



INSURANCE INSTITUTE
NORTHERN GAUTENG

Communicator

SECOND ISSUE 2023 - MAGAZINE



OUR VISION

WE ENVISION OURSELVES AS

We are professionals who embody collaborative and participatory work styles while maintaining technical expertise and knowledge in our respective fields. We are dedicated to lifelong learning to enhance our competencies and take accountability at individual, institutional, and organizational levels. We champion a collegial atmosphere that encourages excellence, participation, and personal growth. Empowered to engage in scholarly endeavours, policy development, and industry advancement, we continuously refine our feedback and communication methods. We embrace and advocate for the principles of continuous improvement across all levels of our activities. Our commitment extends beyond our jurisdiction to encompass the Gauteng region through involvement with the IIG and IISA, providing us with a broader perspective of our industry for the benefit of our endeavors and the sector we serve.



PRESIDENTS MESSAGE

2ND QUARTER!



Dear **Members and Stakeholders**,

We hope this message finds you well. As we reach midpoint for the year, we wanted to take a moment to provide you with an update on the activities and initiatives undertaken by the IING during the 2nd quarter of 2023.

Education Initiatives:

We continued our commitment to education and professional development in the insurance industry. In the second quarter we hosted several successful webinars. Feedback has been overwhelmingly positive, and we are excited to bring you more valuable learning opportunities in the coming months.

Networking Events:

Despite the ongoing challenges posed by the pandemic, we managed to host a few networking events, allowing members to connect. We're actively exploring innovative ways to foster community and facilitate networking in the ever-evolving social landscape.

Member Engagement:

We value our members' input and insights. Please provide us with feedback to better understand your needs and expectations. This can be utilized when planning our 2024 activities.

Future outlook:

Looking ahead to the third quarter and beyond, the IING remains committed to supporting the insurance community in Gauteng North. We have a couple of exciting events planned for the remainder of the year, including more educational events, a sporting event and our Year End Function.

We want to express our gratitude to all of you for your continued support and participation in the IING. Your dedication fuels our efforts to create a vibrant and thriving insurance community in Gauteng North.

If you have any questions or suggestions or would like to get more involved in our initiatives, please don't hesitate to reach out to us. Together, we can continue to elevate the standards and capabilities of our industry.

Here's to a successful second half of 2023!

Warm regards

Adèle Cronjé

**President of the Insurance Institute of
Northern Gauteng**



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GRID FAILURE

WHAT YOU NEED TO KNOW

A. MINNIE
SOURCE: FANEWS

South African insurance companies are taking precautionary measures by excluding damages related to the potential failure of Eskom's national grid. This decision comes as a result of reinsurance indications that coverage would not be provided in the event of a total grid failure. Consequently, insurance companies are left with no choice but to consider grid failure as an uninsurable risk.

Sasria, has also made it clear that it would not assume liability for any pay-outs in the case of a total grid failure, as loadshedding is considered a non-insurable risk. While South Africa has yet to experience a complete grid failure, insurance providers are witnessing an increase in claims resulting from damage caused by loadshedding on clients' equipment. Although loadshedding and grid failure differ, some insurers have not excluded claims arising from power surges, even though loadshedding itself is not covered.

Considering the potential consequences, businesses need to contemplate disaster management plans in the event of a total grid collapse. Concerns have been raised about possible looting and civil unrest, which could lead to extensive infrastructure damage nationwide. Additionally, restoring the grid to full functionality may pose challenges due to Eskom's extensive national footprint. Although the probability of a total blackout is low, its occurrence could be devastating, necessitating proactive preparation. The primary concern with a total blackout is the considerable time it takes to restore the system, potentially stretching into weeks.

Organisations developing blackout plans should carefully consider potential failures of South Africa's telecommunications networks and financial systems, as well as the likelihood of water and fuel shortages. Businesses must reassess their reliance on diesel generators and explore alternative solutions such as solar-powered systems. Furthermore, the importance of regular data backups has become even more critical in light of potential disruptions.

It is essential to recognize that business continuity planning for loadshedding and grid failure requires distinct approaches. Loadshedding can often be managed within business premises using on-site power, water, and backup resources to sustain operations for a few hours. However, in the case of a large-scale outage, businesses would need extended backup solutions covering critical resources such as technology, telecommunications, water supply, and logistics.

Initial comments from insurers regarding coverage details have been somewhat ambiguous. Nevertheless, there is a clear inclination among insurance providers to avoid losses associated with grid failure. This raises questions about the coverage of consequential losses and their direct connection to specific claims. If grid failure affects other public supplies, such as water, any consequential losses may also not be covered.

Regarding coverage, businesses should be aware that if a defined event occurs at their premises directly as a result of grid failure (e.g., fire or stock deterioration leading to financial loss), there will be no insurance coverage. In such cases, it is crucial for businesses to consult with their insurance advisors to establish a well-considered and structured response.

In summary, South African insurance companies are taking preventive measures by excluding potential damages related to the failure of Eskom's national grid. This decision is driven by reinsurance indications and the need to consider grid failure as an uninsurable risk. Businesses are advised to develop disaster management plans and consider the potential consequences of a total grid collapse. It is crucial to assess reliance on backup resources, such as solar-powered systems, and prioritize regular data backups.



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INFORMATION HUB

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EXCESS BUY DOWN

A. CRONJE
SOURCE: NATSURE

Introducing the Excess Buy-Down Product: Lowering Out-of-Pocket Expenses for a Worry-Free Claims Experience!

In a bid to ease financial burdens during claim scenarios, especially when faced with substantial excess amounts, the Excess Buy-Down Product emerges as a valuable solution for the savvy policyholders. Natsure, renowned for its expertise in insurance solutions, extends this standalone product, catering not only to its policies but also to those placed elsewhere, offering flexibility to brokers seeking to maintain product separation.

This innovative product encompasses a wide array of buy-down benefits for various vehicle types, including Heavy Commercial Vehicles, Trailers, Buses, Light Delivery Vehicles, Private Motor Vehicles, Motorcycles, and Special Types like Plant All Risk and Farming Equipment. Covering Own Damage Excess, Theft/Hijack Excess, Third Party Excess, and Additional Excess, it ensures comprehensive protection and peace of mind.

For brokers to leverage this incredible opportunity, it is essential to have a valid Underlying policy with a registered South Africa Insurer in place, covering the risk at the time of loss.

With Natsure's competitive offering, brokers can now expand their market offerings, providing clients with a secure and stress-free claims experience.



BINGO NIGHT

OUR FIRST
BINGO NIGHT
8 JUNE 2023

Our first-ever #IINGbingonight2023, powered by Discovery, was an absolute blast! The atmosphere was electric as we gathered for a night of fun and prizes, creating unforgettable memories and fostering new connections.

With Discovery as the main sponsor, the excitement was palpable. Laughter echoed as participants enjoyed the thrill of bingo, vying for amazing prizes and relishing the camaraderie.

The night was a testament to the power of shared experiences and the joy of coming together. As we reflect on this special evening, we extend our heartfelt thanks to Discovery for their support in making it all possible.

To all who joined us, your presence added magic to the night. Until our paths cross again at the next remarkable event, let the spirit of #IINGbingonight2023 keep the excitement alive in our hearts.





PRESIDENTS DAY GOLF 2023

ANNUAL PRESIDENTS GOLF DAY

16 August 2023

What a day it was! The 2023 Annual Presidents Golf Day, tagged as #IINGpresidentsgolfday2023, overflowed with excitement and non-stop fun.

Under the sun's warm embrace, the golf course came alive with spirited swings and contagious laughter. This event was a true standout, thanks to the spirited participation of everyone involved.

Hats off to our amazing sponsors – your support made this day a resounding success. Without you, this memorable event wouldn't have been possible.

A huge round of applause for our fantastic players! Your energy and sportsmanship elevated the event to another level.

As we look back on this incredible day, our excitement for future IING events grows even stronger. Keep your eyes peeled for more thrilling experiences.

Let's not forget to celebrate our winning teams – your skills and teamwork shone brightly.

Special thanks to our hole sponsors who treated us to unforgettable experiences at the "waterholes." Your creativity with snacks, shooters, games, and giveaways was truly exceptional.

For updates, check out www.iing.co.za. The memories of #IINGpresidentsgolfday2023 will continue to shine until we meet again at our next remarkable IING event!



BOWLS DAY

17 JULY 2023



A Recap of the Epic IING Bowls Day!

We're still buzzing from the excitement of the IING Bowls Day, and it's all thanks to you! A heartfelt thank you goes out to everyone who joined us for this unforgettable event. Your presence and enthusiasm truly made it something to remember!

We can't overlook the incredible IING committee members who played a vital role in making this day a triumph. Their meticulous planning and dedication ensured that the event ran seamlessly, providing everyone with a fantastic time.

Let's also give a round of applause to our outstanding sponsors – Hollard, SAFIRE, and Discovery. Your generous support was the driving force behind the event's success. It's partnerships like these that truly make a difference.

As we look back on the memorable moments, be sure to check out the captivating event photos on our social pages, and don't forget to mark your calendars for next year's annual IING Bowls Day – it's an occasion that you won't want to miss out on!

#IINGBowlsDay #ThankYouCommittee
#AwesomeSponsors #seeyounextyear



Ladies Day

16 August 2023

The Magic of Fabulous Ladies!

Let's take a trip down memory lane and soak up the incredible vibes from our unforgettable Fabulous Ladies' Day bash.

Picture this: a room bursting with laughter, creativity, and a whole lot of girl power. From wielding paintbrushes like pros to turning unexpected twists into funky "design features," every lady owned her craft with pizzazz.

Craft queens and glitter gurus united to revel in the sheer joy of creation. Who cares if a little mess is part of the masterpiece? We sure didn't!

This day wasn't just an event; it was a love letter to our inner superwomen. We clinked our glasses to our unique selves – strengths, quirks, and all – and basked in the sisterhood.

Glitter high-fives to the IING social team for arranging this amazing event. Thank you Shannel, Betta, Annelie & Anton for your valuable time and for each and every sponsor that made today special.

To our rockstar sponsors – King Price, Discovery Insure, Safire Insurance, Customer Loyalty Consultants, Create at Wolwespruit, Steenberg Wines, and Bryte Insurance – you made the magic happen!

Looking back, it's not just an event we remember; it's a whirlwind of good vibes, creativity, and connections that continue to light up our lives.

Finally, all of the ladies that joined us. You are all true and valued friends of the IING. See you at our next function!





CELEBRATING GENEROSITY

Ladies' Event Donates to Sungardens Hospice



In a beautiful display of compassion and community, the Fabulous Ladies' Day event organized by the IING offered heartfelt thanks to all the wonderful ladies who attended and contributed to the event's success.

Their generosity was showcased through their enthusiastic participation and the donations they generously provided, as depicted in the event's pictures. The donated items were given to Sungardens Hospice in Mamelodi, showcasing the power of collective giving.

The women who attended not only celebrated creativity and sisterhood during the event but also extended their care and support to those in need.

Looking back at this heart warming event, it is evident that the Fabulous Ladies' Day was not only a celebration of creativity and camaraderie but also a testament to the immense kindness and generosity within the IING community





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▶ 5MIN READ

ENSURING THE FUTURE OF YOUR DIGITAL ASSETS

 **W. LOUW**
SOURCE: AQUILLA
FINANCIAL SOLUTIONS CC

ENSURING THE FUTURE OF YOUR DIGITAL ASSETS: A GROWING CONCERN IN THE DIGITAL AGE"

As our lives become increasingly intertwined with digital media, the question of what happens to our digital assets after we pass away looms large. From smartphones to smart fridges, digital interaction pervades every aspect of modern living, even reaching the "Before Computers and Cell phones" generation. Consider, for a moment, your current engagement with this article - on your phone, perhaps? Indeed, cell phones serve as our go-to devices for virtually everything, from communication to medication management.

However, the convenience of electronic devices comes with its fair share of hazards and risks, with concerns about online safety and security. In this context, it becomes essential to define what digital assets encompass. They encompass items that can be bought, sold, or held online but cannot be physically touched. Digital assets include anything stored and transmitted electronically via a computer or other digital device, entailing ownership or use rights.



The array of digital assets is vast and complex, ranging from music, movies, and education to gaming, photos, social media accounts, and even cryptocurrencies. As digital ownership becomes increasingly common, it is crucial to take control and add value to these assets. For instance, storing important documents and contracts received via email or messaging apps exemplifies the evolution of digital assets.

Understanding the extent of your digital assets is vital, necessitating creating a comprehensive list to ensure their smooth transition in the event of unforeseen circumstances. If you wish to preserve your digital assets for your family's benefit, taking action now is imperative. Reach out to us for assistance with your free will, which can encompass provisions for your digital assets.

In our next discussion, we will explore effective ways to manage your digital assets to safeguard your family estate effectively.





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ATTENTION ALL ASCHP MEMBERS!

Simah now offers Medical Malpractice, Professional Indemnity and Public Liability cover for the following professions:

All supportive counsellors, holistic counsellors, specialist holistic counsellors, wellness counsellors and specialist wellness counsellors belonging to the Association for Supportive Counsellors and Holistic Practitioners (ASCHP).

These covers will protect you against claims made against you by third parties:

For bodily injury sustained by a patient caused by any actual or alleged Wrongful Act (breach of duty) or arising from a Good Samaritan Act (which is treatment administered at the scene of a medical emergency or accident) (known as Medical Malpractice), and/or as a result of any actual or alleged negligent act, error or omission in the performance of your professional duties (known as Professional Indemnity), and/or for accidental bodily injury and/or property damage caused by you in the course of the business (known as Public Liability), all on or after the inception date of the policy.

Members have the choice to select one of two cover options:

OPTION 1

- Cover up to R1 000 000 in the annual aggregate per section (Medical Malpractice, Professional Indemnity and Public Liability), subject to a deductible of R7 500 each and every claim
- Policy extensions limited to R250 000 each (limits in the annual aggregate, and included in the main policy limit) and a deductible of R2 500 each and every claim
- Annual premium inclusive of VAT and commission: R1 760

OPTION 2

- Cover up to R2 500 000 in the annual aggregate per section (Medical Malpractice, Professional Indemnity and Public Liability), subject to a deductible of R7 500 each and every claim
- Policy extensions limited to R250 000 each (limits in the annual aggregate, and included in the main policy limit) and a deductible of R2 500 each and every claim
- Annual premium inclusive of VAT and commission: R2 615

Cover subject to completion and receipt of duly completed and signed proposal form.

For more information contact Rachel Havenga
at rachelh@simah.co.za

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OPPORTUNITY TO DRIVE PUBLIC AND PRIVATE PARTNERSHIPS IN AGRICULTURE INSURANCE

DANIEL STEVENS – HEAD SANTAM AGRICULTURE CROP INSURANCE

The 2023 Agricultural Insurance Pulse Report indicates global hunger and food insecurity is on the rise with the number of undernourished people estimated to have increased up to 828 million in 2021. Africa, unfortunately, makes up a large percentage with 57.9% of the population exposed to moderate or severe food insecurity.

There are many factors contributing to the problem including poverty, unemployment, climate change, conflict and so on. Agriculture insurance can also play a role in stemming some of the tide.

The total global agriculture insurance premiums are just over USD 46 billion and are expected to grow to USD 80 billion by 2030. Africa's share of premium is less than 1%. The low contribution in Africa can be attributed to several factors.

Firstly, the low or uncoordinated investment in the sector that stems from having fewer countries with public private partnership (PPP) schemes on agricultural insurance. Such partnerships are crucial for extension services, insurance education, premium support, and access to credit. Some African countries have made good strides by partnering with Africa Risk Capacity, which has 35 African member countries including; Lesotho, Mozambique and Zimbabwe.

Secondly, lack of infrastructure development such as roads and the construction of dams for water harvesting have a negative impact on agriculture. To ensure economic growth, there needs to be adequate infrastructure. Some rural areas have road infrastructure that are riddled with the lack of maintenance thus transporting produce is under pressure. Since 2015, South Africa has experienced water shortages mainly because of climate change, which causes rainfall delays that eventually decrease dam levels, leading to droughts within the country. Majority of agriculture relies on water availability to remain sustainable.

Thirdly, some countries in Africa, including South Africa, have no widespread parametric solutions for smallholder farmers and that renders growth and innovation unattainable for flexible product design. Notably there are organisations playing an important role to bring parametric insurance to small holder farmers outside of South Africa. Kenya, Uganda and Mali are among the forward-thinking countries offering parametric solutions which South Africa has high on their agenda.

Also known as event-based insurance or index-based insurance, farmingfirst.org describes parametric insurance as "a form of insurance that covers the probability of a predefined event happening, instead of indemnifying the actual loss incurred (a pay-out amount in the case of the policy being triggered is determined in advance)".



Lastly, South Africa may be the only nation in the world where Multi-Peril Crop Insurance (MPCI) is offered without any government subsidies. The demand for the product exists, however, the risk for local insurers to offer MPCI on an adhoc basis without a subsidy would make it not only too expensive but there would need to be certain conditions that would be required such as compulsory insurance in order for it to be viable.

Of the 600 million developing farmers in Africa, only 600 000 are insured. This phenomenon calls for aggressive partnerships to address the market failures in the sector. In the South African context, market failures on crop insurance exist because of adverse weather patterns which lead to a high frequency and severity of claims. Drought affecting farmers is becoming uninsurable and very expensive.

Awareness of insurance solutions by farmers, affordability of crop insurance products as well as limited understanding of insurance solutions are seen as some of the factors that challenge demand-side growth in crop insurance. The supply-side growth factors that challenge crop insurance are the high cost of crop insurance which lead to the need for premium support for farmers. Lack of technical expertise and insufficient or unreliable data are some of the overarching challenges in crop insurance. Also, the fact that it is a very high-risk line of business with reinsurance support required which may not be readily available.

It remains an important quest for Santam Agriculture to play a meaningful role in the South African agricultural sector. Santam does this in many ways, including educating farmers through its consumer financial education (CFE) programme, as well as participating in industry and sector events and conferences to ensure capacity building and public awareness on different crop insurance solutions.

Versekering vir alles van jou Frieskoei tot jou vrieskas

Santam is al vir oor 104 jaar die voorbok in korttermynversekering – ons verstaan die boerderybedryf. Daarom verseker ons alles van jou vee en oeste tot jou persoonlike en boerderybates onder een sambreel. **Santam. Regte, egte versekering.**

Bel jou tussenganger of gaan na [santam.co.za/products/agriculture](https://www.santam.co.za/products/agriculture) vir meer inligting.

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SESSION 1

PIONEER THE FUTURE OF AGRI INSURANCE

Emil Pretorius was the speaker and is with Santam Segment Solutions Agriculture with a main focus on Asset Insurance. He's attending to technical marketing & building relationships with all stakeholders from brokers, to AGRI businesses and our Farmers. The session had the following topics,

- The future of agriculture.
- Opportunities and threats within the market.
- AgTech (Agri Technology).
- Raising trends within agriculture.



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AMOUNT OF
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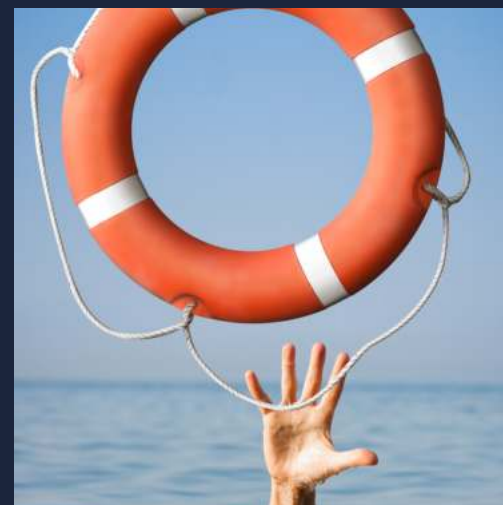
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SESSION 2

TOP RISKS FOR SOUTH AFRICAN DIRECTORS AND OFFICERS

"Makolo Kalambaie and Colin Wiseman was our speakers for the session. Moloko is currently the Underwriting Head of Financials Lines, Structured Portfolio at SHA Risk specialist, Colin is currently a Technical Manager in the PI, Liabs and Financial Lines claims department and has been a Claims Specialist in Financial Lines for over seven years. Some of the topics that was discussed in this session:-

1. Economic Trading Environment
2. Liquidations, Business Rescue and Insolvency Risks
3. Underwriting Considerations
4. Claims Examples



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AMOUNT OF
PEOPLE THAT
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FOR THIS
SESSION

340



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SESSION 3 BACK TO BASICS – OR NOT? AN UNDERWRITERS PERSPECTIVE

In this session OMI presented on the following topics – The Reinsurance market, Grid failure (current buzz word), Solar installations, Hot Work Permits & Policy wordings –hidden dangers. A very insightful presentation.



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AMOUNT OF PEOPLE THAT REGISTERED FOR THIS SESSION

651

SESSION 4 ENVIRONMENTAL IMPAIRMENT AND THE IMPACT ON YOUR BUSINESS

In today's ecologically conscious landscape, the ramifications of environmental impairment can significantly impact businesses. From reputational damage to legal liabilities, neglecting environmental concerns poses substantial risks. By acknowledging these risks, adopting sustainable practices, and considering insurance coverage, businesses can proactively mitigate environmental impairment's potential negative effects, ensuring a more resilient and responsible future.



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AMOUNT OF PEOPLE THAT REGISTERED FOR THIS SESSION

231



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SESSION 5

WEATHERING THE STORM TOGETHER

In the dynamic world of the insurance industry, challenges often arise like storms on the horizon. Yet, these challenges also provide opportunities for unity and growth. As we weather the storm together, collaboration, innovation, and resilience become our compass points. By facing uncertainties head-on, adapting to shifting landscapes, and leveraging technology, the insurance industry can not only survive but thrive, emerging stronger and more connected than ever before.



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AMOUNT OF
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SESSION 6

ASBESTOS ABATEMENT

Asbestos, once praised for its versatility, now poses health risks. Asbestos abatement, safely removing these materials, is crucial. Rigorous planning, regulation adherence, and specialized techniques are essential to mitigate exposure risks. Through effective abatement, we create safer environments, minimizing health hazards tied to asbestos and ensuring well-being.



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AMOUNT OF
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SESSION 7

CYBERSURE

The rise of technology has ushered in a new era of convenience and connectivity, but it also brings forth a heightened risk of cyber threats. In the realm of insurance, these threats loom large, encompassing data breaches, ransomware attacks, and more. As insurers handle sensitive customer information, the need to fortify cybersecurity measures becomes paramount. From protecting client data to ensuring the integrity of financial transactions, addressing cyber threats is not only a necessity but a responsibility that underscores the trust and security within the insurance industry.



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AMOUNT OF
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SESSION 8

FUTURE SKILLS OF RISK AND INSURANCE PROFESSIONALS

- Insurance and education (Skills universe)
- Workforce of the Fourth Industrial Revolution (Looking Back)
 - Financial Services (Key trends)
 - Drivers of change
 - Top skills of the future - creative thinking, systems thinking and lifelong learning

NEW SKILL

20% 40% 60% 80%

LOADING...

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**NEXT
SESSIONS**

*Do not
forget*

SESSION 9 – 24 OCTOBER 2023

SESSION 10 – 21 NOVEMBER 2023





WHAT CRIME MEANS FOR SA INSURANCE CONSUMERS AND HOW TO PROTECT YOUR ASSETS

KAREN RIMMER - HEAD OF DISTRIBUTION AT PSG INSURE

The most recent statistics released by the South African Police Service have shown several notable decreases in certain types of crimes. While these findings paint an encouraging picture, crimes like household robberies are on the rise. Efforts made by the Minister of Police to “put more boots on the ground” are a welcomed development in the fight against crime, but there is much that South Africans can do to safeguard their own assets in a high-crime environment.

Providing guidance on this is Karen Rimmer, Head of Distribution at PSG Insure. As she points out, there are numerous strategies that South Africans can implement to safeguard their assets, including their vehicles, as well as any residential or commercial properties from unnecessary risks.

CAR THEFT: HOW TO PROTECT YOUR VEHICLE

“Available data suggests that vehicles with keyless entry systems are becoming a common target for criminals. This feature allows drivers to access their cars without the use of a key, using technology that relies on short-range radio signals which are constantly conducting scans to detect when the driver is within range. While this has introduced a new level of convenience for drivers, keyless technology systems are particularly vulnerable to relay attacks,” says Rimmer.

There are several vehicles that have been identified as common targets for this type of crime. To counteract the increased losses on these high-end vehicles, some insurers have stipulated that motorists should install two tracking devices as a safety measure. In these cases, it is essential for drivers to ensure that their tracking systems are fully operational at all times, to avoid their claims from being rejected if an unexpected issue should occur.


Adding to this, Rimmer advises on another good practice for drivers, which is to keep their key fob as far away from their vehicle as possible. Storing the key fob in a Faraday pouch, which blocks any external signals is also highly recommended. “Drivers are also advised to ensure that no items are left on their backseats or are in any way visible while their car is parked or stationary. In general, drivers need to remain vigilant and keep an eye on their surroundings at traffic lights or during any occasional stops.”

In tandem with these risk mitigation methods, drivers can also take out comprehensive motor insurance policies. Some insurers provide for additional benefits, such as trauma counselling and personal accident cover.

HOW TO KEEP YOUR PROPERTY SAFE AND SECURE

According to the most recent statistics, robberies of residential properties has increased by just over 6%, with 5 578 cases being reported during the first quarter of 2023. The ongoing electricity crisis means criminals can take advantage of power cuts to prey on vulnerable households and insurers have seen an increase in residential robbery claims over the last year.





With this in mind, homeowners and commercial property owners need to take extra care to ensure security systems are working properly. Before leaving the property, the alarm should be set. And as an extra layer of security, measures such as installing padlocks, burglar bars and deadbolts can go a long way in preventing break-ins.

In addition, Rimmer suggests that, where properties are secured by electric fencing, it's important to ensure that the back-up batteries used to power these systems, in the event of a cut in the energy supply, have enough reserve power to sustain the system for at least four hours. "The use of LED lighting systems and solar-powered lights for the perimeter of the property, as well as any outdoor areas, is also advised."

Torches that are solar- or battery-powered should be stored in multiple, easily accessible locations around the property, as well as a spare set of batteries. Keeping your mobile phone fully charged is also vitally important, especially in the event of an emergency. Furthermore, if the gate to your property needs to be manually opened or closed, you could also request your security company to provide you with an escort when accessing or leaving the property during quieter periods.

As Rimmer concludes: "In a high-crime environment, insurance underwriters apply more stringent criteria to policies in order to prevent excessive losses. It is therefore important for South African consumers to ensure that they understand any conditions that are included as part of their policies and that they have a full view on what their responsibilities are in keeping their assets safe."





MY VOYAGE IN THE IING'S MARKETING WORLD

ANTON MINNIE

In the dynamic realm of marketing, my journey as the Convenor of Marketing at the IING has been an unforgettable odyssey marked by passion, collaboration, and an unyielding quest for brilliance.

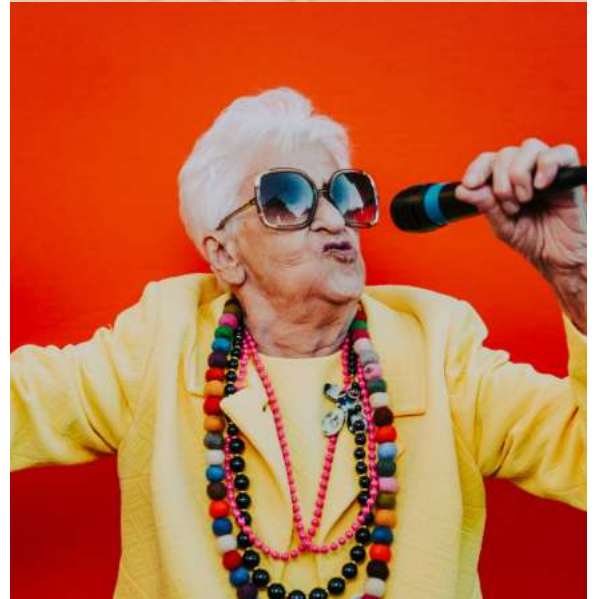
From the onset, this role evolved from a mere job into a profound calling. Interactions with our esteemed brokers and suppliers transformed colleagues into a tight-knit work family, infusing every endeavour with shared dedication.

At its essence, marketing is the art of transcending the ordinary, weaving enchantment into every facet. It's this essence that fuels my purpose - to infuse our efforts with a distinctive flair that sets us apart.

Our journey has entailed pushing boundaries and embracing innovation, a path I commit to continue. Together, we'll sculpt strategies that resonate deeply and design experiences that mirror the IING's vibrant identity.

Yet, beyond logos lies our brand's beating heart - embodying values and aspirations. My pledge is to animate this essence through the canvas of marketing. I'm resolute in ensuring you're always engaged, enthralled, and exposed to premier marketing and design.

This journey, propelled by fervent support and an unshakable commitment to brilliance, exemplifies the power of synergy within the IING team.



BROLINK'S



TRANSFORMATIVE VENTURE INTO **PREMIUM COLLECTIONS**



In the dynamic financial arena, innovation and adaptability drive success. With over two decades as an insurance stalwart, Brolink has successfully entered the premium collections realm, redefining practices with convenience, efficiency, and excellence.

This move has introduced a competitive offering that promises attractive benefits.

While renowned in insurance, this leap into the financial solutions sector has signified a fresh phase built on experience, innovation, and client empowerment.

Experienced Foundation:

Brolink's move is not uncharted. With a solid 25 years in insurance, it brings expertise and solid experience to this venture. This underpins a premium collection service that is efficient and tailored to industry nuances.

Tech-Driven Advantage: Integrated Collection Platform

At the heart of Brolink's offering is an advanced integrated platform streamlining collections. Beyond risk reduction, it enhances cash flow by directly collecting from policyholders' accounts, into the insurers bank account, guaranteeing convenience and financial efficacy.

Brolink's commitment to efficiency

shines through its BEST system. More than a tool, it is proof of Brolink's precision and effectiveness in premium collections.

Compliant with FSCA regulations, it is a reliable industry solution. It commits to end-to-end reconciliations, business intelligence reporting, real time data and best practice in the industry.

Trusted Partner:

Brolink's consistent reliability and superior reputation, both to insurers and brokers highlights its commitment in this space. While you focus on core strengths, Brolink assures convenience, dependability, and excellence. Choosing Brolink means diverse benefits: heightened efficiency, reduced administration costs, improved cash flow, and excellent service. Compliance with data protection, cyber security and all FSCA Regulations solidifies its place in an industry that demands a good reputation and a solid foundation, both of which, Brolink possesses...



Holistic Approach:

Complementing Current Offerings

Brolink's premium collections integrate seamlessly with existing premium finance and broker finance products. Brolink currently performs the end-to-end collection process for several of the insurers in the industry and is ready to expand its portfolio.

Embrace the Future: Connect with Brolink

To explore Brolink's premium collection service, you can e-mail premiumcollections@brolink.co.za

Brolink's dedicated contact assures prompt, professional service.

In Conclusion: Brolink's Era of Innovation

Brolink's entry heralds a new era of convenience, efficiency, and innovation in premium collections. With a storied history and unwavering commitment to excellence, Brolink invites you on a journey where premium collections mean ease, effectiveness, reduced cost, and peace of mind



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BUSINESS EMAIL COMPROMISE: A PRESSING THREAT DEMANDING ENHANCED ORGANISATIONAL VIGILANCE

PETER OLYOTT - CEO, INDWE RISK SERVICES (INDWE)

In today's interconnected world, businesses rely heavily on email as a primary means of communication. However, convenience comes with a significant risk due to the rising threat of business email compromise (BEC). BEC is a sophisticated form of cybercrime that targets organisations, manipulating unsuspecting employees to transfer funds, disclose sensitive information, or perform other unauthorised actions. To safeguard your business and its stakeholders from financial and reputational damage, it is crucial to understand BEC, its tactics, and implement robust preventative measures.

Business email compromise involves cybercriminals masquerading as trusted entities, often high-ranking executives or clients, to deceive employees into taking detrimental actions. The perpetrators exploit human vulnerabilities, relying on social engineering techniques to persuade employees to make EFT transfers, reveal login credentials, or provide sensitive information. The success of BEC attacks often hinges on the element of surprise, the manipulation of trust, and the absence of proper security protocols within organisations.


Within the realm of BEC, a wide array of devious tactics is at play. Some of the most prevalent strategies employed by cybercriminals include CEO fraud, where they impersonate a high-ranking executive to instruct an employee to perform a financial transaction. Invoice manipulation is another common tactic involving the tampering of legitimate invoices to redirect payments to the attacker's account.

Cybercriminals often employ phishing techniques, utilising deceptive emails to trick employees into revealing login credentials or downloading malicious software. Vendor email compromise involves gaining unauthorised access to a vendor's email account to send fraudulent payment requests to customers.

"Safeguarding organisations from the threats of BEC necessitates a multi-layered approach, encompassing various preventative measures," says Peter Olyott, CEO of financial services provider, Indwe Risk Services (Indwe).

"Key actions to consider include conducting regular training sessions to heighten BEC awareness among employees, stressing the significance of verifying requests, identifying suspicious email indicators, and promptly reporting any anomalies. Implementing robust multi-factor authentication protocols can help safeguard email accounts and other critical systems from unauthorised access. Leveraging cutting-edge email filtering technologies is essential to proactively detect and block malicious emails, phishing attempts, and suspicious attachments," says Olyott.





Organisations should establish stringent protocols for financial transactions, incorporating dual-approval processes and alternative channel confirmation. Regular reviews and validations for vendor information, particularly concerning payments and sensitive transactions, are crucial in mitigating BEC risks. Olyott says, "Devising a comprehensive incident response plan outlining swift actions to be taken in the event of a BEC incident is essential for effective and efficient responses."

Since business email compromise continues to pose a significant threat to organisations worldwide, leading personal and business insurance specialist, Indwe Risk Services is there to provide cyber insurance and commercial crime cover products and services to help identify, mitigate, transfer cyber risks, cover your organisation when held ransom, suffer any losses, and more. "As cybercriminals refine their tactics, Indwe believes it is essential for businesses to be proactive in fortifying their digital defenses," says Olyott.

By understanding the nature of BEC attacks, implementing preventative measures, and fostering a culture of cybersecurity awareness, organisations can mitigate the risks associated with BEC and protect their financial assets, sensitive information, and reputation. Remember, the best defense against BEC lies in constant vigilance, regular training, and the adoption of robust security measures.



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WE CAN DO SO MUCH” – HELEN KELLER.



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ADÈLE CRONJÉ

NATSURE : SNR PORTFOLIO MANAGER

IING ROLE : PRESIDENT 2023

"You never fail until you stop trying"



ROZANNE KNOESEN

INDWE RISK SERVICES
JUNIOR MANAGER: MIS

IING ROLE :
DEPUTY PRESIDENT

"Your success and happiness lies in your own hands"



WYNAND LOUW

AQUILLA FINANCIAL SOLUTIONS:
CEO

IING ROLE: CONVENOR
FINANCE & TREASURER

"Do not allow people to dim your shine because they are blinded. Tell them to put some sunglasses on."



BETTA STEENKAMP

SANTAM
RELATIONSHIP MANAGER

IING ROLE : CONVENOR
EDUCATION COMMITTEE

"think big, trust yourself and make it happen"

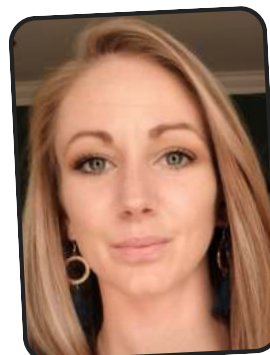


ANTON MINNIE

BRYTE INSURANCE :
BUSINESS DEVELOPMENT MANAGER

IING ROLE: CONVENOR
MEMBERSHIP, MARKETING &
COMMUNICATION

"People do not decide to become extraordinary. They decide to accomplish extraordinary things. Screw it, let's just do it!!"



SHANNEL VISSER

KING PRICE
BUSINESS DEVELOPMENT CONSULTANT

IING ROLE: CONVENOR
SOCIAL COMMITTEE

"Do it with passion, or not at all"



GERRIT VENTER

TRACKER CONNECT
REGIONAL SALES MANAGER

IING ROLE: CONVENOR
SPORT COMMITTEE

"You attract what you vibrate."



MICHAEL PIERCE

INDEPENDENT CONSULTANT

IING ROLE : CONVENOR
GOVERNANCE & COMPLIANCE

"Value everyone and everything and never take anything for granted."



FRIK VAN DEVENTER

AIG
BUSINESS DEVELOPMENT MANAGER

IING ROLE :
CO-TREASURER AND
SPORT COMMITTEE

"Byt vas, more is
nog 'n dag"



ANNELIE BOTHA

BROLINK : CORPORATE TRAINER
BIB - FINANCIAL INSTITUTIONS

IING ROLE :
SOCIAL COMMITTEE

"If you love life, don't
waste time, for time is
what life is made of"



TUMELO STOFFEL

SASRIA
CUSTOMER RELATIONS MANAGER

IING ROLE :
MEMBERSHIP, MARKETING &
COMMUNICATION
COMMITTEE

"If you want to go far we go
together, but if you want to
go fast you can go alone."



DANIE JANSEN VAN
VUUREN

OLD MUTUAL INSURE
SALES DEVELOPMENT MANAGER

IING ROLE :
SPORT COMMITTEE

"Success is not final,
failure is not fatal: it is
the courage to continue
that counts."



KENNY HONEYBORNE

DISCOVERY INSURE
BUSINESS DEVELOPMENT MANAGER

IING ROLE :
MEMBERSHIP, MARKETING &
COMMUNICATION
COMMITTEE

"Everything you've ever
wanted is on the other
side of fear"



SCHAUN VAN
DEN BERG

OLD MUTUAL INSURE
NATIONAL BUSINESS DEVELOPMENT
MANAGER

IING ROLE :
EDUCATION COMMITTEE

"The Universe is much
bigger than you, don't
fight it"



SARVANI CHETTY

PSG INSURE:
BUSINESS ANALYST

IING ROLE :
EDUCATION COMMITTEE

"Your life is as good as
your mindset"



OCELIA
KHOZA

HOLLARD
CLAIMS MANAGER

IING ROLE :
EDUCATION COMMITTEE

"Just one small positive
thought in the morning
can change your whole
day."



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