

Communique 90

02 July 2021

To All Sasria Agent Companies

Claims Management System (CMS) – Automated Confirmation of Payment

We would like to thank you for your patience during the roll-out of Release 1 of our claims system, CMS.

We are pleased to confirm the migration of claims from the old operating system to the new Claims Management System (CMS) is complete, and all claims are now administered on our new system.

As previously communicated, the new system comes with new functionalities aimed at improving our overall claims process in servicing our mutual clients.

In order to facilitate the claims process efficiently, we require that the Sasria claims number in the original format be used for all communication, as the system allocates the email to the relevant claims handler. Please also note that the emails should be directed to the correct mailbox only, as multiple emails to various mailboxes delays the processing of the claims. Click [here](#) to read more.

With the new functionality in CMS, certain touch points on the claim generates an automated email to the Agent Company. One such email is the confirmation of payment processing to Nedbank. This email notification serves to advise that the claim payment will reflect in the client bank account within 3 to 5 working days dependant on the clients' bank.

This automated communication forms part of the new process and it is for this reason that the Claims department will not be providing the old Proof of Payment confirmations with immediate effect. The system will generate an automated confirmation of payment email to the Agent Company once the payment is approved on the CMS system.

Once again we appreciate your patience and cooperation in our Journey to deliver efficient service.

Should you have any queries, kindly contact your Sasria Customer Relationship Manager.

Fareedah Benjamin

Executive Manager: Insurance Operations