

18 March 2022

**Communique 101**

**To Sasria Loss Adjusters**

**Sasria Claims Request for Documents**

Sasria would like to take this opportunity to thank you for your support during the difficult couple of months during which we had to deal with the unprecedented volume of claims from a single event. Together we have settled a claim value which has never been seen in the history of our industry, in such a short time.

We however need to do more as we still have a concerning number of unpaid claims. Sasria is concerned about the businesses that have not received any pay-outs, as this has a major impact on the economy and people's livelihoods. We would like to make payment on every valid claim before the financial year end and prepare final settlements, however we recognise clients may still be formulating certain aspects of their claims. We therefore request your assistance in sending reports with the information you have that the insured has proven to date, to enable us to issue AOL's and settle claims (full or interim).

We urge all loss adjusting companies to identify all claims where they have requested information to check if they received it and ensure reports are submitted in the next five days. We will be writing to agent companies and brokers on a separate communication to request an expedition on submission of outstanding documents.

It is critical that the documents be submitted to Sasria via the [claimsmanagementsystem@sasria.co.za](mailto:claimsmanagementsystem@sasria.co.za) or [claimsinfo@sasria.co.za](mailto:claimsinfo@sasria.co.za) mailboxes and that the Sasria claim number be quoted in the subject line of the email.

Emails that are sent in this manner auto-attach to the claim and create a workflow item for the claims team to address the claim. This avoids delays for the claims team to search for the information and possibly miss the emails.

Thanking you in advance.

Regards,

Fareedah Benjamin

**Executive Manager: Insurance Operations**