

Insurance Training Presentation

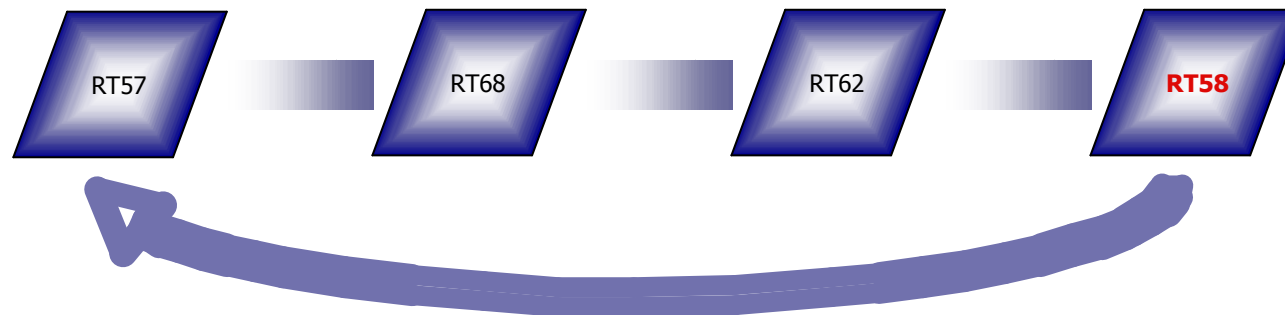


AGENDA

- Value Chain
- What is Insured
- General Conditions
- What is not covered
- Buy Ups & Extra Accessories
- Courtesy Cars
- Claims Do's and Don'ts
- Excess Schedule (First Amount Payable)
- Mmela Contacts

Value Chain — FROM SHORT TERM TO TOTAL RISK SOLUTION

- The services provided by Mmela fall within Government's motor vehicle value chain management system



- RT57
Formerly RT77 - Government Vehicle Purchasing Contract
- RT68
Vehicle Financing Contract (Kgwerano Financial Services)
- RT62
Vehicle Maintenance Contract (Kgwerano Financial Services)
- **RT58**
Subsidised Motor Scheme Insurance Contract (Mmela Financial Services)

What is Insured?

- Comprehensive Cover that includes:
 - Loss of or damage to a vehicle & its declared accessories and spare parts
 - Theft and Hijacking
 - Liability to third parties in respect of death of or bodily injuries
 - Liability to third parties in respect of damage to property
 - **Medical Expenses in respect of occupants as a result of an accident, R5 000.00 per person to a total of R100,000.00 per event**
 - Political Riots (SASRIA)
 - Non-political riots & malicious damage
 - Radio, CD & tape players & hands-free car kits are covered up to a limit of R3,000 per claim with a first Amount Payable of R500.00

What is Insured (Cont...)

- **Loss of Keys**

The company will indemnify the insured in respect of the cost of replacing locks and keys, including the remote alarm controller and, if necessary, the reprogramming of any coded alarm system of any insured vehicle. **Broken keys are not covered by the policy but should be regarded as normal maintenance.**

- **Parking facilities and movement of third party vehicles extension**

This section extends to indemnify the insured in respect of accidents caused by or through or in connection with the moving of any vehicle by any person in the employ of the insured or acting on the insured's behalf.

- **Fire extinguishing charges**

Costs, not exceeding R10 000, relating to the extinguishing or fighting of fire is covered.

What is Insured (Cont...)

- **Territorial Limits**

Republic of South Africa, Namibia, Botswana, Lesotho, Mozambique, Swaziland, Zimbabwe, Malawi or Zambia

- **Passenger Liability**

Cover is limited to R2.5 Million.

- **Unauthorized passenger liability extension**

The indemnity extends to cover the insured's legal liability for death of or bodily injury to persons while being carried in or upon or entering or getting onto or alighting from any vehicle in contravention of the insured's instructions to their driver not to carry passengers.

General Conditions

Subject to the provisions of Section 55 of the Short Term Insurance Act No 53 of 1998 (as amended)

- **Misrepresentation, Misdescription and Non-disclosure**

Misrepresentation, misdescription or non-disclosure in any material particular shall render voidable the particular item, section or sub-section of the policy, as the case may be, affected by such misrepresentation, misdescription or non-disclosure

- **Fraud**

If any claim under this policy is in any respect fraudulent or if any fraudulent means or devices are used by the insured or anyone acting on their behalf or with their knowledge or consent to obtain any benefit under this policy or if any event is occasioned by the wilful act with the connivance of the insured, the benefit afforded under this policy in respect of any such claim shall be forfeited.

- **Prevention of loss – reasonable precautions taken by the Insured**

The insured shall take all reasonable steps and precautions to prevent accidents or losses.

What is Not Covered?

- The company shall not be liable to pay for:
 - All maintenance-type claim
 - Wear & Tear
 - Mechanical/Electrical breakdown
 - Failures or Breakages
 - Damage to tyres by application of brakes/by road punctures, cuts or bursts
 - Damage to springs/shocks absorbers due to inequality of road surfaces
 - Detention, confiscation/requisition by customs or other official or authority
 - Personal effects of any nature that are lost or damaged in an accident
 - Accidents caused by unlicensed drivers or
 - Driving under the influence of drugs or alcohol in excess of the legal limit

Buy Ups and Extra Accessories



Buy Ups

- A Buy up is defined as a vehicle that is purchased above the benchmark category that an official qualifies for.
- An additional 3% per annum of the difference between the average benchmark price and actual purchase price will be payable by an Official in the case of him/her purchasing a vehicle above the benchmark.
- Mmela is in the process of finalizing the collection of the buy up premiums via Persal.
- In the event of an accident Government will bear the full cost on behalf of the Official.

Courtesy Cars

- Optional courtesy car facility is now offered by Mmela.
- Additional premium will be debited directly from the officials bank account.
- Costing and other details can be confirmed with the Mmela Contact Centre.

What to do when something goes wrong?



Claims – Do's & Don'ts

- On the happening of any event which may result in a claim under this policy the Insured shall, at their own expense:
 - Give notice thereof to the Company as soon as reasonably possible (but not later than 30 days after the happening of the event) and provide particulars of any other insurance covering such events as are hereby insured;
 - As soon as practicable after the event inform the police of any claim involving theft or (if required by the Company) loss of property and take all practicable steps to discover the guilty party and to recover the stolen or lost property;
 - Give the Company such proofs, information and sworn declarations as the Company may require and forward to the Company immediately any notice of claim or any communication, written, summons or other legal process issued or commenced against the Insured in connection with the event giving rise to the claim

Claims – Do's & Don'ts (Cont...)

- In the event of a claim Mmela only uses Service Providers recommended by the Manufacturer (OEM)
- **Completion of Claim Forms**
 - Officials need to ensure that all details pertaining to the claim are submitted i.e.
 - Accident details (Accurate circumstance, SAPS Case No, Place of accident)
 - Third Party Details (Vehicle Registration, Name and I.D no.)
 - Submission of claim forms, must be accompanied by:
 - Signatures of the Official and Transport Officer
 - Clear Copies of I.D and Drivers
 - 2 Sets of quotations, from OEM and SAMBRA Approved Repairers
- **Admission of Guilt/Liability**
 - As soon as the vehicle is involved in an accident no admission of guilt or liability should be accepted by the Official.

Claims – Do's & Don'ts



- **Towing of Vehicles**

- As soon as the vehicle is involved in an accident and towing is required, the insured must call the Mmela Contact Centre to report a claim.
- Towing of a vehicle to the nearest Mmela approved repairer; will be arranged by the Mmela Call Centre
- A No-Tow sticker will be distributed, so as to stop non-authorized towing contractors from removing the vehicle.

Claims – Do's and Don'ts (Cont...)

- **Company Rights After an Incident**
- Where a claim is or may be made under this policy:
 - The Company may take over and conduct in the name of the insured the defense or settlement of any claim and prosecute in the name of the insured for their own benefit any claim for indemnity or damages.
 - The Company and every person authorized (i.e The Salvage Contractor) by them may take or keep possession of any damaged property and deal with it in any reasonable manner.
- **Recovery of a Stolen Vehicle**
 - If, after the payment of a claim in respect of a stolen vehicle, the vehicle or any part thereof is located, the insured shall render all assistance in the identification and physical recovery of the vehicle if called upon to do so by the Company, provided that the insured's reasonable expenses in rendering such assistance shall be reimbursed by the Company.

Excesses Structure (First Amounts Payable)

PROVINCE / DEPARTMENT	1ST Claim	2nd Claim	3rd Claim	4th Claim	5th Claim
EASTERN CAPE	R1,500.00	R2,500.00	R3,000.00	R3,500.00	R4,000.00
FREE STATE	R1,500.00	R2,800.00	R3,300.00	R3,800.00	R4,300.00
GAUTENG	R1,500.00	R2,800.00	R4,000.00	R5,000.00	R6,000.00
KWAZULU NATAL	R1,500.00	R2,500.00	R3,000.00	R3,500.00	R4,000.00
LIMPOPO PROVINCE	R1,500.00	R2,500.00	R3,000.00	R3,500.00	R4,000.00
MPUMALANGA	R1,500.00	R2,700.00	R3,200.00	R3,700.00	R4,200.00
NORTHERN CAPE	R1,500.00	R2,500.00	R3,000.00	R3,500.00	R4,000.00
NORTH WEST	R1,500.00	R2,700.00	R3,200.00	R3,700.00	R4,200.00
NATIONAL	R1,500.00	R2,800.00	R3,500.00	R4,000.00	R4,500.00
WESTERN CAPE	R1,500.00	R2,500.00	R3,000.00	R3,500.00	R4,000.00
SANDF	R1,500.00	R2,500.00	R3,000.00	R3,500.00	R4,000.00
SAPS	R1,500.00	R2,500.00	R3,000.00	R3,500.00	R4,000.00

Excesses (First Amounts Payable) Cont...

PROVINCE / DEPARTMENT	1 ST Claim – 3 RD Claim
WINDSCREEN (REPLACE) 1st	R200.00
WINDSCREEN (REPLACE) 2nd	R400.00
WINDSCREEN (REPLACE) 3rd	R600.00
WINDSCREEN (REPAIR)	R0.00 (No Excess Charged)
HEADLAMP (PER UNIT)	R200.00
RADIO/TAPE, CD PLAYER	R500.00
LIMITS OF COVER	
CAR KEYS	10 % of claim or R250.00 whichever is greater.
	<i>LIMITED TO A TOTAL OF R10,000.00 PER EVENT</i>
THEFT/HIJACKING	NORMAL EXCESS
RADIO COVER LIMITED	R3000.00
PASSENGER LIABILITY LIMITED	R2500 000.00
MEDICAL EXPENSE LIMITED	R5000.00 Per Injured Occupant
	<i>Not Exceeding R100,000.00 in total for all Occupants injured out of one event.</i>

Mmela Contact Details



National Contact Centre:

- *0861 663 527*

National Fax Number:

- *0866 196 920*

National Email Address:

- *claims@mmela.net*



Thank You