



## THE TEAM



We find ourselves in the middle of winter, faced daily with frustrations and concerns as load-shedding once again becomes the norm and covid-19 infection rates increase. Your insurance should not be one of your concerns and we would like to thank you for your continued support and the confidence that you have placed in National Satellite Brokers (NSB) to handle your most valued assets. We do not take this responsibility lightly and consider it an honour and a privilege that you chose us as your Broker.

In our newsletters we communicate important information related to your insurance, and provide suggestions on how to manage your risk better. We trust you enjoy our communications and we look forward to any feedback related to the information provided.

From 1 July 2021, the Protection of Personal Information Act (POPIA) is coming into effect. The Act is to protect how your personal information is used, stored, and processed. We have been hard at work to ensure that we comply with all the requirements of the Act and would like to assure you of our commitment to protecting your personal information.

In the coming weeks you will receive correspondence from us requesting your consent for the possession, processing, storage and retention of your personal information. Should you have any queries related to such correspondence, please contact our offices.



## WHEN IS A LINKED ALARM A REQUIREMENT ON YOUR INSURANCE POLICY?

Every insurance company has their own terms and conditions that you, as the client, must comply with when accepting the policy. One of these conditions may be the installation at the risk address of a SAIDSA-approved system that is linked to a 24-hour armed response company. It is very important to comply with this requirement as the insurance company may decline a claim if the requirement was not met.

### Important notes to remember when you have a linked alarm requirement on your policy:

- Ensure that your alarm system installations and equipment meet appropriate industry standards and choose a service provider that is registered with the South African Intruder Detection Service Association (SAIDSA).
- Your alarm system should be tested regularly to ensure that all components, including the battery, are in good working condition. Insurance companies have the right to ask the alarm company to provide proof that the system was tested regularly.
- You must activate the alarm every time your residence is left unoccupied and when you go to bed at night. If the alarm was
- not activated as per the requirement, the insurance company may repudiate your claim.
- Make sure that none of the passive infrared motion detectors of the required alarm system are obstructed or bypassed.
- Always inform the insurance company if there are any changes relating to your alarm system or armed response company.
- Ensure that the back-up battery is in a working condition as the alarm still needs to be fully functional even during periods of load-shedding or power failure.

**Please refer to your policy schedule to see what security requirements are applicable to your contents and building sections. Do not hesitate to contact us if you have any questions regarding your security requirements.**





## POWER SURGES

Load-shedding not only causes increased frustration with traffic and interfering with work productivity, it also leads to an increase in household contents and buildings claims due to power surges.

**A power surge is an abnormally high voltage lasting for a short period of time.**

Following a period of load-shedding a household or business premises may experience a power surge when the electricity returns and clients find that electronic equipment no longer works. Depending on the type of item damaged, you could possibly have a claim under the contents section for televisions, refrigerators and/or freezers; and under the buildings section for alarm systems, gate motors and/or garage motors.

However, insurers do not always automatically include this peril under the contents and building section of a policy. This is usually additional cover that needs to be added to these sections, and at an additional premium. Many insurers may further require the client to install various surge protection measures in order to minimise the risk to electronic equipment.

In addition, insurers usually have a policy extension, with a limit of cover, provided for accidental spoilage of the contents of your refrigerator/freezer. On a personal policy, this will apply to refrigerators/freezers inside your private residence and outbuildings, if caused by a change in temperature not resulting from someone adjusting the temperature control.

However, this cover excludes spoilage due to load-shedding by a power supply authority, unless the duration of the power cut exceeds 24 hours. And, spoilage as a result of non-payment or non-purchase of power or any type of fuel is excluded.

**Check in with our offices to see if power surge cover has been included in your policy and to what amount.**



# THE ROAD ACCIDENT FUND

The Road Accident Fund (RAF) provides compulsory cover to all users of South African roads, citizens, and foreigners, against injuries sustained or death arising from motor vehicle accidents within the borders of South Africa. This cover is in the form of indemnity insurance to persons who cause the accident, as well as personal injury and death insurance to victims of motor vehicle accidents and their families.

## What you can claim from the road Accident Fund?

- Medical expenses that result from a motor vehicle accident;
- Funeral expenses in the case of a death caused by an accident;
- General damages for pain and suffering, provided you suffered a serious injury, have lost an unborn child or have sustained serious disfigurement, mental impairment or the loss of a bodily function;
- Loss of earnings if you were unable to work because of an accident;
- Loss of support, if a household's main income provider was killed in a road accident that resulted from someone else's negligence.

## Who can claim from the Road Accident Fund?

Drivers, passengers, pedestrians, cyclists, and motorcyclists can all claim from the Road Accident Fund, if they were not entirely responsible for the accident. The fund provides cover for both south Africans and foreigners involved in accidents on South African roads.







# THE ROAD ACCIDENT FUND

## You can claim from the RAF if:

- You were injured in an accident and were not the driver solely responsible for the accident;
- You are the driver responsible for the accident but not the owner of the vehicle, and the accident was a result of the owner's negligence (for example, because the owner failed to replace worn brake pads on the vehicle);
- Your child, spouse or other person who was dependent on the income of a person killed in an accident. You are a close relative of the deceased and paid for this person's funeral.

## You cannot claim from the RAF if:

- You were the driver and are the owner of the vehicle solely responsible for the accident;
- You were the only person involved in the accident (for example, you were injured because you crashed your vehicle into a tree or other obstacle, and nothing else, such as badly maintained roads, contributed to the accident).

For more information, access their website at  
[www.raf.co.za](http://www.raf.co.za).



## BUILDING INSURANCE

Building insurance covers the structure of the premises, including all outbuildings, gates and gate motors, swimming pool and spa pump, boreholes and geysers.

When a building is still subject to a bond agreement with a bank, it must be comprehensively insured. Once the building is fully paid off, insurance is imperative to cover catastrophes and unpreventable losses due to fires, storms, impact, theft, accidental damage, subsidence and landslip and malicious damage.

### Sum insured

When considering the insured value, one should not look at the market value of the building, but rather the cost to rebuild in event of a total loss and with new materials. In addition, the following costs need to be included in the insured value:

- Professional fees;
- Demolition charges;
- Debris removal; and
- Making the site safe.

If at claims stage you are found to be under insured, average will apply, meaning that the total loss might not be covered and you might only be paid out proportionally.

You should review the sum insured on a yearly basis and inform us if you made any additions or alterations (example solar panels) to the building that will increase the risk or value.

# BUILDING INSURANCE

## Underwriting Criteria

Along with the sum insured, the following factors will be taken in to account to determine the premium on a building:

- Type of structure; a building with a thatch roof or wooden structure on the premises has a higher probability of fire and therefore a higher premium could be charged;
- Occupancy of the residence; a holiday home where there is only occasional occupancy has a higher risk of and malicious damage and/or damages that aren't reported as soon as they have occurred;
- Age of building; an older building may pose the increased probability of structural damage in event of a storm.
- Subsidence and landslip; if a building is constructed on clay based soil, the risk of landslips and subsidence needs to be taken into account and optional cover needs to be requested.

## Geysers

An important matter is to inform the insurer of the type of geyser that you've installed. We've seen an increasing number of solar and gas geysers being installed. The value of these geysers might be higher than the average electric geyser, and provision must be made on the policy for this.

## Maintenance and General Up-keep

For a valid claim to be considered the event that caused the loss must be an unforeseen incident that takes place unexpectedly. Therefore, it is your responsibility to exercise due care by conducting regular maintenance of the building. Losses which occur as a result of gradual deterioration and wear and tear are specifically excluded on the policy.

**Make sure to read all terms and conditions on your policy and give us a call to discuss your cover.**

**“BY FAILING TO PREPARE, YOU ARE PREPARING TO FAIL” ~ UNKNOWN**



# welcome

We would like to welcome Darréle Kelbrick to the NSB team. Darréle has been working in the insurance industry since 2004 and has her National Certificate in Short-term Insurance. Darréle specialises in providing expert insurance solutions to our personal lines clients. Darréle has joined the sales team and we are excited about the value she will add to as part of our dynamic team.



*Welcome to the team, Darréle!*

WE ARE EXCITED TO HAVE YOU AT NSB!



# CONGRATULATIONS TO OUR REFER A FRIEND COMPETITION WINNERS!



WE WOULD LIKE TO THANK ALL OUR CLIENTS THAT PARTICIPATED IN THE REFER A FRIEND COMPETITION. WE HAD OUR LUCKY DRAW ON 11/06/2021 AND WOULD LIKE TO CONGRATULATE THE FOLLOWING WINNERS:

FIRST PRIZE: **S. Mekane**

SECOND PRIZE: **J. Rissling**

THIRD PRIZE: **J. Erasmus**

PROUDLY ASSOCIATED

