



MOBiLiTY

Insurance Underwriting Managers

An Authorized Financial Services Provider (Licence No. 44738)

2022

Product Training Manual



Bryte Insurance Company Limited
Is a licensed Insurer and authorised
FSP (17703)

Programme Overview

The purpose of this training manual is to assist in the up-skill and training of employees within the brokerage on the Mobility Insurance Underwriting Managers (Pty) Ltd insurance Products

Programme Outcomes

At the end of this training programme, attendees will have a thorough understanding of the following Mobility Products

- Comprehensive Insurance Product – Taxis
- Comprehensive Insurance Product - Busses
- Value Added Products available
- Excesses Applicable
- Freestanding Passenger Liability

Assessments

- Formative and Summative Assessment
- Mandatory competency of 85% on assessment

Learner Support

In terms of learner support, you may consult the following:

- Email Address: zane@mobilityins.co.za
- Cell: 083-793-2167

Glossary

Term or Abbreviation	Description
Insured / Policyholder	The person/s covered by the insurance policy
Insurance	A contract between the Insurer and a client by which the insurer takes on the risk of any valid losses the client may incur through damage to property and/or persons through an insured event
Motor Insurance	The risk is for losses the client may incur through damage to a motor vehicle, theft or hijack and/or persons as a result of an accident. The risk transferred to the Insurer is the cost of repairing the vehicle, replacing the vehicle, compensating third parties etc.
Third Party	A person or group, besides the persons primarily involved in the incident e.g. another person and their car involved in the accident in addition to your client
Comprehensive Cover	The highest level of cover a person can have if they take out motor insurance. This provides the Insured with cover for damage to their vehicle (as a result of an accident), write off, hijacking, theft, fire, glass and third-party claims against the Insured
Policy Terms and Conditions	The policy agreement, which is the legal agreement that set forth the rules, requirements, and standards of the Mobility Insurance Product

Terms or Abbreviation	Description
Excess	In the event of a claim, an excess is an amount of money that the policyholder is required to pay towards the claim. An Insurer may have many types of excesses which apply in different situations, and these are all specified in the terms and conditions, together with the schedule.
Insurance Policy Exclusions	In the policy wording, the Insurer will specify where cover will not be provided by the policy i.e. excluded circumstances. Insurers use this to remove coverage for risks that they are unwilling to cover
Retail Value	This is the price that the Insured's vehicle would be sold by a dealership at the time of the loss. Market related resources like the Mead and McGrouther would be consulted for the most correct value.

Insurance Product

The Mobility Policy is a comprehensive motor vehicle insurance policy which will cover the Insured for accidental damage, liability to third party's property in the event of an accident caused by the Insured or his / her driver. This policy would also cover the Insured for Theft / Hijack and any Riot related incidents.

Product	Benefit / Limit	Description / Criteria
Accident Damage	Cost of Repair, less excess limited to the sum insured on the policy schedule	<ul style="list-style-type: none"> • Cost of accident damage • Customer pays an excess
Total Loss	Retail Value of the Vehicle at the time of the loss according to the Mead and McGrouther book	<ul style="list-style-type: none"> • Vehicles over R80 000 in value must be fitted with an approved tracking device and the tracking unit must be always fully functional • Customer pays an excess
3 rd Party Responsibility	Limited to R500 000 per incident	Cover for 3 rd Parties (excludes drivers and passengers)
Riot and Strike Insurance	As per SASRIA	Damages caused during an organised and approved riot or strike
New Vehicle Substitution	<ul style="list-style-type: none"> • Replacement Taxi • Replacement Tracking Unit 	<ul style="list-style-type: none"> • New Vehicle must be less than 6 months old • Theft, Hijack or Total loss

Product Specifications:

The Table below summarises the optional extensions available to add onto the Insured's Comprehensive Insurance Policy

Product	Benefit / Limit	Description
Income Protector	<p>Option 1 R500 per day at R120 per month with a maximum indemnity of R7000</p> <p>Option 2 R700 per day at R150 per month with a maximum indemnity of R9000</p>	<p>Should the Insured Vehicle be involved in an accident and in for repairs, we will pay R500 or R700 per each day the vehicles are off the road up to a maximum of 14 days (excl. weekends and public holidays). This is calculated from the date of authorisation until the vehicle is available for collection from the repairer or 14 days from authorisation of the repairs.</p> <p>Mobility will not be held liable for the following:</p> <ul style="list-style-type: none"> • Repairs cost falls within the motor excess • Any delays caused by the Insured or Repairer
Included in Income Protector Cover	<p>Lump Sum Benefit of R7000 payable should you suffer a Total Loss under Option 1</p> <p>Lump Sum Benefit of R9000 payable should you suffer a Total Loss under Option 2</p>	<p>Should the Insured Vehicle be involved in an accident and been confirmed to be a Total Loss by our Assessor, we will pay a lump sum of R7000 or R9000 over and above the retail / sum Insured value.</p>
Deposit Protector	<p>Payment of up to R50 000 towards a deposit for a replacement vehicle at a cost of R150 per month</p>	<p>If it is determined that your vehicle is uneconomical to repair or stolen as per the terms of the Policy, Mobility will indemnify the Insured as follows:</p> <ul style="list-style-type: none"> • Pay the difference between the Original Purchase price and the retail / sum insured value (before the deduction of the excess) up to a maximum of R50 000 towards a deposit for a replacement vehicle.
Excess Reducer	<p>For an additional cost of R200 Mobility can reduce the Insured's Basic Excess by R4000</p>	<p>The Insured has an option to reduce his Basic excess by R4000</p>

Credit Shortfall	<p>This cover protects the Insured when the loan is higher than the retail value of the Insured vehicle.</p> <p>Cost of this cover is R100</p>	<p>Mobility will settle the difference between the Loan amount outstanding and the retail value of the vehicle</p>
Personal Accident	<p>Owner is covered for R30 000 (Death Only)</p> <p>Driver is covered for R30 000 (Death Only)</p> <p>Fare Paying Passengers are covered for R5000 each (Death only)</p> <p>Cost for this cover R30</p>	<p>Financial assistance should the Owner or Driver and/or fare paying passengers be killed because of a motor vehicle accident involving the Insured vehicle</p> <p>NB: Owner is also covered in his own private vehicle – even though the pvt vehicle is not insured via Mobility</p> <p>R100 000 maximum indemnity</p>

Automatically Included in your Comprehensive Cover

Benefit	Benefit Limit
Passenger Liability Cover	<ul style="list-style-type: none"> • Limited to R15 000 000 per annum • Limited R2 500 000 per event • Limited to R100 000 per passenger
Cleaning and removal of accident Debris	Limited to R7500
Keys and Alarms	Limited to R5000
Emergency Charges	Limited to R7500
Signage and Vehicle Wraps	Limited to R3500
Third Party Liability	Limited to R1 500 000 per 12-month period
Towing by an unapproved supplier	Limited to R2500
Towing by an approved supplier	Entire Cost
Storage by an unapproved supplier	Limited to R1500
Storage by approved supplier	Entire Cost
Radio's, CD Players and other Sound Reproduction Equipment	Limited to R5000

Excess Structure

Clients only need to pay an excess if they submit a claim. It is not charged on a month-to-month basis. Below is a table which outlines the amount of excess that would need to be paid for the different types of claims at Mobility

Excess applicable	Excess Amount
Basic Excess	R5000
Basic Excess including Excess Reducer	R1000
Theft Excess	R7500
Additional: Excess should the Driver be younger than 23 years old or has had his licence less than 2 years (should both apply, we will only charge the Insured 1 excess)	R2000
Additional: Theft and Hijack Incidents within the first 6 months of inception of cover	R4000
Additional: Excess if the client has had more than 1 accident in the last 24 months	R2000
Windscreen	10% of claim minimum R250
Radio's, CD Players and other Sound Reproduction Equipment	R1000
Non-operational / non fitted Tracking Device: All vehicle valued over R80 000 requires a tracking device to be installed. If the Insured fails to comply there will be an additional excess applicable per occurrence	R10000

NB: Should the client opt to use one of our Preferred Repairers please be advised that we will reduce the Excess by R1000.

Freestanding Passenger Liability Cover (Annual Policy)

The Mobility Freestanding Passenger Liability Product is an insurance contract with Bryte Insurance Company Limited and provides the following Benefits

- Passenger Liability Cover
- Personal Accident Cover

Passenger Liability Cover:

Should the Insured or his/her Driver negligently cause an accident involving the Insured vehicle, the passenger/s travelling in the Insured vehicle has a legal right to claim

- Compensation for Death / Bodily Injury or medical expenses from the Road Accident Fund BUT also
- Sue the Insured for any balance over and above the compensation received from the RAF

The Policy would thus protect the Insured up to the following limits

- R15 000 000 per annum, limited R2 500 000 per event limited to R100 000 per passenger

Personal Accident:

Mobility will pay the amounts stated below upon the approval of a valid claim, the claim amount will be subject to an overall maximum indemnity of R100 000 per event

Cover	Cover Limit: Death Only
The Driver or Insured	R30 000
Passengers	R 5 000 per passenger

Cost of this cover is R450 per annum. Broker Commission is R100

Follow the below process to ensure take up of the policy / product please following

Passenger Liability Freestanding Proposal Form

- Process payment for the above amount into the following bank account
 - Bank:
 - Branch Code:
 - Account Number
 - Reference: (Client's name & ID number) as the reference
- Forward the confirmation of payment / Transmission slip to Mobility and only once Payment confirmation / transmission slip has been received will Mobility issue the policy.

Underwriting Criteria

Our Taxi Insurance Policy covers vehicles traditionally used to carry fare paying passengers

Minibus: Vehicles designed to carry no less than 7 but no more than 18 passengers (Incl. the Driver)

Midi Bus: Vehicles designed to carry no less than 19 but no more than 36 passengers (Incl. the Driver)

- The minimum premium is based on a limit of Indemnity of R25 000
- Vehicles registered prior to 1995 and 'rebuilt' must be referred to Mobility before quoting
- Risks to be avoided:
 - Older Vehicles (over 15 years)
 - Vehicles in poor condition
 - Insured with poor claim experience
 - Insured with poor payment history
- It is a condition of the Policy that all vehicles valued over R80 000 be fitted with an approved Tracking Unit. Therefore, the Insured must:
 - Supply the necessary certificate as proof of fitment
 - Pay all fees necessary to maintain the unit in an operational state
 - Test the device at least twice a year to ensure the unit is in good working order
 - Immediately repair the device if it is found to be faulty
 - Report all theft and hijack incidents immediately to the Tracking Company

Underwriting: Documents Required

- Fully completed and signed Proposal Form
 - Please ensure that all extra's fitted to the vehicle are included
- Fully completed and signed debit order mandate
- Fully completed vehicle inspection (VIC) has been processed
 - In the case of a new vehicle, a copy of the Purchase Invoice / Proforma invoice will replace the vehicle inspection
 - In the case of a take over from another Insurer, the latest Policy Schedule would suffice – as there is no break in insurance cover
- Copy of the Tracking Certificate for all vehicle over R80 000 in value
- If possible, please obtain the claims experience from the current Insurer
- Cover will only begin once Mobility has accepted the risk in writing

NB: Should you receive a more competitive quote elsewhere, please forward the quote onto us in order to review our premium offering

Policy Amendments

- Any amendments must be in writing highlighting the details of any changes to the policy

Claim Document Requirements

As we are aware claims processing is the shop window of insurance companies. To be able to process claims effectively and speedily the following documents is required as soon as possible

Accident-Related Claims

- Fully completed Motor Accident claims form, together with a detailed description of loss
- Full Third-Party details – increases the chances of making a recovery, where applicable
- Copy of the SAP AR Report – if there is a Third Party Involved
- Copy of the Driver's license and PrPD
- Copy of the COF (Certificate of Fitness)
- Contact details of all witnesses at the scene of the accident
- Copy of the Repairers Quotation

In case of a Total Loss, we would require this additional information / documents

- Settlement Letter from the Credit Provider confirming any outstanding balances
- Registration Documents for the Insured Vehicle

NB: An assessor will be appointed as soon as we have received the documents

Theft / Hijacked Claims

- Fully completed Motor Theft claim form, together with a detailed description of loss
- Copy of the Police Report

In the case of a Theft / Hijack claim we would require the following information / documents

- Settlement Letter from the Credit Provider confirming any outstanding balances
- Registration Documents for the Insured Vehicle

