

INsure Group

Address to the SAIA cocktail function to be delivered on 29 July 2010

by

Mr. Charl Cilliers: Managing Director of the INsure Group

MR BARRY SCOTT, CHIEF EXECUTIVE OF THE SAIA, MEMBERS OF THE SAIA BOARD, HONOURED GUESTS, LADIES AND GENTLEMAN –

BEING ONE OF THE CO-SPONSORS OF THIS EVENT THIS EVENING IS INDEED, NOT ONLY A PLEASURE FOR THE INSURE GROUP, BUT ALSO A GREAT HONOUR.

THIS GIVES US THE OPPORTUNITY TO RECOGNISE THE PIVOTAL ROLE THE SAIA PLAYS - AND THE IMMENSELY IMPORTANT WORK THEY DO - WITHIN THE MARKET AND INDUSTRY

WE AT THE INSURE GROUP CONTINUE TO WORK DILIGENTLY TO MEET THE MANY NEW CHALLENGES AND OPPORTUNITIES WHICH THE DYNAMICS OF A CHANGING MARKET AND REGULATED FINANCIAL SERVICES INDUSTRY PRESENT.

IN STRIVING TO MEET THESE INDUSTRY CHALLENGES AND UPLIFTMENT GUIDELINES, INSURE CONTRIBUTES IN ITS OWN WAY TO THE SHORT-TERM INSURANCE MARKET AND ITS OBJECTIVES - ULTIMATELY SERVING THE CONSUMER IN THE MARKET.

OVER THE LAST YEAR 27% OF OUR STAFF MEMBERS HAVE BEEN UNDERTAKING FORMAL FAIS RELATED STUDIES.

CURRENTLY WE HAVE 21% OF STAFF MEMBERS EITHER FURTHERING SUCH STUDIES, OR HAVE STARTED SIMILAR STUDIES. THIS IS DONE WITH THE FULL FINANCIAL AND HUMAN RESOURCE SUPPORT OF THE GROUP, TRANSLATING INTO AN INVESTED AMOUNT OF ALMOST R 200 000 OVER THE LAST 6 MONTHS TO ENSURE THAT WE HAVE A QUALIFIED AND INFORMED STAFF COMPLIMENT TO SERVE OUR CLIENTS.

WE ALSO TAKE OUR TRAINING AND DEVELOPMENT OF PEOPLE FURTHER THAN ONLY OUR STAFF MEMBERS BY INVESTING IN THEIR CHILDREN IN RECOGNITION OF THE ROLE THEM, AS A FUTURE GENERATION, WILL PLAY IN THE ECONOMY OF OUR COUNTRY.

THROUGH OUR DIRECTORS BURSARY FUND, 50% FUNDED BY OUR DIRECTORS; WE HAVE SPONSORED SCHOOLING AND FURTHER STUDIES FOR THREE CHILDREN OF STAFF MEMBERS. THIS INITIATIVE WILL BE CONTINUED THIS YEAR AND HAS BECOME ONE OF THE MOST VALUED CONTRIBUTIONS WE MAKE TO OUR STAFF.

THE INCREASING ROLE TECHNOLOGY WILL PLAY IN THE FUTURE OF OUR INDUSTRY HAS BEEN HIGHLIGHTED CONSISTENTLY IN THE MEDIA.

THE RELIANCE, OPERATIONAL RISKS, LEGISLATIVE CHANGES AND BUSINESS CONTINUITY REQUIREMENTS TO ADDRESS AND MITIGATE THESE HAS BEEN YET ANOTHER CHALLENGE FOR OUR GROUP.

TO THIS END, OUR TECHNOLOGY INFRASTRUCTURE HAS BEEN EXTENSIVELY UPGRADED OVER THE LAST EIGHTEEN MONTHS TO ENSURE THE MAXIMUM RELIABLE SUPPORT TO OUR BUSINESS PROCESSES.

BENCHMARKED ENHANCEMENTS ARE CONTINUOUSLY APPLIED TO OUR VARIOUS PROPRIETARY SYSTEMS TO ENSURE SUSTAINABLE PERFORMANCE, RELIABILITY, DATA SECURITY AND BUSINESS CONTINUITY, WHILE AT THE SAME TIME IMPROVING THE CLIENT'S EXPERIENCE IN DOING BUSINESS WITH US.

OVER THE LAST TWELVE MONTHS WE HAVE INVESTED CLOSE TO R 5 MILL IN IMPLEMENTING THE LATEST TECHNOLOGY FOR NETWORK MONITORING, IT SECURITY AND DATA PROTECTION –TO MEET WITH THE OPERABILITY REQUIREMENTS OF THE FSB AND IN PREPARATION FOR THE IMPACT OF PROTECTION OF PERSONAL INFORMATION LEGISLATION.

WE HAVE APPROVED THE INVESTING OF A FURTHER R6 MILL OVER THE NEXT THREE YEARS TO MAXIMISE OUR DISASTER RECOVERY AND BUSINESS CONTINUITY ABILITIES.

OUR MARKET AND CLIENTS CAN THEREFORE HAVE THE PEACE OF MIND THEY DESERVE IN SELECTING THE INSURE GROUP AS THEIR SERVICE PROVIDER. THIS SHOULD ALSO GIVE THE INDUSTRY THE NECCESARY COMFORT THEY NEED, TAKING INTO ACCOUNT THE MORE THAN R10B OF GROSS ANNUAL PREMIUMS WE MANAGE AND FACILITATE THROUGH OUR OUTSOURCE SERVICES.

OUR SERVICE LEVELS TO CLIENTS ARE ALSO MONITORED ON A DAILY BASIS THROUGH A PROCESS WHEREBY STAFF EARN SERVICE BONUSES FOR EVERY CYCLE OF 60 DAYS ACHIEVED WITHOUT ANY SERVICE ISSUES – AN ACHIEVEMENT WE ARE PROUD TO SAY HAS BEEN REACHED TWICE IN THE LAST SIX MONTHS.

IN SPITE OF DIFFICULT ECONOMIC AND TRADING CONDITIONS, OUR COLLECTION VOLUMES HAVE GROWN WITH 29.2% DURING OUR LAST FINANCIAL YEAR. DURING THE FIRST SIX MONTHS OF THIS YEAR WE HAVE TAKEN ON 44 NEW COLLECTION CLIENTS AND 17 NEW PREMIUM FINANCED REFERRED BROKERS. WE HAVE NOT LOST A SINGLE CLIENT DURING THE LAST 18 MONTHS DUE TO INFERIOR SERVICE OR AN INABILITY TO PROVIDE SERVICE

WE BELIEVE THESE ACHIEVEMENTS ARE MADE POSSIBLE THROUGH THE CONFIDENCE AND TRUST OUR CLIENTS AND THE INDUSTRY HAVE IN RECOGNIZING THE INSURE GROUP AS A LEADING INDEPENDENT PROVIDER OF FINANCIAL SERVICES TO THE SHORT-TERM INSURANCE MARKET – OUR MISSION, WHICH WE LIVE UP TO EVERY DAY IN EVERY WAY.

SAIA COCTAIL FUNCTION: 29 JULY 2010

I WOULD LIKE TO THANK YOU FOR THE OPPORTUNITY TO SHARE OUR GOALS, PLANS AND ACHIEVEMENTS WITH YOU THIS EVENING. THANK YOU ALSO TO THE SAIA WHO MAKE AN INDUSTRY EVENT LIKE THIS POSSIBLE – WE LOOK FORWARD TO ENJOY THE REST OF THE EVENING IN YOUR COMPANY.

THANK YOU.