



PERFECTSURE

**INDEPENDENT BROKERAGE:
COMMUNITY LIVING SCHEMES**

KEY INFORMATION DOCUMENT

ABOUT THE KEY INFORMATION DOCUMENT

This Key Information Document (KID) will assist you with making an informed decision about the relevance of our service offering as it applies to the properties under your management. It contains summarized information of the significant benefits of appointing us as your independent community living insurance brokerage.

The content of this document is of a general nature only and not considered your objectives, financial situation or needs.

All administration is dealt with by us as the underwriting managers and our in-house service providers on behalf of the insurer.

ABOUT US

We added community scheme living insurance services to our brokerage in 2004. During the first year we serviced a small managing agent and our portfolio only consisted of four buildings. These buildings were severely under maintained and therefore required a designated claims assistant to administer the influx of claims and administration. The challenging buildings taught us a great deal about the community scheme living insurance underwriting, insurers that are the best to use, the difficulties of processing high quantum claims, to assert ourselves in this space, the impact of the loss ratios and lastly how to effectively interact with unit owners.

Perfectsure is now thriving in the community scheme living insurance space. We are currently the mandated broker for 42 Homeowners' Association and 140 Body Corporates all located in eastern Gauteng and Centurion. We have a long-standing relationship of 10 plus years with our main managing agent clients.

The staff compliment that service our managing agents consist of three senior underwriters and claims handlers. The Community Schemes are equally divided between senior staff to administer and are expected to familiarize themselves with the portfolio managers of the managing agent, the strong communicative foundation of this relationship is of the utmost importance to us. Every senior staff member has a dedicated junior claims handler to assist with all claims of the portfolio.

The Perfectsure team is trained by the large insurers that specialize in the community scheme living insurance products. We have found that training offered by CIA and Santam are sufficient to help the claims handler understand the complexities of the policy underwriting, as necessary to successfully administer a claim.

Our community scheme living portfolio is our largest portfolio that requires the most administration and constant attention. For this reason we provide a telephonic number (including *Whatsapp*) which is available Monday to Saturday between 8H00 and 17H00 to assist any unit owner or portfolio manager.

Easy to read and quick to complete in-house templates are used for simple claims such as geyser related claims. The POPI consent form is also sent in the event of any claim, to allow us to process the unit owner's personal details and to circumvent any complaints that may arise in this regard. Our team will provide every building with a claims procedure letter to circulate to unit owners and trustees. The letter will explain who to contact when an emergency arises, the process to report any claim and the excess payable in the event of any claim.

Perfectsure makes use of an outsourced data capturer and IT services company, this company is available at all times to assist should our internal software malfunction. The Perfectsure server was specifically built to assist us with the quantities of supporting documents we receive with regards to community scheme claims and underwriting.

GROW OUR COMMUNITY SCHEME CLIENT PORTFOLIO

We are excited to announce that we have added property group companies from Eastern Gauteng to our commercial portfolio.

HONESTY, INTEGRITY AND COMPETENCE

We value the Financial Sector Conduct Authority's values and strive to treat our clients fairly.

INCLUSION OF LONG-TERM FINANCIAL PRODUCTS

We are looking at expanding our service offering to include long-term financial products.

Mission

Values

Vision

WHAT MAKES US DIFFERENT TO OTHER BROKERAGES

- We are boutique professionals that provide personal services with regard to the commercial space
- Perfectsure is the mandated broker for 182 Community Schemes
- Our large portfolio enables us to leverage our books at various insurers to get the best premiums and time efficient service offering
- We provide a larger service offering to property portfolio managers
- The brokerage has 26 years of experience
- The main focus and ethos of the brokerage is personal service
- We maintain an acceptable claims-ratio that allows us to negotiate premiums and risk requirements
- Our staff compliment is professionally trained as underwriting masters of community living scheme policies
- We administer policies on behalf of high-risk thatch properties and location sensitive buildings

INSURERS THAT WE MAKE USE OF

- CIA Building Insurance Specialists
- Bryte Insurance Company Limited
- Old Mutual Insurance Company
- CIB Insurance
- Santam Financial Services Company
- King Price Insurance

OUR SERVICE OFFERING

We assist portfolio managers of property management groups with the following tasks:

- Sourcing of valuation reports on an annual basis
- Compilation of valuation suggestions to provide to trustees for approval or rejection
- Ensuring that the building sum insured is adequate
- Administering of claims from the reporting stage to the submittal and settlement stage
- Provision of detailed explanations of policy wording to unit owners, trustees, rental managers and property managers
- Provision of claims procedure letters to all property owners
- Administration of all underwriting
- Liaising directly with contractors to assist property owners with claims
- Sourcing of alternative quotations at renewal of policies
- Administration of monthly, quarterly and yearly premium payments
- Attendance at Annual General Meetings
- Issuance of Insurance Certificates
- Fidelity Cover
- Weekly attendance at your office to touch base

OUR PROMISE TO YOU

Valuation Report Assistance

We have built great relationships with several valuation companies such as EquiPro, Spectrum, LikeThat Valuators and UniqueCo. On a three-yearly basis we will inform the portfolio manager that the building is due for a valuation. The portfolio manager will then confirm, after consultation with the trustees or chairman, whether the building wishes to proceed with the valuation.

Our team will then proceed to source three quotations for consideration and provide the best and lowest quotations to the portfolio manager. Once a quotation is chosen, we assist with the entire facilitation process and intervene with the caretaker to arrange a date and time for the valuation to take place.

Thereafter our team will carefully analyze the valuation report in conjunction with the current policy schedule to ensure that the building and its extras are noted and covered adequately. We then draft our post valuation suggestions and send the information to the portfolio manager for consideration. The necessary changes are then noted on the policy and a register is kept for every community scheme that notes which valuations are in our safe keeping and when the next valuation is due.

Administration of Claims

We have incredibly quick turnaround timeframes for our claims due to our longstanding relationship with the insurer. Our team knows exactly who to contact whenever a dispute arises and possess the direct contact details of department heads to escalate any claim.

For any geyser claims whereby the *call centre* is not used, the turnaround time will be 2 - 3 business days for settlement payment to be made to the body corporate account. For larger claims such as property damage claims, we provide daily feedback and usually receive the claim outcome within 5 business days since the reporting date. Common property claims often require immediate assistance as these claims often pose security risks, our team will work directly with the portfolio manager to have the claim resolved within the week it was reported and advise what can be done in the meantime to absolve the risk of security breaches.

Perfectsure will provide every building with a claims procedure letter to circulate to unit owners and trustees. The letter will explain who to contact when an emergency arises, the process to report any claim and the excess payable in the event of any claim. Our process is as follows:

Step 1

We are notified by the portfolio manager of the claim and provided with the unit owner's details. An email is sent to the unit owner enclosing the claim form (partially completed for ease of use) and the POPI consent form. The email details what is needed in support of the claim and the applicable excesses in this regard.

Once our offices are notified of a claim, the designated claims handler will send an email to the unit owner to request the claim documents. The portfolio manager is included in this initial exchange, this is done to ensure that the portfolio manager knows that we are in direct contact with the unit owner and/or tenant. We make use of internal templates to thoroughly explain to the unit owner what will be needed to successfully report the claim. The claim is administered

by our office during the entirety of its existence. Once the proof of settlement is received from the insurer, we notify the unit owner that funds have been paid to the body corporate account and once again notify the portfolio manager that the claim is settled.

Step 2

Once the claim documents are received, we report the claim to the insurer directly and act as the claim handler on behalf of the unit owner. Any advice or requests received from the insurer is directly relayed to the unit owner, the portfolio manager can be rest assured that his or her assistance is not further needed.

Step 3

The claim is settled or rejected. Our team will notify the portfolio manager and unit owner and/or tenant of the outcome and inform of the process to appeal the rejection. We further attach all supporting claim documents. Payment is made to the body corporate account and the excess amount is explained to the owner.

Annual General Meetings

We have found that unit owners often require assistance to better understand the policy wording and policy schedule. The portfolio managers should not be expected to advise on insurance related matters and often do not possess the knowledge to provide an answer to the questions regarding what cover the premium entails. As the brokers, we believe that portfolio managers must be assisted with all aspects of the community scheme's insurance needs, including our presence at AGMs. We will attend any AGM and can upon request attend individual meetings with portfolio managers to ease the insurance related discussions and provide accurate feedback.

Fidelity Cover

It is compulsory for all community schemes to have fidelity insurance. We understand that this cover is needed to cover the funds lost through theft or fraud committed by a scheme executive or managing agent staff member. Perfectsure assists the managing agent with all the fidelity cover

needs and arrange meetings in June and November with the accounting department to update the figures for the current bank account balance, maintenance reserve balance, investment balance and annual budget.

Insurance Certificates

Any requests for insurance certificates can be redirected to our administrative team for issuance. We will correspond directly with the bond attorney or transferring attorney, facilitate the process to issue the certificate and provide them with the certificate needed to note the interest over the property and register the transfer.

Remote Office Attendance

Depending on the needs of the managing agent and the size of the portfolio, Perfectsure will gladly provide that a senior staff member from our team be assigned to work remotely at your work premises once a week to touch base and assist with insurance related matters. We have found that this service assists to establish trust, focus on important developments and to cope with the influx of claims.

MUTUAL BENEFIT

We value your business and believe that we must perform as one team to accomplish the desired outcome and to provide turn-key service that is quick and efficient. Once formally appointed as the broker for the community scheme, Perfectsure will enter into a mutually beneficial Referral agreement that encompasses financial growth. The managing agent is thereby compensated on a monthly basis for their administrative assistance that is necessary for the facilitation of claims and administration of amendments.

CONTACT OUR OFFICES

Johannesburg Branch (Houghton) – 011 608 3127 (info@perfectsure.co.za)

Western Cape Branch (Hermanus) – 011 454 8063 (jo@perfectsure.co.za)