



F

DAVID PEDRA

EXECUTIVE: GROUPOUTSOURCED BUSINESS SOLUTIONS -
OLD MUTUAL INSURE



Important Note: This update applies to Commercial Division – Retail and Premier divisions.

Dear Business Partner

Survey Criteria changes to the Property Class Sections

To improve the surveying service delivery and reduce any delays in processing transactions, we will be making changes to our survey criteria. Certain of the limits at which surveys are conducted are being increased and the frequency of survey intervals will be reduced to decrease the volumes of risks requiring a resurvey.

Other than these changes, all current underwriting processes will remain unchanged. You should also continue requesting surveys in the same way. There will still be exceptional cases where we require a survey to be conducted before we go on cover even though the sum insured is below the survey criteria – i.e., risks in undesirable areas.

The new Commercial Acceptance and Underwriting Guide 2024 will incorporate these changes and will be released in January 2024.

The implementation date of these survey criteria changes to the Property Class Sections are:

- New Business and Quotations – 1 December 2023
- Renewals: 1 March 2024

Countries: South Africa, Namibia, and Botswana

Products: Multisure, Body Corporate, Agri-Plus and Agri-Wine

Full details of the changes are given in the tables on the following pages. Thank you for your continued support and we hope this assists in being able to deliver quality customer service to your mutual customers.

Regards,

David

OLDMUTUAL

INSURE
DO GREAT THINGS EVERY DAY

All products are underwritten by Old Mutual Insure.
Old Mutual Insure Limited is a licensed FSP and Non-Life Insurer.

Changes apply to the Property Class Sections / Fire group:

Description
Fire
Buildings combined
Office contents
Business interruption
Accounts receivable
Accidental damage
Pedigree animals
Buildings
Accidental Damage
Fire – Crop and Stacks
Livestock
Gross Rental
Fire – field to floor
Accidental Damage

Frequency Change: Risk Classification codes L, M, H and X risks updates:

Risk Classification	Survey Frequency	Old Criteria Frequency	New Criteria Frequency
L	At Inception and within 5 years	5 years	6 years
M	At Inception and within 5 years	5 years	6 years
H	At Inception and every Renewal or MTA when frequency criteria is breached	3 years	4 years
X	At Inception and every Renewal or MTA when frequency criteria is breached	3 years	4 years
Z	Survey before Inception and every Renewal or when frequency criteria is breached	1 years	1 years
W	Immediately, MTA or when frequency criteria is breached	1 years	1 years

Sum insured increases: Retention Classification Codes L and M

Scenario No	Scenario Description – Current Status	Limit Increase Description (To Be)
A	Retention Classification - L	
1	Total Sum Insured is above R30 000 000. No SUR Risk Code	Sum insured limit to increase from R30 000 000 to R35 000 000
1.1	Sum Insured is less than R30 000 000	Sum insured limit to increase from R30 000 000 to R35 000 000
2	Total Sum Insured is below R30 000 000. Include SUR Risk Code	Sum insured limit to increase from R30 000 000 to R35 000 000
2.1	Sum Insured is less than R2000 000 with SUR	Sum insured limit to increase from R2 500 000 to R5 000 000
3	Total Sum Insured less than R30 000 000 and SUR Code is included	Sum insured limit to increase from R30 000 000 to R35 000 000
3.1	SUR Code is included Sum Insured is greater than R2 500 000	Sum insured limit to increase from R2 500 000 to R5 000 000
5	Accumulation (Non-SUR) cases	
5.1	Accumulated TOTAL Sum Insured is more than R50 000 000	Sum insured limit to increase from R50 000 000 to R65 000 000
B	Retention Classification - M	
1	Total Sum Insured is above R25 000 000. No SUR Risk Code	Sum insured limit to increase from R25 000 000 to R30 000 000
1.1	Sum Insured is less than R25 000 000	Sum insured limit to increase from R25 000 000 to R30 000 000
2	Total Sum Insured is below R25 000 000. Include SUR Risk Code	Sum insured limit to increase from R25 000 000 to R30 000 000
2.3	Sum Insured is less than R2500 000, if survey needed motivation or authorization need	Sum insured limit to increase from R2 500 000 to R5 000 000
3	Total Sum Insured less than R25 000 000 and SUR Code is included	Sum insured limit to increase from R25 000 000 to R30 000 000
3.1	SUR Code is included Sum Insured is greater than R2 500 000	Sum insured limit to increase from R2 500 000 to R5 000 000
5	Accumulation Non-SUR cases	
5.1	Accumulation TOTAL Sum Insured is more than R50 000 000	Sum insured limit to increase from R50 000 000 to R65 000 000

Proposed amendments to the Survey Sum Insured Limits and Frequency intervals include:

Scenario No	Scenario Description	Survey Required	Product	Transaction Type	Country
A	Retention Classification - L				
1	Total Sum Insured is above R 35 000 000. No SUR Risk Code	Yes	ALL	ALL	ALL
1.1	Sum Insured is less than R35 000 000	No	ALL	ALL	ALL
2	Total Sum Insured is below R35 000 000. Include SUR Risk Code	Yes	ALL	ALL	ALL
2.1	Sum Insured is less than R5 000 000 with SUR	No	ALL	ALL	ALL
3	Total Sum Insured less than R35 000 000 and SUR Code is included				
3.1	SUR Code is included Sum Insured is greater than R5 000 000	Yes, Full Survey	ALL	ALL	ALL
3.2	Treaty is involved	Yes, Full Survey	ALL	ALL	ALL
4	Risk that includes FAC-RI	Yes	ALL	ALL	ALL
5	Accumulation (Non-SUR) cases				
5.1	Accumulated TOTAL Sum Insured is more than R65 000 000	Yes	ALL	ALL	ALL
B	Retention Classification - M				
1	Total Sum Insured is above R30 000 000. No SUR Risk Code	Yes	ALL	ALL	ALL
1.1	Sum Insured is less than R30 000 000	No	ALL	ALL	ALL
2	Total Sum Insured is below R30 000 000. Include SUR Risk Code	Yes	ALL	ALL	ALL
2.3	Sum Insured is less than R5 000 000, if survey needed motivation or authorization need	No	ALL	ALL	ALL
3	Total Sum Insured less than R30 000 000 and SUR Code is included				
3.1	SUR Code is included Sum Insured is greater than R5 000 000	Yes, Full Survey	ALL	ALL	ALL
3.2	Treaty is involved	Yes, Full Survey	ALL	ALL	ALL
4	Risk that includes FAC-RI	Yes	ALL	ALL	ALL
5	Accumulation Non-SUR cases				
5.1	Accumulation TOTAL Sum Insured is more than R65 000 000	Yes	ALL	ALL	ALL