

A close-up photograph of a mechanic's hands wearing orange gloves, working on a car engine. A yellow oil funnel is visible on the left. The text "CLAIMS PROCUREMENT COMMUNICATION" is overlaid in white.

CLAIMS PROCUREMENT COMMUNICATION

Dear Business partner

CORONAVIRUS (COVID-19): EMERGENCY REPAIRS TO INSURED VEHICLES

SERVICES OPERATIONS UNDER LEVEL 4 LOCKDOWN

As we all navigate a complex and challenging environment, Santam is committed to the health and safety of our employees, as well as our policyholders. On 1 May 2020, the South African Government implemented Level 4 of the National Lockdown and with that, increased movement of people are allowed which may increase the need for services by our contracted service providers during this time.

From the interpretation of the Regulation No. R. 480 on 29 April 2020 No. 43258 governing Level 4 lockdown under the above Act, the repairs of vehicles are allowed on condition that such repairs will be regarded as an emergency. As can be seen below, the insurance services and automobile repairs are amongst the industries allowed to operate during this period. The insurer can thus require the repairers to repair a vehicle if such repairs are regarded as emergency repairs.

The below mentioned sections from the regulation specifically apply to the motor repair industry.

PART L: REPAIR AND RELATED EMERGENCY SERVICES PERMITTED

1 - Tow trucks and vehicle recovery services.

3 - Emergency automobile repairs for all persons.

Santam's interpretation of the published regulations is as follow:

Motor body repairers are allowed to operate during the level 4 lockdown period for the **purposes of effecting emergency repairs** to all individual's vehicles.

This will however **only apply in instances where vehicles are not driveable, not roadworthy or poses a safety risk to the driver and/or to others.**

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First of all we would like to reiterate your responsibilities as an employer in order to start operating again in line with the published regulations:

All industries, businesses, entities, both private and in the public sector, which are permitted to operate during Alert Level 4, must

- (a) designate a COVID-19 compliance officer who will oversee the:
 - (i) implementation of the plan referred to in sub regulation (b); and
 - (ii) adherence to the standards of hygiene and health protocols relating to COVID-19 at the workplace;
- (b) develop a plan for the phased in return of their employees to the workplace, prior to reopening the workplace for business, which plan must correspond with Annexure E and be retained for inspection and contain the following information:
 - (i) which employees are permitted to work;
 - (ii) what the plans for the phased-in return of their employees to the workplace are;
 - (iii) what health protocols are in place to protect employees from COVID-19; and
 - (iv) the details of the COVID-19 compliance officer;
- (c) phase in the return of their employees to work to manage the return of employees from other provinces, metropolitan and district areas; and
- (d) develop measures to ensure that the workplace meets the standards of health protocols, adequate space for employees and social distancing measures for the public and service providers, as required.**

In order for both parties to work effectively together and adhere to government's latest regulations related to COVID-19, Santam would like to request the following **mandatory claims procedures** during Level 4 lockdown that needs to be followed by all contracted service providers:

1. To create certainty for our clients and minimize backlogs post lockdown, Santam is proceeding with the handling of all claims submitted, up to the repair authorisation stage.
2. Clients will therefore still be directed to a repairer and a Quote Request (QR) will be sent to the repairer.
3. To limit movement and the risk of spreading the virus, clients should be advised NOT to visit the repairer's premises for assessment and quoting purposes.
4. On receipt of the QR, the repairer should:
 - (a) Contact the client to confirm the instruction and to obtain photographs or videos of the damaged vehicle in order to create a quotation.

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- (b) During the interaction with the client, establish whether the vehicle in question would qualify for emergency repairs (i.e. not driveable, not roadworthy or posing a safety risk to the driver and/or to others).
 - (c) Send the quotation and photos to Santam for authorisation.
5. On receipt of authorisation from Santam, the repairer should:
- (a) Contact the insured to confirm authorisation and confirm whether the vehicle qualifies for emergency repairs.
 - (b) If the vehicle qualifies for emergency repairs, obtain the necessary documentation (essential service permit or declaration per attached example).
 - (c) Make the necessary arrangement for the book-in of the vehicle for repair.
6. If the vehicle does not qualify for emergency repairs, the repairer should inform the client that book-in arrangements will be made after lockdown, or as soon as amendments to the COVID-19 regulations allow for repairs to commence.
7. All repairers are required to keep record of repairs conducted during this period; with the necessary permits and declarations for these essential services claims in accordance with the applicable COVID-19 regulations.
8. **Vehicle parts availability:** Repairers should ensure that all parts needed to effect the emergency repairs are available at their premises before commencing with any emergency repairs on vehicles that are not driveable, not roadworthy or posing a safety risk to the driver and/or to others.
9. **Pre and post-delivery of vehicles:** All repairers need to ensure that the appropriate disinfection protocol is followed during the pre and post-delivery of vehicles according to regulations to curb the spread of COVID-19.
10. Santam also requires that all repairers issue a **certificate of conformance** stating that the vehicle was disinfected pre and post-delivery.
11. **Towing services:** All towing services will be directed by Santam SOS and ONLY tow operators with the required essential services permits will be allowed to attend to accident scenes.
12. Santam urges repairers to proceed with repairs on vehicles booked in prior to lockdown to finalise the repairs on these non-driveable vehicles.

PLEASE NOTE: Santam will distance itself from any non-adherence to legislation and thus request your support and understanding.

For assistance, please send an email to Procurement Manager Motor: faghri.abrahams@santam.co.za

Kind regards

SANTAM CLAIMS PROCUREMENT