



# NEWSLETTER

## SEPTEMBER 2022



### THE TEAM

NSB PERSONNEL ARE QUALIFIED SPECIALISTS IN THE SHORT-TERM INDUSTRY AND PROVIDE SERVICE WITH PASSION AND INTEGRITY.

### *inside* THIS ISSUE

New processes in our offices	1
What happens to my premium after a claim?	2
Third party recoveries	3
Car hire, why you need to pay a fuel deposit	5
Insurable Interest	7

We would like to remind you to click the "Like" button and join our Facebook page





# NEW PROCESSES IN OUR OFFICES



Dear NSB client,

**We excited to share another newsletter with you, packed full of information and advice.**

First off, I would like to take the opportunity and welcome Madele Pretorius to the NSB team. Madele completed her NQF 4 qualification in Short Term Insurance in 2016 and has more than 20 years' experience. Madele is joining the team as a personal and commercial portfolio consultant. We are looking forward to the value she will be adding to the team.

With the team growing we were excited to look for bigger office space.

**Please note our new address:**

*Glen Manor Office Park, Building 5, Office 2  
138 Frikkie de Beer Street, Menlyn*

We continuously strive to enhance our services and provide our valued clients with a professional experience.

We are currently busy implementing new processes. Every client will be allocated a dedicated internal Consultant offering a personalised experience. You

will therefore have one person that will be responsible for any policy amendments, renewals, claims and general policy enquiries.

Your personal portfolio consultant will be sending you a letter within the next few weeks to introduce themselves and to make sure you have all the required contact details to get a hold of them.

We trust our new process will be a great benefit to you.



# WHAT HAPPENS TO MY PREMIUM AFTER A CLAIM?



a Client's insurance history and claims history is a big factor in calculating an insurance premium. The longer you have had insurance and the fewer claims you have had will result in a lower monthly premium.

Many insurers make use of a No Claim Bonus (NCB) when calculating premium. For every year you have been insured you will get a 1 NCB. Every NCB equals a certain percentage discount applied on the policy. Different policy sections have different maximum NCB's that can be earned.

Once a claim has been successfully settled, the insurer will deduct a certain number of the NCB's. The result of this will be an increase in premium.

Once a year when a renewal is done on the policy, we make sure that the NCB on each section is increased if no claims were submitted in the past 12 months.

The insurers that do not work with a no claim bonus system, will calculate a certain percentage increase following a claim. We all know that insurance premiums go into a pool and out of that

pool all claims get paid. If we do not have the NCB adjustments the pool will run dry or we will pay unaffordable premiums.

**Claim-Free Group is a concept used by some insurers to reward you for not claiming by increasing your premium discount. After a claim this might be reduced again.**



# RECOVERIES

**To fully understand the Third-Party Recovery process, please take a few minutes to read this explanation of the procedures involved in a recovery and the potential problems that arise.**

Once your vehicle has been repaired – the Recovery process begins. Insurers either handle this recovery in house, or it may be outsourced to a Legal Department or firm of Attorneys.

In an ideal world, the Third Party involved would have reported the incident to his Insurers, given a full and truthful account of what happened. Your insurer will try to recover all expenses incurred and also your excess from the Third-Party Insurers.

**HOWEVER, THIS IS WHAT COULD GO WRONG RESULTING IN DELAYS AND IN SOME INSTANCES, AN UNSUCCESSFUL RECOVERY ATTEMPT.**

- The Third Party involved may not have given you correct contact details and Insurers are therefore unable to locate the person
- The Third Party may not have reported the incident to his own Insurers and as such, they are unable to proceed with your recovery until their own client lodges a claim
- The Insurers of the Third Party may have repudiated his claim for a variety of reasons (unpaid premiums, un-roadworthy vehicle, no driver's license)

- The Third Party may dispute your version of the incident and blames you for the damages (including damages to his vehicle) – without an independent witness to substantiate your version, it may result in a "he said, she said" scenario where no-one can prove their version of events
- The Third Party might not have insurance

All the above and many more factors, may hamper the recovery of your outlay and the subsequent reinstatement of your No Claim Bonus. This is not your Insurers fault – remember that they stand to lose the most here and it will always be beneficial for them to succeed with a recovery.





All Insurance policies state that the excess (or first amount payable) must be paid in the event of you submitting a claim to them. This is irrespective of who might be to blame for the incident... you are claiming, and the first amount payable is for your account.

A final hurdle that is sometimes encountered is the pace at which the Third-Party Insurer may work. Once they have been notified of your Insurers intention to recover the damages, they would deal with the claim in line with their own internal processes and this may not be at the speed we would want it to be. Rest assured, we will always try our best to secure a full recovery for you, our client.





# CAR HIRE, WHY YOU NEED TO PAY A FUEL DEPOSIT.

## **Always wondered why a deposit is required by car rental companies?**

When collecting your rental car, the rental company will hold an authorization amount over and above the estimated rental cost on your payment card for the duration of the rental. They do this to make sure they don't lose money if there are any problems during your rental period. For example, if you return the car late, damaged, if you have speeding fines, used E-toll or very dirty, they will hold on to some or all of your deposit.

Upon returning your Vehicle, your credit card will be debited with the final amount due and the difference of what was being held will be released. Car hire deposit amounts can be anything from

R1200 to R2800 in some cases even more. The amount depends on the type of car, time of year and the car rental company.

**It usually takes about 21 working days to get your deposit back after you return the rental car.**

The refunds are subject to the standard rental Ts & Cs, provided there is no damage. The cardholder should have available funds for the rental deposit. It is important for the customer to be aware that the rental deposits required on debit cards are higher than those on credit cards.





**The Renter will need to have the following when collecting their Vehicle:**

- Credit card in the main Renter's name
- Valid driver's license (International visitors will need to produce a valid passport as well)

If you have pre-paid your rental, you will need to produce the same credit card that was used for the rental payment.

Only the person who signed the rental agreement is authorised to drive the Vehicle unless additional drivers were listed on the rental agreement. An Additional Driver Fee is levied to cover the renter's liability. If an unlisted driver is involved in an accident or theft of the Vehicle occurs, the renter will be liable for the full damage and/or replacement costs.

Vehicles are delivered with a full tank of fuel and the Renter can either fill the tank or it can be filled for you. The Renter is charged for refueling the Vehicle upon termination of rental. Fuel consumption is gauged from rental station to rental station.

If you have a rental car option on your policy, please note that your insurer will only be liable for the day to day cost and the deposit will still be for your own account.



# *insurable* INTEREST

## **What is insurable interest in short term insurance?**

In the South African insurance law, without an insurable interest a contract of insurance will be invalid. Usually, a person is said to have an insurable interest where he or she faces financial harm on the loss or destruction of the subject matter which they have insured.

## **What is the principle of insurable interest in insurance?**

The principle of Insurable Interest is one of the fundamental principles of insurance. It is defined as the concern of an individual towards obtaining an insurance policy for an item against any type of unforeseen events such as losses or death.

## **What is an example of insurable interest?**

For example, if an individual wanted to purchase a home for R400,000 with a down payment of R75,000 and took out a mortgage for the rest, the bank would then have an insurable interest in the house of R325,000

A person or entity who has an insurable interest in such an item, event or action would generally take out an insurance policy protecting them against the loss of that item, or event in question. If you do not have an insurable interest, then you cannot take out insurance to cover the loss.

**An insurable interest must exist when the policy is issued and when any loss occurs.**

INSURANCE  
POLICY  
TERMS AND CONDITIONS

## *Insurable interest examples*

- Yourself
- Your spouse
- Your children
- A special needs adult child
- An aging parent(s)

Basically, you can only insure items belonging to you. Meaning you will suffer financially when the item is lost or damaged.



# welcome to the team, Madele!

WE ARE EXCITED TO HAVE YOU AT NSB!



My name is Madele Pretorius, I live in Rangeview Krugersdorp and I am happily married. I have a daughter that's 16 years old.

I am passionate about my work and provide excellent service and satisfaction when it comes to our clients. I have been in the insurance industry for over 20 years doing personal and commercial insurance. It is my goal to exceed the expectation of our clients. Everyday is a challenge that I look forward to. In my spare time, I help to feed the poor and the needy.

I am excited to join the NSB team and looking forward in assisting the client to the best of my ability.

# WE GOT YOU!!!

**We design our innovative products and smart services with one goal in mind - to safeguard and support you at home, on roads and in life.**

From protecting your loved ones, running your business smoothly, tracking and taking care of your car and even saving on your electricity bill, you can always trust Tracker to make your life a little easier and a lot more stress-free.



**Save  
up to 40%  
on electricity  
and be this  
happy.**

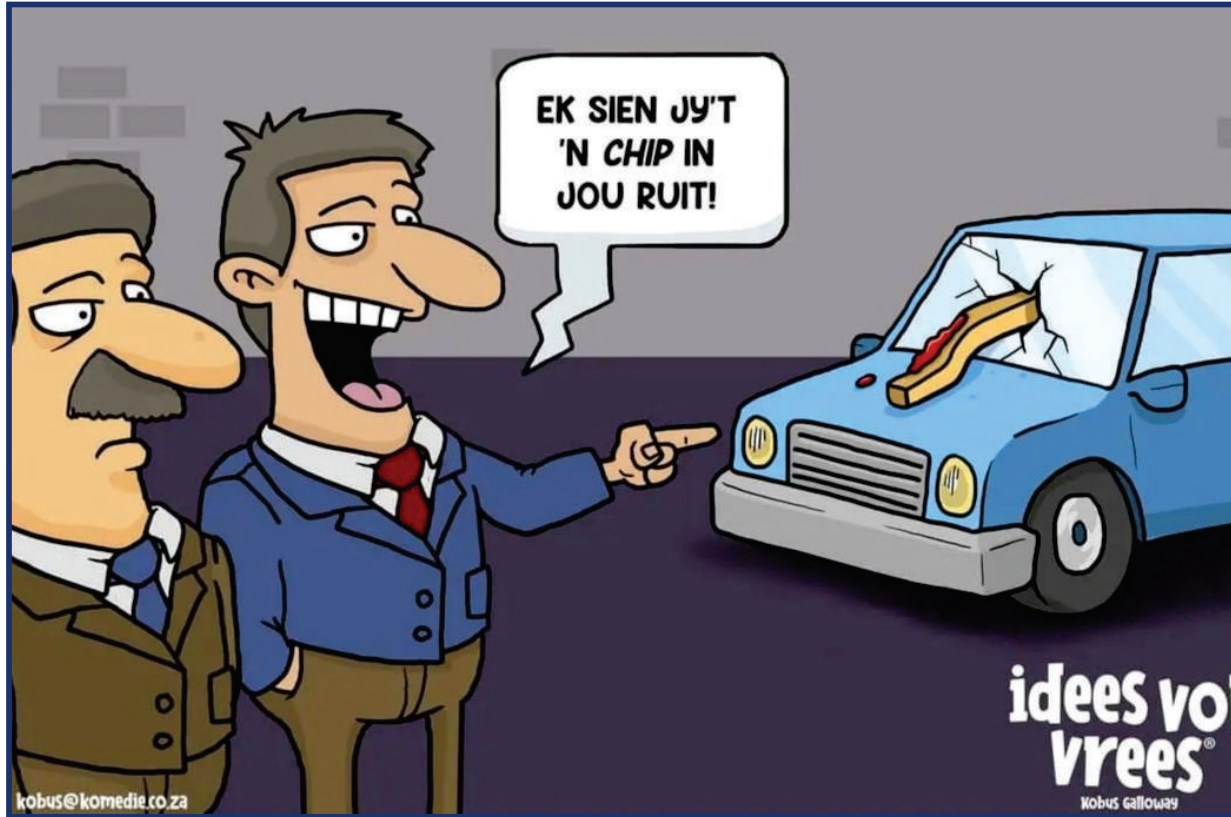
## TRACKER SMART GEYSER

Saving through control - We all need our geysers - they are essential to living a comfortable life. But they can be quite tricky to manage in these times of sky-high electricity bills. Tracker Smart Geyser helps you proactively monitor your geyser's health and save a significant amount of money with reduced electricity usage.

### **The benefits of the Tracker Smart Geyser:**

- Enjoy electricity savings of up to 40%
- A 98% reduction in water damage from geyser failure
- A 90% reduction in the chance of the geyser element blowing. With the user-friendly smartphone app, you can share control of the geyser with tenants, family and friends.

**In addition, you can monitor daily usage, energy savings and the scheduling of your geyser's running time. The app will also provide you with instant fault notifications.**



Proudly Associated

