

*A registered financial services provider (FSP 43404).*



Workibiliti

**ibiliti**  
The human face of insurance

## Welcome!

It is our pleasure and honour to welcome you to an insurance provider that cares about the success of businesses in our sunny Mzansi.

We are totally committed to serving the broker fraternity and absolutely believe in the vital role of specialist advice and interaction that only you, the intermediary can provide.

It is our goal to be the premier commercial short-term insurance product provider, offering a vast number policyholders practical solutions to cover and manage their business exposures for their respective specialist industries, through superior service, tailored quality products, advanced technology, broker support and superior operating results, setting the benchmark for adding value!

## We promise you:

- Policy wordings that are easy to understand, adaptable and accessible.
- Efficient underwriting.
- Prompt claims handling.
- State-of-the-art technology.

In this document, we explain the working relationship between Ibiliti Underwriting Managers and you. It contains information on our values, broker support and services, our products, the quotation and claims processes, and our complaints policy.

**We are ready to help you conquer your mountains!**





## Our values

### Poss**ibiliti**

Recognising opportunities; making the most of it whilst enabling everyone to reach their potential.

### Respons**ibiliti**

Being mindful of our overall responsibilities.

### Cap**ibiliti**

Recognising ability, honesty and integrity to create a competent environment.

### Sustain**ibiliti**

Offering long-term solutions and not just products.

### Flex**ibiliti**

Adapting to cater to the unique needs of our brokers and their clients.

### Cred**ibiliti**

Nurturing a winning network of partners through ethics and mutual loyalty.

### Profit**ibiliti**

Maximising return to our principals, as well as the brokers' bottom line.

### Adapt**ibiliti**

Open to new ideas and solutions to adjust to new conditions and changing environments.



# What we can do for you

## Our commitment

### Serving South African businesses since 2011!

Ibiliti is fully committed to our carefully selected brokers who support us diligently, and we commit to:

- Providing our brokers with the best products, flexible solutions, excellent service, seamless software, real-time portfolio management tools, as well as training and support.
- Assisting all parties to focus on their main functions and thereby ensuring efficiency.
- Bridging the gap between expensive underwriting and administration costs, thereby saving everyone involved time and money.

## Broker support and service

We are dedicated to bringing about exceptional change in the way our selected short-term brokers are enabled and supported. We pledge to:

- Assist the broker to find innovative ways to penetrate the market in the current economy.
- Provide solutions to promote existing client base retention.
- Support operational efficiency to ensure the long-term sustainability of intermediaries.
- Commit ourselves to always keeping up with the times through investing in the latest technology.
- Adapt to the increasing demands of the regulatory environment, which is the ultimate test for the survivors in this industry.

## Why us?

Be assured that you are now the business partner of a company that is passionate about the short-term insurance industry and delivers real value. You have chosen Ibiliti because:

- Our facility is offered to selected committed brokers only.
- You deal with decision makers and competent representatives with the necessary experience and regulatory qualifications.
- Our products are easy to understand and supported by user-friendly, internet-driven software.
- Our turn-around time processing quotations and new business is unbeatable.
- We offer affordable, competitive premiums.
- We provide excellent claims service using online technology.



# Our products

## Our business policy

Every business is different. Our policy wordings are designed to protect business owners against the myriad of risks that they face.

Whatever your client's circumstances, we are able to offer a flexible solution that is real value for money. We are focused on providing products specifically aimed at retailers, administrators, restaurants and accommodation and mobile businesses.

## Reasons for you to sell this product

1. Your client will receive a policy wording in plain English.
2. Our business policy is available online on the 1Web System. Updated records, documentation and management information on your portfolio is available to you in real-time.
3. Because it is so hard for advisors to memorise each product, we have compiled the business product in such a way that the core structure of the policy will always remain the same in terms of the cover, benefits and excesses applied.
4. The product is flexible and can easily be adapted. It is designed to cover the insured against the risk they face as a South African business.
5. We specifically target certain segments that qualify for automatic benefits or supplemented covers at an additional premium that will not be available to unrelated industries.
6. We accommodate the personal lines portfolio of the business client. The personal lines portion can be combined with the commercial policy or issued separately depending on the preference of the client.
7. We focus on the small to medium commercial clients and have found that this type of business is more sustainable and profitable in the long run compared to the bigger accounts that are constantly under attack and pressure by the market to reduce the rates.
8. Your brokerage will earn commission of 12.5% on motor and 20% on non-motor.
9. We guarantee a two-hour turn-around time on all approval of quotations/endorsements and amendments submitted online.

## Excess policy

Mine your existing client base by offering your client the option to buy down an excess without having to source new business.

Buying down an excess has never been as easy as with Ibiliti's excess policy. We can reduce or buy back almost any type of excess and by doing so assist the insured with their cash flow in the event of a claim.

Our covers include Motor, Plant, Goods in Transit, Liability, Professional Indemnity, Property and many more. Value-added products include Downtime, Deposit and Shortfall cover which can be provided on the same policy.

## Reasons for you to sell this product

1. Your client will experience relief in terms of cash flow in the event of a claim.
2. The Excess policy is available online on the 1Web System. Updated records, documentation and management information on your portfolio are available in real-time.
3. We guarantee a two-hour turn-around time on all approval of quotations/endorsements and amendments done online.
4. The Excess policy is a stand-alone product. You don't have to place the underlying policy with us.
5. We can buy down almost any excess across multiple types of underlying policies for the same insured, i.e. non-motor sections, private motor and light delivery vehicles, commercial vehicles, plant all risks, goods in transit, professional indemnity, etc.
6. As the values of the items on your broker portfolio depreciate every year, your brokerage is continually facing the challenge of sourcing new business. Offering your client excess insurance as part of your renewal process with minimum effort is a great way to increase the value of your portfolio without having to source new clients.
7. Placing a client's excess with the same underlying insurer will have a bigger effect on the loss ratio. If the excess portion is placed with an independent supplier, a portfolio will show much better results, which will strengthen your relationship with insurers in terms of profitability.
8. Our policy wording is in plain English and easy to understand.
9. Your brokerage will earn commission of 12.5% on motor and 20% on non-motor.
10. On more than five items per policy, we offer very competitive premiums. Our Excess solutions can be adapted to cater to the client's needs.





## Our Bus policy

Bus and Coach operators carry the world's most valuable assets - people! It is not just a matter of getting a vehicle back on the road as quick as possible but the responsibility to act immediately in the case of emergencies weighs heavily on all parties involved. This is an extensive insurance solution for all types of bus operators to overcome the risk they face in the passenger transport industry.

## Reasons for you to sell this product

1. Your client will receive a policy wording in plain English.
2. Our Bus and Coach policy is available online on the 1Web System. Updated records, documentation and management information on your portfolio is available to you in real-time.
3. Because it is so hard for advisors to memorize each product, we have compiled the bus and coach product in such a way that the core structure of the policy will always remain the same in terms of the cover, benefits and excesses applied.
4. The product is flexible and can easily be adapted. It is designed to cover the insured against the risk they face as a South African business.
5. We accommodate the commercial lines portfolio of the business client. The commercial lines portion would be issued separately but the client would have one debit order provided both policies are linked to the same banking account.
6. Your brokerage will earn commission of 12.5% on motor and 20% on non-motor.
7. We guarantee a two-hour turn-around time on all approval of quotations/endorsements and amendments submitted online.
8. We offer very competitive premiums.

## Broker commission

Your commission is paid within the month in which the premium is collected. Please note that commission is only paid once a month.

All commission payments are scheduled for processing on the 20th of every month, commission statements are sent on the 25th, and commissions are paid on the 25th.

Commission is paid on an invoiced basis. If a client gives instruction to process a negative endorsement the money will be recouped in the next month.

Each transaction is version controlled and ties up with the version on the policy schedule.

New business falls within the same procedure above. We pay commission during the month in which the premium is collected.

## Online commission statements

Commission statements and transactions are available online.

[Click here for our 1Web System Training manual. >>](#)

## Unpaid premiums

If a debit is returned, our office will send you a notification. We allow for two unmet debit order collections after which we will arrange for cancellation of the policy if a special arrangement is not made and outstanding funds not received.

If the insured does not pay his/her premium we have to recoup it from your commission once the policy has been cancelled.

## Annual policies

Unpaid premiums of annual policies (we invoice premiums upfront) work on the same basis as the monthly policies.





## Quotations

Please take note of the following important information when submitting a quotation.

We will consider quoting on a risk if the following minimum criteria are met:

- You must have an approved agency with Ibiliti.
- Quotations can be submitted online via the 1Web System or send your request to [underwriting@ibiliti.co.za](mailto:underwriting@ibiliti.co.za). Your quotation request must be accompanied by the following vital information:

### For Excess cover:

1. ID number/company registration number and entity type.
2. Client's VAT number, if applicable.
3. Has any previous insurance been declined or cancelled?
4. Three years' claims history.
5. A copy of the underlying policy schedule.
6. The underlying policy number.
7. Closing documents: Signed quote, declaration as well as debit order authority.

\*Minimum premium per item for Excess cover must be R25.

### For Business cover:

1. ID number/company registration number and entity type.
2. Client's VAT number, if applicable.
3. Has any previous insurance been declined or cancelled?
4. Details three years' claims history.
5. If a linked alarm is required, please provide name and proof of alarm linked to armed response.
6. A minimum of three non-motor sections: A 50/50 split between motor and non-motor, or a 60/40 split between commercial and personal lines with a minimum overall premium of R200.

**Please note: Custom products may require different information. We will e-mail you a list of requirements and documents when necessary.**

**Please note: You will receive an automatic cover note for all quotations processed on the 1Web System.**

- A quotation is subject to the terms and conditions of the Ibiliti process and policy wording.
- Once completed, the following documents will be sent to you:

- a) Quote declaration
  - b) Debit order authority
- A quotation is valid for 30 days from the approved date.
  - A quotation is based on the entire quotation being accepted and we reserve the right to revise the terms of the entire quotation if any section is deleted or not taken.
  - The condition of average applies unless stated otherwise.
  - For theft cover to apply, the burglar alarm requirement is applicable as stated in the policy wording. This condition applies to the Office, Theft, Money, Business All Risks, Electronic Equipment and Householders Sections of the policy.
  - All material information and the claims history must be provided prior to approval of a quotation.
  - On receipt of our approved quotation, we will provide you with our final terms and conditions and the quote is therefore ready for immediate acceptance, unless we specifically advise you of any survey or facultative reinsurance requirement. Acceptance of the risk will then be subject to the survey and facultative reinsurance being confirmed.
  - Endorsements and cancellations will follow the same process as quotations.

# Place a policy



## Acceptance of risk

We will only go on risk once the quotation has been accepted on the 1Web System and the various subjectivities/requirements have been met unless you have received written confirmation from one of our authorised representatives that we are holding cover whilst the basis of the premium have not yet been agreed.

Should there be a pro rata debit or credit it will be processed with the new premium on the next strike date unless arranged otherwise.

**Please note: We don't hold cover unless it's an emergency. No policy is on cover unless our representatives have confirmed in writing.**

## When accepting an Ibiliti policy on the 1Web System you confirm that:

1. The insured has accepted the terms and conditions of the policy.
2. The insured's role in this transaction has been explained to him/her.

3. The following documentation needs to be completed and signed by the insured:
  - a. Quotation
  - b. Declaration
  - c. Debit order authority
  - d. Broker appointment
  - e. Any other material information relevant to the policy
4. You have complied with the responsibilities as set out in our disclaimer that you acknowledged electronically and received by automatic e-mail highlighting your responsibilities.
  - a. You will need to send all requested documentation to Ibiliti, within 5 working days, in the case of new policies.
  - b. Advise of any change or cancellation that the insured requests via the 1Web System. The change or cancellation will be effective from the date and time agreed upon.
  - c. You will keep on record, safe from destruction, all such documentation, available for inspection on request by Ibiliti Underwriting Managers or the Registrar as contemplated in Section 3(2)(c) of the FAIS Act General Code of Conduct.
  - d. You must ensure that all policy documents reach the insured within 30 days from date of acceptance.
  - e. You are bound by the General Code of Conduct.



# How to submit a claim

All claims must be submitted via e-mail to [claims@ibiliti.co.za](mailto:claims@ibiliti.co.za).

**[Download the Ibiliti claim form here. >>](#)**

- Once submitted, your claims administrator will contact you/the broker by telephone, e-mail and give feedback on the status of the claim.
- Your claims administrator will contact you if additional documentation is required.
- Upon authorisation, your claims administrator will forward you settlement advises.

## Accounts queries

All account queries must be sent to [accounts@ibiliti.co.za](mailto:accounts@ibiliti.co.za). Our Finance Department authorises all refund requests.

## Complaints

Ibiliti is committed to the Treating Customers Fairly principles. All complaints must be submitted in writing to [complaints@ibiliti.co.za](mailto:complaints@ibiliti.co.za).

**[Click here for the Complaints Policy and Procedures. >>](#)**



# Contact information

## **Ibiliti Underwriting Managers**

Registration no: 2011/004766/07

VAT no: 4800260897

Tel: 010 590 5511

E-mail: [info@ibiliti.co.za](mailto:info@ibiliti.co.za)

[www.ibiliti.co.za](http://www.ibiliti.co.za)

## **Physical address:**

The Pivot

Block D

Second Floor

Montecasino Boulevard

Fourways

## **Postal address:**

Postnet Suite 984

Private Bag X153

Bryanston 2021

## **Key individual:**

Y van Niekerk

## **Department contacts**

**General:** [info@ibiliti.co.za](mailto:info@ibiliti.co.za)

**Claims:** [claims@ibiliti.co.za](mailto:claims@ibiliti.co.za)

**Accounts:** [accounts@ibiliti.co.za](mailto:accounts@ibiliti.co.za)

**Underwriting:** [underwriting@ibiliti.co.za](mailto:underwriting@ibiliti.co.za)

**Complaints:** [complaints@ibiliti.co.za](mailto:complaints@ibiliti.co.za)