



EDITION 13

NEWSLETTER

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SHORT TERM INSURANCE

Car, Home And Business Insurance

SECURITY PRECAUTIONS FOR THE FESTIVE SEASON

Dear Valued Clients,

As we approach the festive season and the end of another remarkable year, we wanted to take a moment to express our deepest gratitude for your trust and continued support. It is with immense pleasure that we extend our warmest wishes and heartfelt thanks to you.

Your business has been the cornerstone of our success, and we truly appreciate the confidence you've placed in us as your preferred short-term insurance broker. We are privileged to be your partner in safeguarding what matters most, ensuring peace of mind and security for you and your loved ones.

With the festive season just around the corner, we'd like to share some important tips to help you stay safe during this joyful time:

1. Emergency Preparedness

Ensure your 24-hour roadside assistance number is readily available. We understand that unforeseen incidents can happen on the road, and having this number on hand can make a world of difference.

2. Home Security

As you prepare to celebrate with family and friends, take a moment to review your home security. Check that your alarm system's backup battery is in a working order, and confirm that all doors and windows are secure. It's a small effort that can provide peace of mind while you enjoy the festivities.

3. Safe Travel

If you're planning to travel during the holidays, make sure your travel insurance is up to date and covers your specific needs. Travel with the necessary documents and information, and share your



itinerary with a trusted contact.

4. Fire Safety

If you'll be enjoying holiday decorations and festive lighting, remember to exercise caution. Ensure that Christmas lights and candles are turned off when not in use to prevent accidents.

5. Online Shopping Security

In this digital age, many of us will be doing holiday shopping online. Be cautious of phishing emails and online scams. Shop from reputable websites, and double-check the security of your online transactions.

6. Disposing of Packaging

Remember to discard boxes discreetly after making holiday purchases. Thieves can target homes based on visible packaging, as it indicates what valuable items may be inside. Break down boxes, place them in trash bags, or use recycling containers.

7. Social Media Caution

When sharing your holiday joy on social media, exercise care in posting vacation photos. Thieves often use these platforms to identify unoccupied homes. Consider posting your photos after returning from your trip, or ensure your privacy settings limit the audience to trusted friends and family.

8. Check Your Insurance Policy

Before embarking on your holiday adventures, we recommend reviewing your insurance policy. Ensure that all valuable items you will be carrying with you are specified on your policy. By doing so, you can have peace of mind knowing that these items are covered worldwide, providing you with the protection you need.





9. Notify Us About Special Christmas Gifts

If you receive special Christmas gifts that hold significant value, please remember to inform us. This way, we can ensure that these precious items are added to your coverage, guaranteeing that they are protected.

10. Vehicle Safety

When leaving items in your vehicle, always keep them in a locked boot or out of sight. Signal jamming is a growing concern, so make sure your vehicle is securely locked before walking away. This simple precaution can safeguard your belongings and your vehicle.

Lastly, we'd like to wish you and your loved ones a truly blessed and festive season. May this holiday season be filled with joy, laughter, and unforgettable moments. We hope you find time to relax, recharge, and create beautiful memories with those you hold dear.

Once again, thank you for choosing **NSB** as your insurance partner. We are honored to serve you and look forward to providing continued support in the coming year.

If you have any questions or require assistance during the holiday season, our dedicated team is here for you. Feel free to contact us.

Warmest regards,



FROM THE DESK OF OUR
GENERAL MANAGER

Jano Prinsloo

UNDERSTANDING CREDIT SHORTFALL AND ITS IMPLICATIONS ON YOUR **INSURANCE**

Let's take a moment to understand the concept of "credit shortfall" and its potential impact on your vehicle insurance coverage.

A "credit shortfall", also known as a "premium deficit" or "insured amount deficit," refers to a situation where the cost of your vehicle finance settlement amount exceeds the indemnity limit on your insurance policy. In simpler terms, it means that the amount you owed to the vehicle finance institution is greater than what your insurance policy will cover in the case of total loss.

If a credit shortfall occurs, you might be left with an outstanding amount to the bank where your vehicle is financed.

Example: You buy a new vehicle for R200 000, and with fees and interest, the total financed amount is R 280 000. Your insurance policy will only cover your vehicle for the current retail value – in this instance R200 000. If your vehicle is stolen or written off your insurance will settle the bank in the first instance up to the retail value only – R200 000. You will remain liable to the bank for the remaining R80 000. However, if you selected the credit shortfall extension on your policy (with additional premium payable), the insurer will also settle the R80 000 to your bank.

Credit Shortfall cover is available on financed and comprehensively insured vehicles. However, please note that credit shortfall differs from "Balloon Payments", which most insurers do not cover at all.



To avoid or mitigate the impact of a credit shortfall, we recommend the following:

- Periodically review your insurance policy to ensure it aligns with your current needs and financial situation.
- The value of your credit shortfall should reduce as the settlement amount owed to the bank decreases. It is a good idea to ask for a settlement letter from your bank on an annual basis so that we can adjust your policy values accordingly.

As your insurance advisor, we are here to assist you with any questions or concerns you may have regarding your policy and its financial aspects. Your peace of mind is our utmost priority, and we want to ensure you have the right coverage in place.



FROM THE DESK OF OUR
OFFICE MANAGER

Sandra Breytenbach

THE IMPORTANCE OF POLICY RENEWALS

It is important to emphasize the significance of annual insurance policy renewals and how they play a pivotal role in protecting your future financial security.

Once a year, at the anniversary date of your policy, our offices send out documentation related to your **YEARLY RENEWAL**.

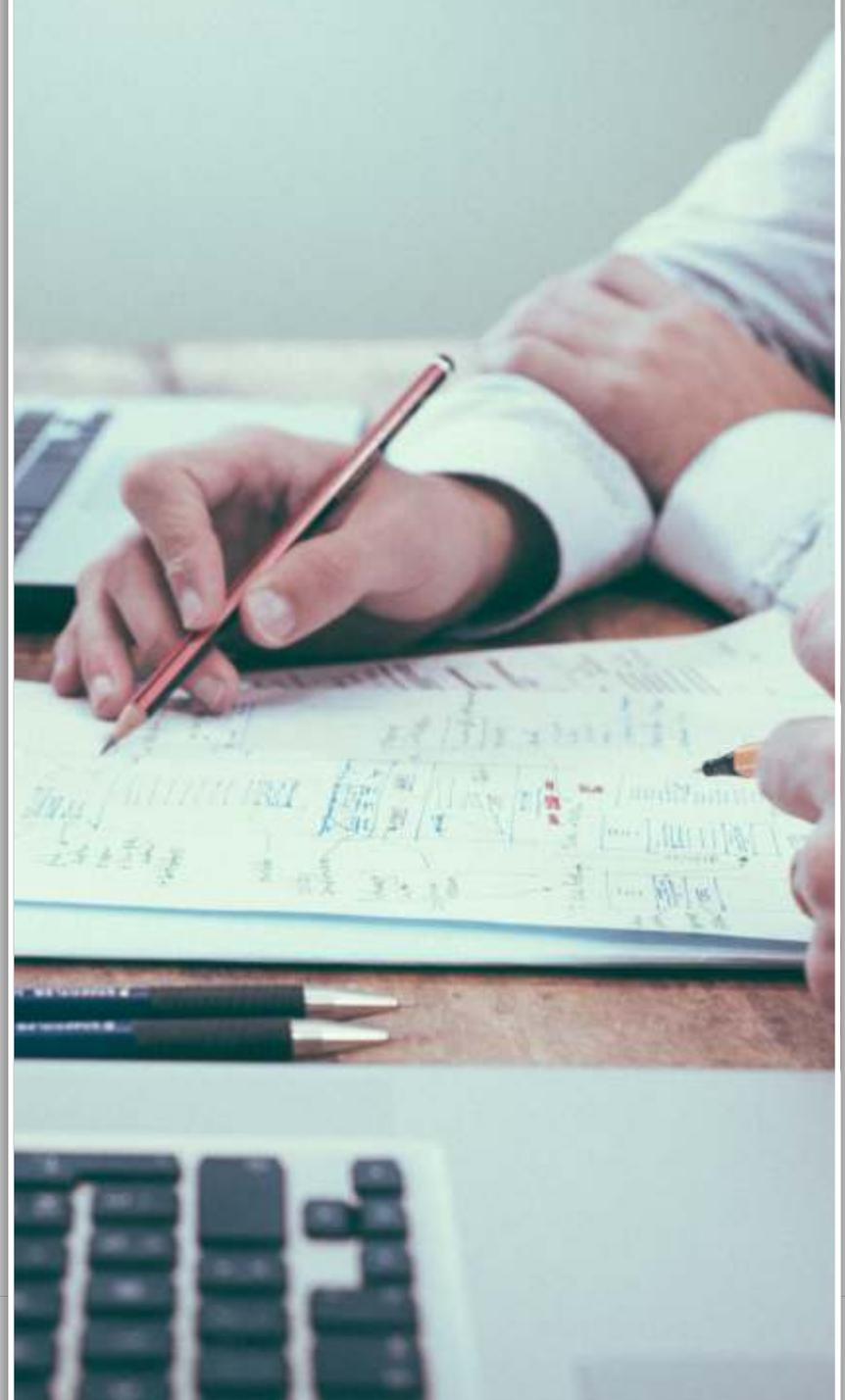
With the increase in the prices of goods and services, the cost to replace assets is far higher today, than when we purchased the same item, maybe 5 or 10 years ago.

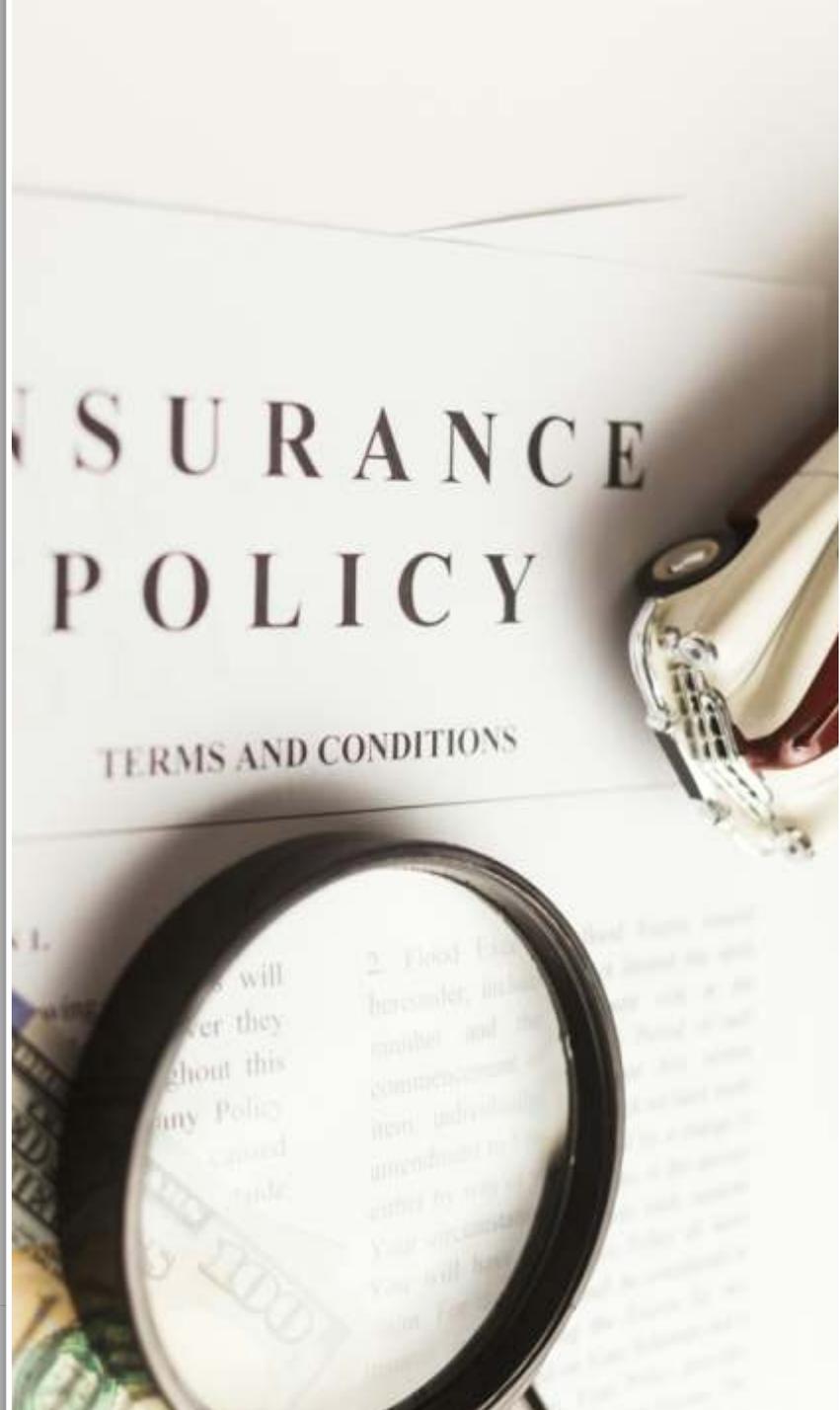
When reviewing your policy schedule during the annual renewal process, you will realise that most of your earthly possessions are covered by the policy. Should you lose everything through a tragedy such as fire or flooding, would the sum insured be sufficient to replace all your possessions?

Let's start with House Contents and Buildings: There is a value that you gave the broker say 10 years ago and with every renewal since, the insurer automatically increases that amount by a minimum of 10% to keep up with inflation. Realistically, would you be able to replace all your possessions with the sum insured? If not, you have the option of increasing this amount.

You can do an inventory of your contents, looking at current replacement prices, and provide us with the total value. The insurer is there to put you back in the position that you were in before the incident, so you must take into consideration inflation.

Similarly, with your Building. The cost of building materials and labour has increased substantially since





INSURANCE POLICY

TERMS AND CONDITIONS

your home was originally built. Therefore, you need to ensure that the cost of replacement is at today's value.

Vehicle Section: It is true that the value of most vehicles depreciates, but your premium still increases every year. There are a number of reasons which contribute to this.

- Cost of spare parts
- Currency fluctuations
- Import costs
- Increased rates from vehicle repairers
- Increased vehicle towing / storage costs

The Insurers work very closely with Auto Information Solutions, a division of TransUnion to have accurate record of the correct and current retail value of your vehicle.

All Risk Section: The values of items insured under this section are not automatically updated by the insurer. As the client, you will have to review the value of your specified items and inform us if the insured value should be adjusted. Please note in the case of specified jewelry we need a new revised valuation certificate every 2 years.

The annual policy renewal allows you to:

- **Review Your Coverage Needs**
Evaluate your current insurance needs and assess whether any adjustments or updates are necessary.



- **Understand Policy Terms**

Familiarise yourself with the terms and conditions of your policy, including any changes that might have occurred since the previous renewal.

- **Peace of Mind**

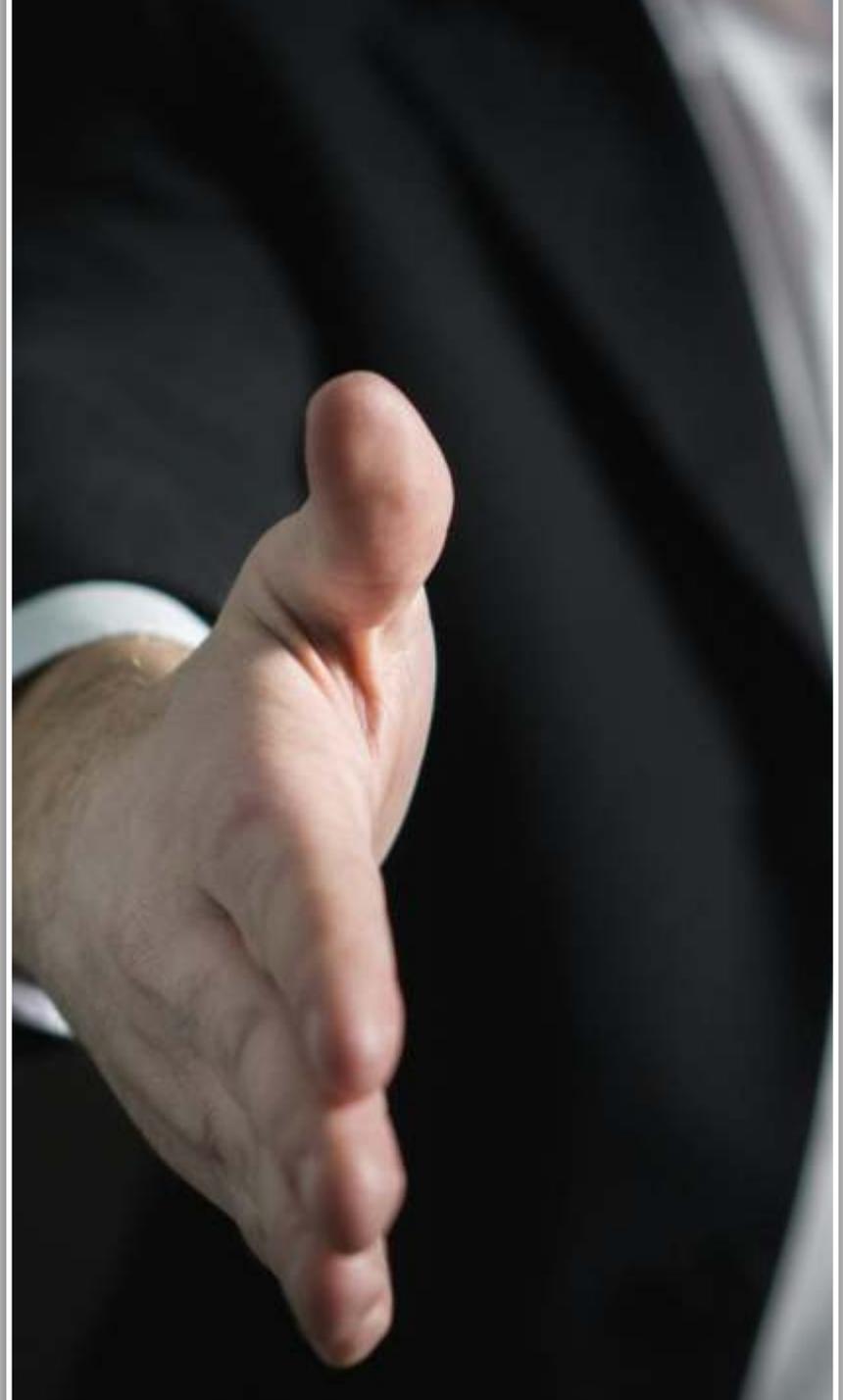
Knowing that you have active insurance coverage provides peace of mind. You can focus on your daily life and long-term goals without the constant worry of what might happen in case of an unfortunate event.

As your trusted insurance partner, we are here to guide you through the renewal process and help you make informed decisions about your coverage. Your financial well-being is our priority, and we want to ensure you have the protection you need.



FROM THE DESK OF OUR
PORTFOLIO CONSULTANT

Renè Scheepers



PRE-EXISTING VEHICLE DAMAGE EXCLUSION

A “**pre-existing damage**” exclusion is a common clause in most vehicle insurance policy wordings. It limits or completely excludes coverage for damages or losses that existed before the insurance policy was issued. This exclusion is designed to protect the insurer from covering costs related to conditions or damages that existed prior to policy inception, regardless of whether the policyholder was aware of them or not.

Remember, insurance is intended to protect against unforeseen events and risks that occur after the policy is in effect and premiums have been paid. Being transparent about pre-existing conditions during the application process helps ensure that you receive appropriate coverage and avoid any potential claim disputes in the future.

You can insure your vehicle with pre-existing damage but remember that those damages will be excluded when you claim. Unfortunately, people think that some damages are so small, it is not worth claiming for when they occur, and they will claim when something else happens. However, this is not allowed and it is better to claim immediately after the event happened, no matter how big or small. All claims are to be reported as soon as possible, but not later than 31 days after the event occurred. Once you know the repair cost, you can make an informed decision about whether to claim on the policy, or cover the damages yourself.

Please note, Assessors will be able to determine if damages are consistent with the claim or whether it was old damages. In some instances, insurers will require the vehicle to be inspected



prior to inception of the policy. If there are existing damages, they will exclude these from cover.

It is essential for policyholders to fully understand the terms and conditions of their policies. If you have concerns about specific damages or conditions and how they may affect your coverage, it is advisable to discuss them with your broker before finalising the policy.



FROM THE DESK OF OUR
PORTFOLIO CONSULTANT

Alna Bloem





YOUR VEHICLE INSURANCE COVERAGE IN NEIGHBORING COUNTRIES

We want to shed light on an essential aspect of your vehicle insurance policy – ensuring coverage when you cross the border from South Africa into neighboring countries.

First of all who are our neighboring countries?

- Namibia
- Mozambique
- Angola
- Botswana
- Zimbabwe
- Lesotho
- Malawi
- Swaziland

If you're planning a road trip to explore the beauty of our neighboring countries, it's crucial to understand the importance of having the right insurance coverage. Here's why it matters:

• Legal Requirements

Different countries have varying insurance and liability requirements. Having the proper coverage ensures you comply with local laws and regulations.

• Unforeseen Events

Traveling across borders can expose you to different risks, including accidents, theft, or damage to your vehicle. Adequate insurance ensures you're protected in these situations.



- **Peace of Mind**

Knowing that you have comprehensive coverage provides peace of mind during your journey, allowing you to focus on the adventure rather than worrying about unexpected mishaps.

COVERAGE OPTIONS FOR BORDER-CROSSING ADVENTURES

When it comes to insurance for cross-border trips, you have a few options to consider:

- **Extension to Existing Policy:** Some insurers offer an extension to your current policy that covers your vehicle when traveling to neighboring countries. Check if your current insurer provides this option.
- **International Travel Policy:** If your insurer doesn't offer border-crossing coverage, you can explore standalone international travel insurance policies designed specifically for road trips beyond South Africa.

Most insurers have a compensation limit of R25 000 to return your vehicle to South Africa after a valid claim.

Important Considerations for Cross-Border Coverage:

- **Notify Your Insurer:** Inform your insurance company about your travel plans well in advance. They can guide you on the best approach to ensure you're adequately covered.
- **Duration and Countries:** Be clear about the duration and the specific countries you plan to visit.





This information will help your insurer recommend the most suitable coverage. The insurance company will also issue a border letter stating the dates you will be across the border.

- **Documentation:** Ensure you have all the necessary documentation, including your insurance certificate, to present at border crossings or if you need assistance while abroad.

Your vehicle insurance should adapt to your adventures, even if they take you across South Africa's borders. Don't let the fear of the unknown hold you back from exploring new horizons; instead, equip yourself with the right insurance coverage.

If you have any questions about your current policy or need advice on extending your coverage, our dedicated team is here to assist you. Remember, with the right insurance, your journey can be as worry-free as it is exciting.



FROM THE DESK OF OUR
PORTFOLIO CONSULTANT

Madele Pretorius



NON-DISCLOSURE AND THE REPERCUSSION THEREOF

Non-disclosure in the context of insurance refers to the failure of an insured individual or entity to disclose relevant information that could impact the underwriting decision or the terms of the insurance policy. When a policyholder fails to provide accurate and complete information, it can have significant repercussions, including :

- **Policy Voidance:** If an insurer discovers that a policyholder has intentionally withheld or misrepresented material information, they may have grounds to void the insurance policy. Policy voidance means that the policy is considered null and void from its inception, and the insurer will not provide any coverage or benefits. As a result, the policyholder will not receive any compensation for claims, and any premiums paid may be forfeited.
- **Claim Denial:** Non-disclosure can also lead to claim denials. If the insurer determines that the withheld information was material to the risk assessment and underwriting decision, they can deny any claims related to that specific non-disclosed information. This can leave the policyholder responsible for the full financial burden of the loss.
- **Insurability Issues:** A history of non-disclosure or misrepresentation can lead to difficulties in obtaining insurance coverage in the future. Insurers may view the individual or entity as a higher risk, which can result in higher premiums or outright denial of coverage from other insurers.

It is crucial for policyholders to be honest and transparent during the insurance application process. They must disclose all relevant information that the insurer requests, including details about the insured property, prior claims history, and any other factors that may impact the risk assessment.



On the other hand, it's essential for insurers to thoroughly investigate applications and policyholder information to ensure the accuracy and completeness of the disclosed information. If an insurer suspects non-disclosure, they must follow a proper investigation process before taking any action, such as voiding a policy or denying a claim.

It is also very important to inform your Broker/Insurer of any material changes that may increase the risk of loss or damage to your insured property.

Example: If you build a non-standard construction (thatch lapa) on your premises that may increase the fire risk at the property and the insurer may require additional protection measures. Or, using your vehicle for business purposes instead of private use, significantly increases the risk associated with the vehicle and the insurer may amend rates accordingly.

In summary, non-disclosure in insurance is taken very seriously and can have severe consequences. Policyholders should always provide truthful and complete information.



FROM THE DESK OF OUR
SALES CONSULTANT

Darrëlle Kelbrick



We are thrilled to announce the launch of our brand new company website, and we couldn't wait to share it with you!

We invite you to take a moment to explore the new website at www.nsb.co.za
Your feedback is highly valuable to us as we continue to improve and enhance our online presence.

In addition to our website, we also encourage you to connect with us on Facebook www.facebook.com/NationalSatelliteBrokers By following us on Facebook, you'll stay updated on the latest company news, industry insights, and exciting updates.

Thank you for your ongoing support, and we look forward to hearing your thoughts on our new website.
If you have any questions or need assistance, please don't hesitate to reach out to us.

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