

Media Release

The Ombudsman for Short-Term Insurance

Date: Friday 9 October 2015

The Board of The Ombudsman for Short-Term Insurance announced today that Dennis Jooste will be leaving the organisation when his term of office expires at the end of February 2016.

Dennis was appointed as the Ombudsman for Short-Term Insurance in January 2012 and during his four years as Ombudsman the office has seen a significant improvement in its operational performance and effectiveness. The average number of days taken to resolve complaints has decreased from 223 in 2011 to 89 in 2014, and the number of unresolved matters after six months has been reduced from 1319 in 2011 to 54 in 2014. Martin Brassey, Chairman of the Board said, "this can be attributed to Dennis's leadership and the changes to procedures he introduced when he was first appointed as Ombudsman. The organisation has also enjoyed stability during the past four years under his leadership with no turnover of professional staff, a factor that is critical to maintaining an increased level of productivity in the office. We would like to thank Dennis for his considerable efforts and commitment to the office during his time as Ombudsman and wish him all the best for the future."

The Board is currently seeking to appoint Dennis's successor as Ombudsman, a position suitable for a retired judge, or an attorney or advocate with at least fifteen years of practice experience.

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.

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