



THE OMBUDSMAN

For Short-Term Insurance

MEDIA RELEASE – June 2017

At the last meeting of the Board of Directors of the office of The Ombudsman for Short-Term Insurance held on 27 March 2017, the Board considered the current jurisdictional limits of the office. The office's jurisdictional monetary limits were last revised and increased in December 2011. The Board has approved, in line with inflationary increases, various changes to the office's jurisdictional limits, with effect from 1 July 2017.

Our jurisdiction to consider complaints from policyholders is as follows:

Personal Lines Complaints

General complaints relating to all types of cover, except for home owners : **R3.5 million**
Complaints arising from home owners or buildings cover : **R6.5 million**

Commercial Complaints

The annual turnover limit for a juristic person referring a commercial complaint to OSTI has been increased from R25 million to **R35 million**.

The same quantum limits applying to personal lines complaints will apply to commercial complaints. In other words, for commercial complaints relating to all types of cover, other than buildings cover, the limit is **R3.5 million**.

For commercial complaints relating to buildings cover, the limit is **R6.5 million**.

The new jurisdictional limits will apply to all complaints received by OSTI from **1 July 2017** but will not affect any existing unresolved complaints.

ENDS

About the Office of The Ombudsman for Short-Term Insurance

The office of the Ombudsman for Short-Term Insurance is an independent organisation appointed to serve the interests of the insuring public and the short-term insurance industry. By applying the law and principles of fairness and equity, it resolves disputes between short-term insurance companies and their clients.

For further information contact:

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