

# THE OMBUDSMAN'S BRIEFCASE

*Official Newsletter of the  
Ombudsman for Short-Term  
Insurance*



**THE OMBUDSMAN**  
*For Short-Term Insurance*

## ***Mission***

*To resolve short-term insurance complaints fairly, efficiently and impartially*

## **Special Issue 1 of 2010**

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# 2010

# Message from the Ombudsman for Short-Term Insurance for 2010

The Ombudsman for short-term insurance takes this opportunity of wishing all persons a very happy, safe and prosperous new year. May the year ahead be free of accidents or misfortune which can impact so quickly and with such devastating effect upon individual lives. Insurance is an indispensable tool in individual financial planning and provides not only the means to protect one's assets against loss or damage, but your future financial well-being. South Africa is fortunate in having a highly developed world class insurance industry which caters for all needs. The industry is well regulated whilst the office of the Ombudsman provides a cost free mechanism for consumers to have their disputes and complaints adjudicated upon by an impartial independent body with a proud record of protecting consumers and ensuring that they are treated fairly and in accordance with the law.

All persons are encouraged to actively engage with the insurance industry to ensure that their lives and property are adequately safeguarded and if they are not happy with the decisions or conduct of insurers to approach the Ombudsman for assistance in resolving these issues. The Ombudsman is not a consumer rights organisation, but strives to resolve complaints and disputes by consumers in an informal and equitable way.



Brian Martin  
Ombudsman for Short-Term Insurance



## The Ombudsman to host Industry Workshop and Cocktail Function

..... Thursday 18 February 2010 - Sandton Convention Centre,  
Maude Street, Sandton

*The Ombudsman for Short-Term Insurance will be hosting a one-day industry workshop on Thursday 18 February 2010 in the Bill Gallagher Room at the Sandton Convention Centre. Topics under discussion will include:*

- Responses to complaints
- Financial issues
- Equity
- Fraud
- Communication issues
- Rulings

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## The Ombudsman to host Industry Workshop and Cocktail Function

Continued .....

All delegates who attend the workshop will receive a copy of the Ombudsman's Handbook. Distinguished speakers include Professor J.P. van Niekerk from UNISA and Mr. Patrick Bracher from Deneys Reitz Attorneys.

The workshop will commence at 09h00 until 16h45 and will be followed by a cocktail function where the 2009 winner and runners up of the prestigious Isabel Jones Ukusizana Award will be announced. The award which was launched in 2007 recognises short-term insurers' commitment to consumer excellence. The award is presented on an annual basis, to the top insurer, based upon the following criteria:

- Application of fairness and equity;
- Speed and thoroughness of insurers' responses to the Ombudsman's Office;
- Commitment to fairness and equity; and
- The level of cooperation that the Ombudsman's Office has received from the insurer.

If you would like to attend the workshop and cocktail function and/or nominate other persons within your organisation, whom you feel will benefit from attending, please could you advise Kim van Niekerk at Dovetail Communications: **Email: [dovetail@netactive.co.za](mailto:dovetail@netactive.co.za)** or tel **011 454-4739** or **079 522 4356**. Members of the Ombudsman's Office will not be charged to attend, however non-members will be required to pay R150 per delegate.

*Due to limited space, bookings will be dealt with on a first come, first serve basis. Bookings close on Friday 5 February 2010.*

### WHAT DOES THE OMBUDSMAN DO?

*The Ombudsman for Short-Term Insurance resolves disputes between Insurers and consumers in an independent, impartial, cost-effective, efficient, informal and fair way.*

*The Ombudsman is appointed to serve the interests of the insuring public and the short-term Insurance Industry. The Ombudsman acts independently of the Insurance Industry in all complaints. All members of the South African Insurance Association conducting personal lines and commercial lines business have voluntarily agreed to accept the Ombudsman's formal recommendations.*

*If you want to lodge a complaint or require assistance please contact the Ombudsman's Office by calling 0860 726 890 or visiting our website at [www.osti.co.za](http://www.osti.co.za) where application forms can be downloaded.*



***If you would like to be added to our mailing list, please contact us on:***  
Tel: 011 726-8900, Fax: 011 726-5501 or  
email: [info@osti.co.za](mailto:info@osti.co.za)

*For more information on our activities, please visit our website at [www.osti.co.za](http://www.osti.co.za)  
We welcome any feedback or comments you may have.*

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