



# NEWSLETTER

## JANUARY 2023

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**SHORT TERM INSURANCE**  
Car, Home And Business Insurance



# WELCOME TO 2023

Dear NSB client,

**We trust you had a blessed festive season and wish you and your loved ones a prosperous New Year.**

We stand at the beginning of 2023, where **NSB** celebrates its **25th anniversary**. Our focus and goals continue to be to strive for excellence in the service we provide to you. We are excited for the new challenges this year will present and finding innovative ways to ensure that we provide you with the best insurance solutions in the market.

A massive thank you to our clients and business partners for your support in the last 25 years.

We remind you of the **NSB Facebook** page. Please click like and get regular insurance-related information and updates.



FROM THE DESK OF OUR  
GENERAL MANAGER

*Jano Prinsloo*



## POWER SURGE

A Power Surge is a sudden voltage spike travelling through your home's electrical system. The surge can damage any electronic equipment or appliances that are plugged into the wall sockets. The electrical wiring in your building can also be damaged and in some cases cause a fire.

### Power surges are typically caused by:

- Transmission line malfunctions, surge switching, power grid switching and maintenance work conducted by the power supplier
- Lightning if it strikes your home, phone lines or power lines
- Aging, malfunctioning or defective wiring in your home
- Power restoration following loadshedding.

Most insurers include a small limit under the household and buildings sections to cover you for power surge. However, some insurers are excluding damage caused by loadshedding as this is not considered an unforeseen event. The limit automatically included on your policy may not be sufficient to cover all your electronic equipment and / or appliances. You have the option of increasing the limit on your policy, at an additional premium. You are welcome to contact us for quotations to increase the power surge cover.

### How do I protect my appliances against power surge?

- Install a surge arrester to protect all the electrical circuits in your house. The surge arrester is installed at your Distribution Board where the power comes into your home. The installation should



be done by a certified electrician.

- Ensure that all your appliances have surge protection plugs attached or use a power strip with built-in surge protection.
- If possible, unplug your appliances in the event of loadshedding or thunderstorms. Once the power is restored, wait a further 10 minutes before plugging in your appliances again.

With loadshedding as a part of our lives now, we must take all precautions to avoid damages to essential appliances. Please give us a call if you are unsure whether your policy includes this cover.



FROM THE DESK OF OUR  
OFFICE MANAGER

*Sandra Breytenbach*



# IMPORTANCE OF BUILDING MAINTENANCE

## A NEW YEAR AND A NEW TO DO LIST!!

**The last thing on our minds is our insurance and all the requirements. So, I would like to take the opportunity to gently remind you about the importance of maintenance on your home. Please remember that wear and tear is not an insurable peril, and it is the insured's responsibility to ensure that the insured property is regularly maintained.**

- After the recent summer rains and storms, the gutters may be full of debris and leaves. Gutters need to be cleaned regularly to avoid build-up of water which can possibly cause damage to your home.
- The sand in your swimming pool pump needs to be changed regularly. It would be a good idea to keep record when you change the sand so in the event of a claim you are able to provide the insurer with sufficient evidence that you fulfilled your obligations.
- Your gate and garage motors should be serviced regularly as required by the manufacturer.
- Thatch roofs require special maintenance such as brushing regularly, patching problem areas, capping and ridge repairs.
- Keep an eye on the tree roots which can cause damage to paving, boundary walls, pipes and the foundation of the property. These damages happen over a period of time and are specifically



excluded in your policy wording.

- If there is any indication of rising damp, please have an expert check it and have the affected sections damp-proofed and repaired. Rising damp can escalate quickly and is not covered by your policy.

**Property maintenance is very important as the costs can be huge if you don't maintain your home and disaster strikes.**

**Always inform us when contractors are working in your home as most insurers exclude damages caused by contractors. Take note that theft cover will be excluded while the work is in progress.**



FROM THE DESK OF OUR  
PORTFOLIO CONSULTANT

*Renè Scheepers*



# HOLIDAY HOMES AND UNOCCUPIED BUILDINGS

## LET'S GET CLARITY REGARDING UNOCCUPIED PROPERTY.

An unoccupied property is an easy target for vandalism, malicious damage or attracting unwanted 'guests'. Where a premises is unoccupied for long periods of time, you may only become aware of damages long after it has occurred.

Your holiday home might be in a small seaside town where crime is very low. Insurers might have a different view, as they see it as a target because criminals know that the property is normally left unoccupied for months at a time. The risk therefore increases.

Insurers require that policyholders take all the necessary precautions to protect the insured property. Where a premises is unoccupied for 60 days or longer, the risk increases and most insurers will apply a loading to the premium.

Cover might be restricted if a property is unoccupied for more than 60 days and the insurer did not agree in writing to extend the cover at an additional cost. Cover against loss or damage caused by burglary or theft might be excluded for similar non-disclosure. Water, flooding, and fire cover might also be restricted when a property is unoccupied for longer than 60 days.

An unoccupied building might also have special security requirements to prevent loss. Your insurer will specify the security requirements in your policy agreement, but they typically include:



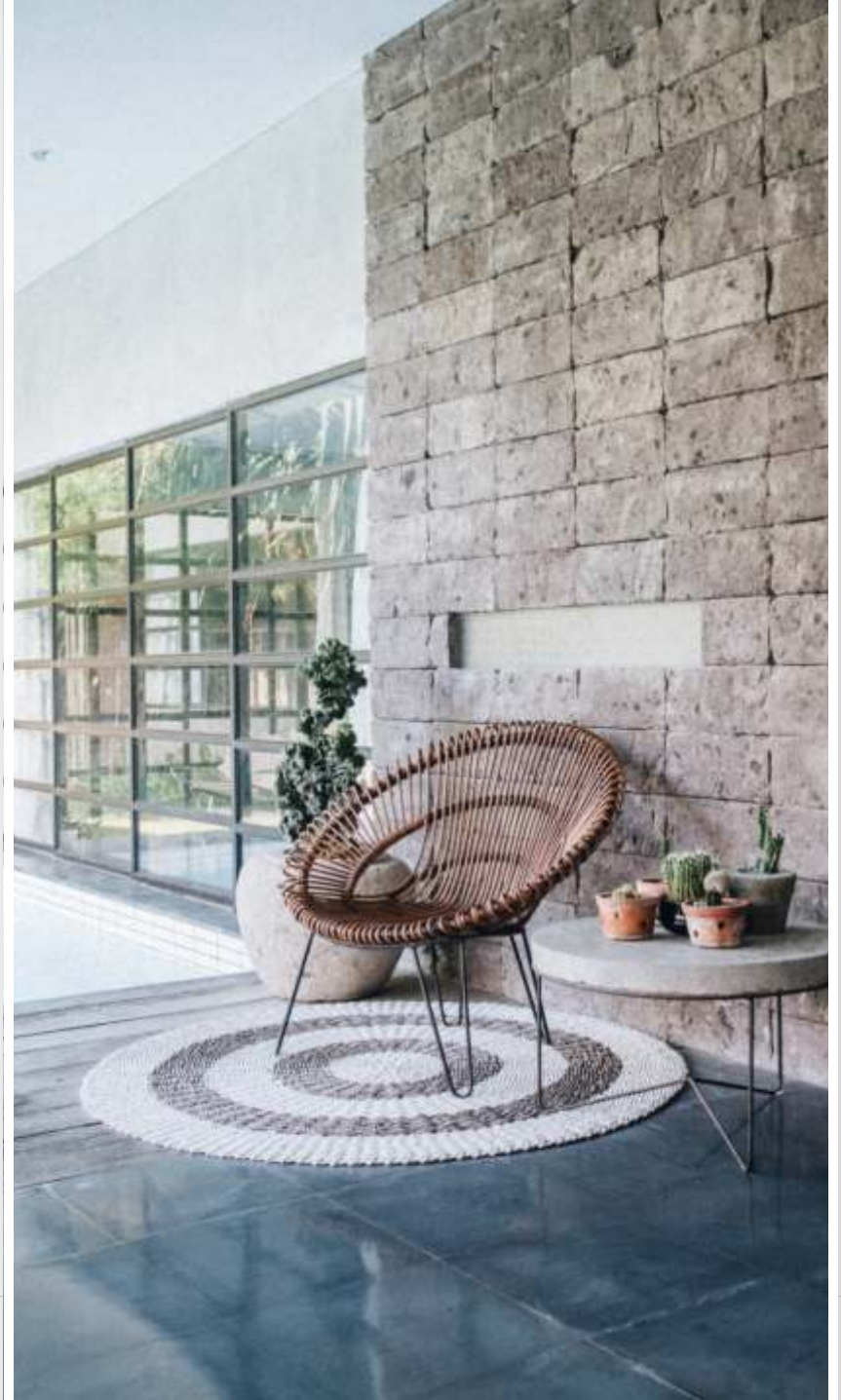
- Burglar bars installed on all windows
- Security gates installed on all external doors
- Aradio-linked alarm system with armed response
- Additional locking mechanisms for all the sliding doors

**Therefore, it is important to get clarity on the terms and conditions in your policy and correctly inform your broker about periods of non-occupancy.**



FROM THE DESK OF OUR  
PORTFOLIO CONSULTANT

*Alna Bloem*





# COMMUNES

**Communes are shared accommodation by a group of people such as students or young professionals who live in one residence.**

This is a much less expensive option for student accommodation as they share the cost of living and all items in an around the house would be shared between those living in that house. Occupants would have equal rights to make use of communal property.

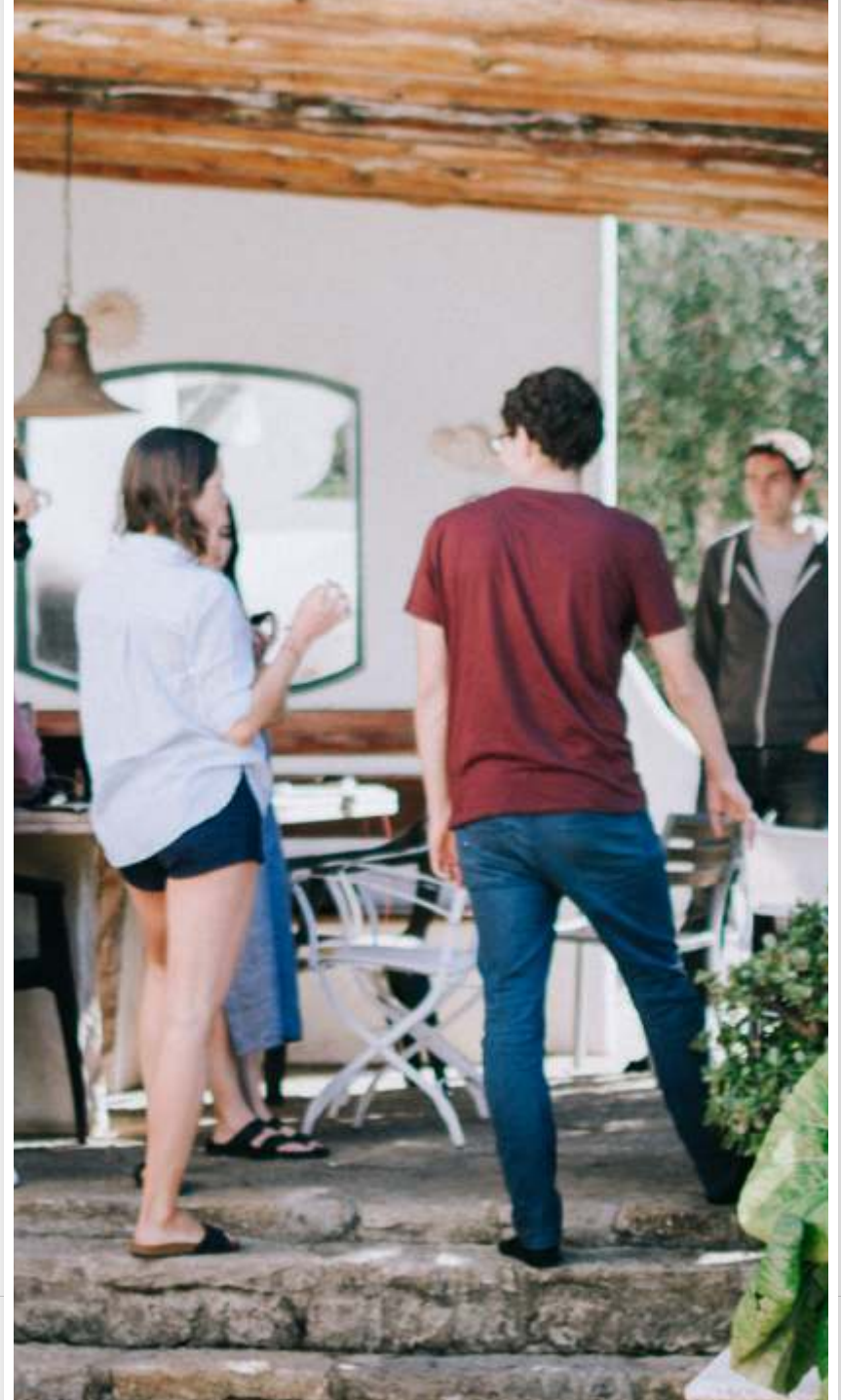
Most insurance companies that deal with personal insurance exclude cover for contents in communes, as the risk is higher. However, if you have a child who is currently studying and resides in a commune, you may be able to add your child's personal possessions to your own insurance policy. Should you require such cover, please contact us and we will discuss the risk with your insurer to see what options are available.

If you own a property that you rent out as a commune, you will need to look at insuring the structure. Once again, we can discuss the risk with the various insurers that we have agreements with and provide you with quotes to ensure you receive the best possible insurance cover options.



FROM THE DESK OF OUR  
PORTFOLIO CONSULTANT

*Madele Pretorius*



# ACCIDENTAL DAMAGE

## WHAT IS ACCIDENTAL DAMAGE INSURANCE?

It is unintentional damage caused suddenly and unexpectedly by an outside force or incident to your building and / or contents.

### *Forexample:*

You are cleaning your house and accidentally bump into the television, which causes it to fall and break. The damage to your television will then be covered under this section up to the amount/limit set out in your policy schedule.

## DO I NEED ACCIDENTAL DAMAGE INSURANCE?

Accidental damage cover acts as a safety net, covering the accidental physical loss of, or damage to property that is not covered in any other section (Building or Contents Sections) of your policy.

You can add accidental damage cover to either your contents insurance or to your building insurance. Or even both. Adding accidental damage cover to your policy gives you more comprehensive insurance and offers peace of mind.

Some insurers will exclude damage to your laptop and cell phones under the contents section. You will have to specify these items separately under the All Risks section to enjoy cover.



### WHAT IS EXCLUDED UNDER ACCIDENTAL DAMAGE INSURANCE?

Accidental Damage does not include cover for any of the following:

- Depreciation, or gradual causes such as wear and tear, rust, rising damp and mildew, corrosion or decay
- Damage caused by moths, vermin or insects
- A cleaning, repairing or restoration process
- Cracking or scratching (unless caused by theft, attempted theft, fire or explosion) of glassware, glass or other brittle articles other than jewellery, cameras, fixed glass or TV sets
- Mechanical, electrical or electronic breakdown of electronic equipment, unless otherwise stated in the schedule
- The cost of reproduction or repair of data or software
- Loss or damage caused by domestic animals

**You are welcome to contact us should you require a quotation or wish to further discuss this type of cover.**



FROM THE DESK OF OUR  
SALES CONSULTANT

*Darrelle Kelbrick*



CELEBRATING  
**25**  
YEARS  
1998 - 2023

Thank you for your continuous support and loyalty.

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