgments or subjective assessments by an insurer (“puffing”);
- Endorsements; and
- Cash-back bonuses.

Once the Information Letter is final, insurers whose advertisements, brochures or similar communications are not aligned with the principles referred to in the Information Letter, must take immediate and necessary remedial action. Should insurers not be able to align their practices with the principles in the Information Letter, they must inform the Registrar of same within thirty days (30) of the effective date of the letter and submit an action plan setting out how and by when the alignment will be completed.

The SAIA has invited its members to provide comments on the Marketing and Advertising Guideline and will provide feedback to the FSB accordingly by the deadline for comments, 28 February 2014.

### 3.4 Financial Services Laws General Amendment (“Omnibus Act”) Act, 2013

The Financial Services Laws General Amendment (“Omnibus Act”) Act, 45 of 2013 was enacted on 16 January 2014 by notice in the Government Gazette.

The aim of the Omnibus Act is to amend and update eleven financial sector laws, and seeks to:

- Close regulatory gaps identified by the Financial Sector Assessment Program conducted by the International Monetary Fund and World Bank regarding South Africa’s adherence to international standards for financial regulation;
- Effect improvements to certain provisions;
- Align financial sector legislation with the Companies Act, 2008;
- Amend the National Payment System Act, 1998, Medical Schemes Act, 1998 and the Co-operatives Act, 2005, to the extent that those laws impact on the stability of the financial services sector and impede on a holistic regulatory approach and effective supervision;
- Make the Financial Services Board the lead regulator where there is concurrent jurisdiction; and
- Rationalise and align the supervisory functions afforded to the Registrar;

The Omnibus Act will come into operation on a date to be determined by the Minister by notice in the Government Gazette. The Minister may further set different dates for different provisions of the Omnibus Act to come into operation.

 **Further information: Easvarie Naidoo**  
 [Easvarie@saia.co.za](mailto:Easvarie@saia.co.za)

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### 3.5 Solvency Assessment and Management (SAM)

#### Bracing for the SAM Primary Legislation

If one were to consider the timelines as set out in the Financial Services Board’s (FSB) 2013 SAM Update document, 2014 is certainly positioned to be an extremely significant and demanding year in the development of the new proposed Solvency Assessment and Management (SAM) regime.

One of the objectives that the FSB would like to achieve in 2014 is to have the SAM Primary Legislation (Insurance Bill) finalised and ready for submission to Parliament towards the end of 2014. It is expected that the FSB will release the first **public version** of the SAM Primary Legislation for comment before the end of the first quarter of 2014.

The FSB have further indicated that a SAM 2014 Update document is planned for release in the first quarter of 2014, which should be able to provide further industry guidance around significant SAM timelines as well as the expectations that the FSB have of the industry.

A greater urgency for industry and stakeholder involvement in 2014 is required in order to provide comprehensive comments on the Insurance Bill. It is anticipated that the first public version of the Insurance Bill will be substantial and onerous in nature, demanding a greater allocation and commitment of time as well as resources from the industry, in order to thoroughly scrutinise this important first public version.

As we edge ever closer to the SAM implementation date of 1 January 2016 and enter into a fundamental phase in the development of a new Insurance Bill for South Africa, the SAIA SAM Project Support Office (PSO) would like to encourage all our SAIA members to ensure that the opportunity to provide industry comment on the release of the first public version of the Insurance Bill is exploited to its full potential.

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In light of the above the PSO is currently preparing and refining a strategy as to the most prudent approach in which to ensure that sufficient constructive industry comments are submitted to the FSB regarding the Insurance Bill.

The 2014 year is undeniably the year when all hands are required on deck to ensure that the SAM ship, so to speak, is kept on its true course and safely steered to its final destination.

✉ **Further information: Gareth van Deventer**

✉ [Gareth@saia.co.za](mailto:Gareth@saia.co.za)

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## 4 OTHER INDUSTRY RELATED NEWS

### 4.1 Education and Learning in Insurance 2014

#### Qualifications

UNISA and the IISA are in process of launching a formal qualification at NQF Level 5 with UNISA in 2016, which may be one of the approved qualifications for the professional designation of a Licentiate.

This process is in progress with SAQA and the Council for Higher Education for registration, and with the IISA for changes to material where applicable.

Due to the launch of the new qualification, the current IISA Programme in Short Term Insurance at NQF Level 5 is in teach-out phase with UNISA. Any students who are not able to complete this qualification before the end of 2015, will be carried over to the new curriculum in 2016, and may then have additional subjects to complete.

Since UNISA disseminated communication, (has sent out a communication) regarding the teach-out implications and change in the curriculum, the IISA office has been inundated with enquiries around changes to the Associate and Fellowship programmes and requirements.

The IISA would like to reiterate that the change is only on the Licentiate programme at this stage. However, there is currently Associate programme learning material is currently under review, but does not affect the Licentiate programme.

#### NQF Levels

Saqa circulated a document in the 3<sup>rd</sup> quarter of 2013 addressing a shift in NQF Levels in qualifications and explaining the reasons. The document has been attached to this letter as well, for reference purposes.

The UNISA Centre for Business Management Brochure published for 2014 reflects that the NQF Level change has been applied to the IISA Programmes, however, we have had confirmation from UNISA that this is not the case and that the programmes are still at NQF Levels 5 and 6, until further notice.

It is necessary to note that the IISA's role in the partnership is focussed on the content and not on the NQF Level allocation, and therefore the IISA has very little influence in the NQF Level allocation of the programmes.

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## Continuing Professional Development (CPD)

While many employers and individuals have made use of our CPD programme, and the FSB have not communicated any update on their requirements to date, the IISA will be progressing on developing an online CPD programme in 2014.

It is our intention to launch the online programme this year, and that this facility will make CPD much more accessible to all individuals affected by CPD requirements.

The FSB have approached the IISA to add the FAIS Departments workshops for recognition to our CPD programme which is currently in discussion.

### FSB Board Notice 268 of 2013 – Revised qualification list

The IISA have reviewed the newly released qualifications list and can confirm that the Short Term Qualifications are all on the list and have the relevant recognitions applied to each one. It is also noted that the corrections indicated in our communication to the FSB in respect of the 2012 Board Notice have also been addressed.

The IISA commends the FSB on the release of the revised qualification list issued in Board Notice 268 of 2013.

For ease of reference we hereby confirm the Short Term Insurance qualifications listed below:

IISA DESIGNATION	QUAL NO	QUALIFICATION TITLE	ID NO	LEVEL	CREDITS	SHORT TERM PERS LINES	SHORT TERM COMM LINES
Fellow (FIISA)	356	FELLOWSHIP OF THE CHARTERED INSURANCE INSTITUTE (FCII) FOREIGN QUALIFICATION	FSB006	FOREIGN QUALIFICATION			
	124	ADVANCED DIPLOMA IN INSURANCE MANAGEMENT	College of Insurance FSB0202	7	120		
	93	PROGRAMME IN RISK MANAGEMENT	UNISA 75949	6	108		
Associate (AIISA)	278	DIPLOMA: INSURANCE (SPECIALISATION IN SHORT-TERM INSURANCE)	College of Insurance 20412	6	120	S	S
	808	ASSOCIATESHIP CHARTERED INSURANCE INSTITUTE (ACII) FOREIGN QUALIFICATION	CII / College of Insurance FSB0133	FOREIGN QUALIFICATION		S	S
	304	IISA PROGRAMME IN ADVANCE INSURANCE PRACTICE	UNISA FSB044	6	120		
Licentiate (LIISA)	232	HIGHER CERTIFICATE: SHORT-TERM INSURANCE	College of Insurance 20411	5	120	S	S
	232	HIGHER	Milpark	5	120	SP	SP

		CERTIFICATE: SHORT-TERM INSURANCE	Business School 83526				
	669	IISA PROGRAMME IN SHORT TERM INSURANCE	UNISA 76546	5	120	S	S
	212	NATIONAL CERTIFICATE SHORT TERM INSURANCE	57918	5	120	S	S
IISA Member Level 3	218	FURTHER EDUCATION AND TRAINING CERTIFICATE: SHORT-TERM INSURANCE	INSETA 49929/666 10	4	150	S	S
	219	FURTHER EDUCATION AND TRAINING CERTIFICATE: SHORT-TERM RISK MANAGEMENT	INSETA 57613	4	160	S	S
	213	NATIONAL CERTIFICATE: RISK MANAGEMENT	INSETA 24396	4	140	S	S
	212	NATIONAL CERTIFICATE: SHORT-TERM INSURANCE	INSETA 21796	4	120	S	S

👉 **Further information: Charmain Koch**  
 ✉ [Charmaine@iisa.co.za](mailto:Charmaine@iisa.co.za)

#### 4.2 Combining KwaZulu- Natal Financial Literacy Talent with Study Opportunities

The KwaZulu-Natal Financial Literacy Association (KZNFLA) recently partnered with the Insurance Sector Education and Training Authority (INSETA), the Financial Planning Institute of Southern Africa (FPI) and other affiliates, to promote financial literacy among youth in KwaZulu- Natal (KZN). This joint partnership hosted a speech contest amongst high school learners.

Grade 11 learners in KZN were invited to take part in the financial literacy competition and were given the chance to develop their financial management skills and win a bursary for their tertiary studies. The purpose of the speech contest was to present and promote career opportunities in the insurance sector. This objective aligns with the INSETA's bursary programme for unemployed youth. The INSETA believes that financial literacy should be developed in young people to become financially independent.

The project reached approximately 1 200 schools with the objective of informing pupils on the significance of financial literacy in everyday life. The INSETA has been involved with the KZN Competition on Finance for six years, and contributes prizes such as bursaries and sponsorships.

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The winner this year was sixteen-year old, Bongumusa Nkwanyane from Eshowe High School in the uThungulu District. He beat 11 other finalists to win first prize.

He won a bursary to study a Bachelor of Commerce in Financial Planning up to post-graduate level, which shall be funded by the FPI.

The KZNFLA was established in 2011 by the KZN Finance Member of Executive Council (MEC), Ms Ina Cronjé. The Association seeks to promote financial literacy in the province and now comprises of 100 entities. It co-ordinates and offers financial education to six focus groups: in-school youth; out-of-school youth; women and vulnerable groups; Small, Medium and Micro Enterprises (SMMEs) and co-operatives; government employees and traditional leaders.

The FPI of Southern Africa is the leading independent professional body for financial planners. The INSETA strives to develop the pool and quality of scarce and indispensable skills in the insurance sector, improving the sector and supporting South Africa's transformation.

👉 **Further information: Tshepho Mabika**

✉ [TshepoM@inseta.org.za](mailto:TshepoM@inseta.org.za)

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## 5 CIRCULARS

### Circulars: December 2013

#### SAIA General

SG2013/117 Acid Mine Water (AMW) Study Project Participation

Contact: Marina Adonis

SG2013/118 SAIA Scheduled IT Maintenance

Contact: Itumeleng Tabane

SG2013/119 Protection of Personal Information Act (POPI) Gazetted on 26 November 2013

Contact: Promise Mhlanga

SG2013/120 SAIA Scheduled IT Maintenance

Contact: Itumeleng Tabane

SG2013/121 Financial Services Board Website

Contact: Promise Mhlanga

SG2013/122 FAIS Guidance Note Sole Proprietors And Invitation To Submit Comments on Definition Of Liquid Assets

Contact: Promise Mhlanga

SG2013/123 SAIA Scheduled IT Maintenance

Contact: Itumeleng Tabane

SG2013/124 SAIA Media Target Publicity Campaign

Contact: Amanda Oosthuis

SG2013/125 Short Term Insurance Act 53 of 1998 Amendment of BN 134 in GG 35586 of 17 August 2012

Contact: Promise Mhlanga

SG2013/126 South African Revenue Services (SARS) Vat BGR 14 Update

Contact: Candy Lucas

SG2013/127 IGF Credit Intermediaries and Cancellation List  
Contact: Thembi Mokoena

SG2013/128 SAIA Scheduled IT Maintenance  
Contact: Itumeleng Tabane

SG2013/129 FSB Guideline on Debarment Sanctions Under Section 14(1) of the FAIS Act  
Contact: Promise Mhlanga

SG2013/130 Financial Sector Regulation Bill  
Contact: Tamara Jansen

SG2013/131 Save The Date - SAIA Annual General Meeting 2014  
Contact: Elaine Johns

SG2013/132 FAIS Information Circular 9 of 2013 Regarding the Update in Respect of Regulatory Exams  
Contact: Promise Mhlanga

SG2013/133 December Office Closure 2013-2014  
Contact: Elaine Johns

SG2013/134 South African Revenue Services (SARS) Vat BGR 14  
Contact: Candy Lucas

SG2013/135 Treating Customers Fairly Implementation Update & Baseline Study Feedback  
Contact: Tamara Jansen

SG2013/136 FSB Special Short-Term Quarterly Report – September 2013  
Contact: Elaine Johns

SG2013/137 Marketing and Advertising Guideline  
Contact: Easvarie Naidoo

SG2013/138 FSB Directive 148 FSB Directive 149.A.v (ST-LT) Placement of ST Insurance Business Offshore  
Contact: Elaine Johns

#### **SAIA Managing Directors**

MD2013/039 Urgent Invitation for Comments On The Draft Financial Sector Regulation Bill 2013  
Contact: Tamara Jansen

MD2013/040 Save The Date - SAIA Annual General Meeting 2014  
Contact: Elaine Johns

MD2013/041 Communication Regarding Microinsurance  
Contact: Amanda Oosthuis

MD2013/042 December Office Closure 2013-2014  
Contact: Elaine Johns

MD2013/043 Treating Customers Fairly Implementation Update and Baseline Study Feedback

Contact: Tamara Jansen

MD2013/044 Marketing And Advertising Guideline

Contact: Easvarie Naidoo

### **Motor**

MT20103/045 Publication For Comments Cross Border Road Transport Act No. 4 of 1998 on 19 Nov 13 in Government Gazette 37043

Contact: Marina Adonis

MT2013/046 Various Government Notices for the Members Information

Contact: Marina Adonis

MT2013/047 SAIA Motor Insurance Portfolio - An Update

Contact: Marina Adonis

MT2013/048 Black-Owned OEM Approved SAMBRA Motor Body Repairers

Contact: Marina Adonis

### **Circulars: January 2014**

#### **SAIA General**

SG2014/001 SAM Newsletter 13

Contact: Prisca Masuku

SG2014/002 Register Of The Status Credit Intermediaries And Cancellation List December 2013

Contact: Thembi Mokoena

SG2014/003 New Members Of The SAIA

Contact: Amanda Oosthuis

SG2014/004 Financial Services Laws General Amendment Act 45 of 2013

Contact: Prisca Masuku

SG2014/005 Request For Volunteers For The SAIA Consumer Education Radio Financial Literacy Project 2013/14

Contact: Amanda Oosthuis

SG2014/006 Comment on South African Revenue Services (SARS) VAT BGR 14 Draft Ruling

Contact: Candy Lucas

SG2014/007 Maximise Your Consumer Education Contribution

Contact: Amanda Oosthuis

SG2014/008 Guidance Note GN800 (a) Consumer Education

Contact: Amanda Oosthuis

SG2014/009 Draft Financial Sector Regulation Bill: Deadline Extended

Contact: Tamara Jansen

SG2014/010 Draft Code of Conduct In Terms of Clause 63 Of The Financial Services Laws General Amendment Act

Contact: Easvarie Naidoo

SG2014/011 FAIS Proposed 2014 Annual Compliance Report  
Contact: Promise Mhlanga

SG2014/012 SARS VAT BGR 14 and Draft Ruling  
Contact: Candy Lucas

#### **AMUSA**

AM2014/001 Casualty MV "Peace"  
Contact: Modiehi Rakhatoe

AM2014/002 Reminder: Draft Ruling - SARS VAT BGR 14 Update  
Contact: Modiehi Rakhatoe

#### **Intermediaries Guarantee Facility**

IG2014/011 IGF Reinsurance – Premium Bordereau 4<sup>th</sup> Quota 2013  
Contact: Tilly Welgemoed

☞ **Further information: Itumeleng Tabane**  
✉ [Itumeleng@saia.co.za](mailto:Itumeleng@saia.co.za)

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**IMPORTANT NOTICE**

Should you know someone, who is not a SAIA member, who might be interested in receiving the SAIA Bulletin let them contact Tessa Kerspuy, SAIA Graduate: Communications and Stakeholder Relations.

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