3 August 2018



Dear Intermediary

AUTO-AUTHORISATION ON MOTOR GLASS CLAIMS REGISTERED VIA THE PORTAL

We are very excited to share with you that we'll be introducing the auto-authorisation of motor glass claims in August 2018 for motor glass claims registered via the broker portal.

This means that when you register a claim via our broker portal, the order (appointment/authorisation) will be sent automatically (and immediately) to the appointed supplier. The appointed supplier will contact the nominated contact person on the claim within 2 hours to make the necessary arrangements for fitment.

Please note the following:

- OPlease assist us with encouraging policyholders not to approach a supplier directly. It's important that the claim is registered first, where after a supplier is appointed based on the type of vehicle and glass. You will note that we've removed many unnecessary fields during the registration process to simplify it for you.
- The vehicle detail will be populated (based on policy information) automatically during registration, please verify the information and amend where necessary as this will display on the order to the appointed supplier.
- Once the claim is successfully submitted, the order is also available on the electronic claims file which can be accessed via our claims tracking.
- The Motor Glass team will receive notification on all claims registered where the premium status reflects as outstanding. They will then make contact with the relevant intermediary to discuss.
- If intermediaries are unsure on whether a chip can be repaired or not, select chip repair on the claim. If the chip cannot be
 repaired, the glass supplier will contact the Motor Glass team in order to amend the order as required;
- If you have any questions on the authorisation of claims, please contact our Motor Glass team on 0860 505 911 (option 2).

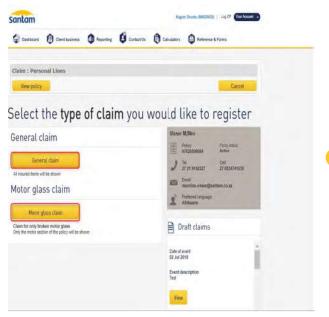
If you have any questions regarding the motor glass claims process or how to register a claim via the broker portal, please contact our claims relationship consultants telephonically on (011) 489 3061 or via e-mail: crc@santam.co.za.

For any technical or system related assistance, please contact our Digital Support Hub on 0860 726 826 (option 5).

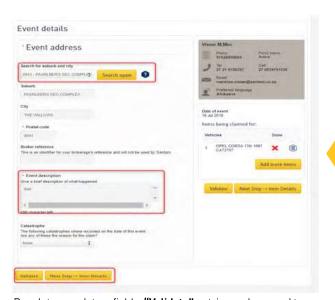
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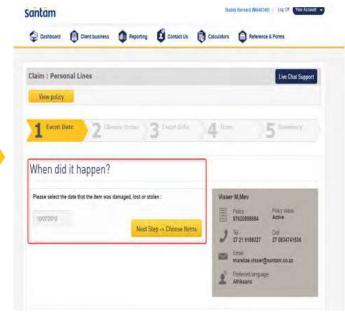
HOW TO GUIDE: AUTO AUTHORISATION OF MOTOR GLASS CLAIMS



Select the "Motor glass claim" option on registration screen.

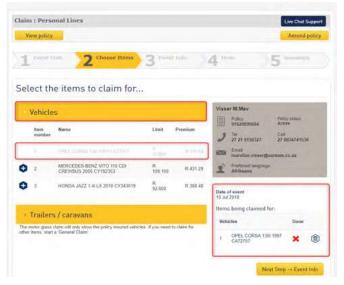


Populate mandatory fields, "Validate" entries and proceed to the next page.



Complete date of event.





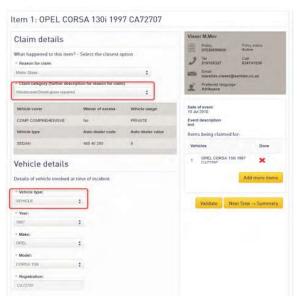
- 1. Select the "Vehicles" section and retrieve the list of vehicle items.
- 2. Select the item/vehicle. 3. Ckick the "Next step" button.



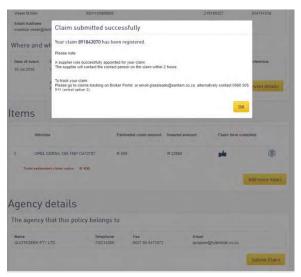


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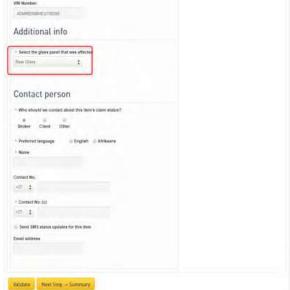


- **1.** Claim cause is auto-populated with "Motor Glass" and is not selectable.
- 2. Select one of the following "Claim Category (further descriptions)": "Windscreen repaired" "Windscreen replaced".
- 3. Select vehicle type, from vehicle type list.

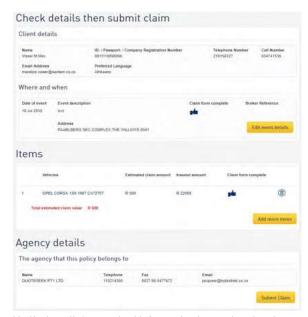


Prompt received with claim submission message.





- **1.** Select a glass type: "Windscreen" "Side glass" "Rear glass"
- 2. Complete contact details, "Validate" and proceed to next page.



Verify that all the required information is populated and validated correctly then submit claim.





3 August 2018



SANTAM SOS: INTERACTIVE VOICE RESPONSE (IVR) CHANGES

Our SOS Services-team (24/7 claims helpline) is always ready to assist our policyholders and intermediaries in their time of need! In order to ensure that accident and emergency claims are prioritized, we've introduced the following changes to our Interactive Voice Response (IVR) selection when contacting **0860 505 911**:

Option 1: If you need home drive, roadside assistance, home assistance or any other value added service;

Option 2: To register a motor glass claim;

Option 3: To register a motor claim;

Option 4: To register a non-motor claim.

Please continue using our broker portal to report all non-emergency-related claims. If you require assistance with our broker portal, please contact our Digital Support Hub **0860 726 826 option 5**.

