

26 May 2025

## Communique 118

To Sasria Agents and Intermediaries

Sasria SOC Ltd is pleased to announce the **re-opening of the tender for our Loss Adjustors Panel**, specifically for the appointment of adjustors who will manage complex claims exceeding R1 million.

As the sole provider of special risk insurance in South Africa, Sasria plays a critical role in helping businesses and individuals recover from extraordinary events such as civil unrest, strikes, and riots. The efficient and fair handling of high-value claims is key to restoring customer trust, ensuring financial resilience, and delivering on our mandate.

To support this, we are seeking experienced, credible, and professional **Loss Adjustors** to partner with us in managing these large and often intricate claims. This is an opportunity to work alongside Sasria in upholding service excellence, enhancing the customer experience, reducing costs, and accelerating turnaround times in the claims process.

We acknowledge that during the previous bid round, responses were limited due to uncertainty around tender requirements and system-related challenges. In light of this, Sasria will host a **Tender Briefing Session** to offer guidance and address any concerns:

- **Date:** 27 May 2025
- **Time:** 12h00
- **Platform:** Microsoft Teams (meeting link provided in the tender documents)

This session will:

- Clarify the tender scope and requirements
- Offer a platform for questions and engagement
- Provide insight into Sasria's expectations for high-value claim handling
- Reinforce our commitment to efficient, client-centric claims processing

While attendance is **not mandatory** for tender submission, we strongly encourage all interested service providers to attend. The briefing will help ensure a clear understanding of Sasria's submission requirements and expectations, with the aim of improving the quality and alignment of proposals.

### Important Information:

Details of the tender can be obtained on the Sasria website under the procurement tab, alternatively you can use this link -<https://procurement.sasria.co.za/tender-details/139>.

The link to the tender briefing session is included in the documents available on the site.

For any further queries, please contact: [procurement@sasria.co.za](mailto:procurement@sasria.co.za) or [thandekan@sasria.co.za](mailto:thandekan@sasria.co.za)

Together, we can build a high-performance Loss Adjustors Panel that supports Sasria's mission of providing reliable, fast, and fair claims resolution in times of crisis.

We look forward to your participation.

**Regards**

**Nkateko Mayimele**

**Executive Manager: Claims**