

Code of Conduct

The SAIA Code of Conduct

The SAIA and its members are committed to actively contribute to the principles of sustainable insurance practices. This is to ensure that the South African short-term insurance industry remains relevant, inspires confidence amongst its stakeholders and offers products and solutions that are beneficial to both the economy and society at large. To support these goals, the SAIA Code of Conduct was introduced in 2010 with the purpose of promoting high ethical standards and good business practices in the industry, as well as to give a clear indication of the self-regulatory guidelines followed by members. [Click here to read the SAIA Code of Conduct 2015.](#)

SAIA Code of Conduct Complaints Procedure

When a client has a complaint against a SAIA member, the complainant may lodge the complaint directly with SAIA. *The complaint must however be in relation to the transgression of a section of the SAIA Code of Conduct.* [Click here for the SAIA Complaints Form.](#)

The Code of Motor Salvage

The Code of Motor Salvage, included in the SAIA Code of Conduct (Annexure 3), is an agreement between the short-term insurance and banking industries, specifically the SAIA and its members, the Banking Association of South Africa (BASA) and its members, and the National Motor Financing Association (NMFA) and its members. The purpose of the Code of Motor Salvage is to establish a common approach by all parties when dealing with motor salvage in South Africa and to assist in combating motor vehicle crime, specifically the cloning of motor vehicles. [Click here to read the Code of Motor Salvage.](#)

Documents

Sort by:

Date Name Type

SAIA CODE OF
CONDUCT 2015

Apr 17, 2015

SAIA Code of Conduct 2015

SAIA CODE OF
CONDUCT
COMPLAINTS FORM

Mar 14, 2014

SAIA CODE OF MOTOR
SALVAGE

Aug 13, 2013

SAIA Code of Motor Salvage

INTERIM
Guidelines
ON Code 3, 3A
and Code 4