

key figures

as at 31 December 2018



9 779

FORMAL
COMPLAINTS
RECEIVED



4 026

PRELIMINARY
COMPLAINTS
RECEIVED



9 474

FORMAL
COMPLAINTS
CLOSED



104

DAYS AVERAGE
TURNAROUND
TIME



R87 250 982

AMOUNT
RECOVERED



88 421

CALLS
RECEIVED BY
CALL CENTRE

office statistics

Finalisation per period



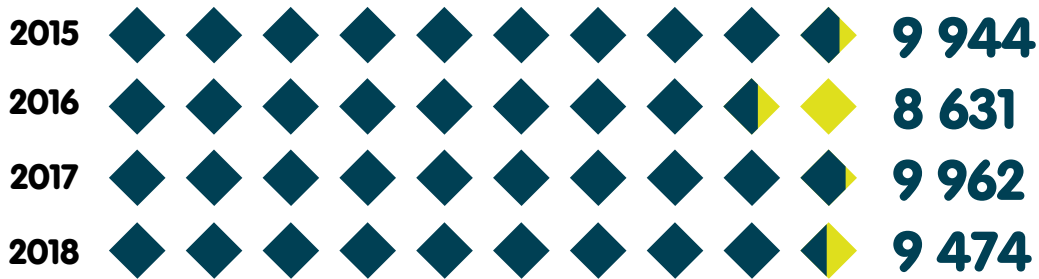
Finalised within 4 months

Finalised between 4 and 6 months

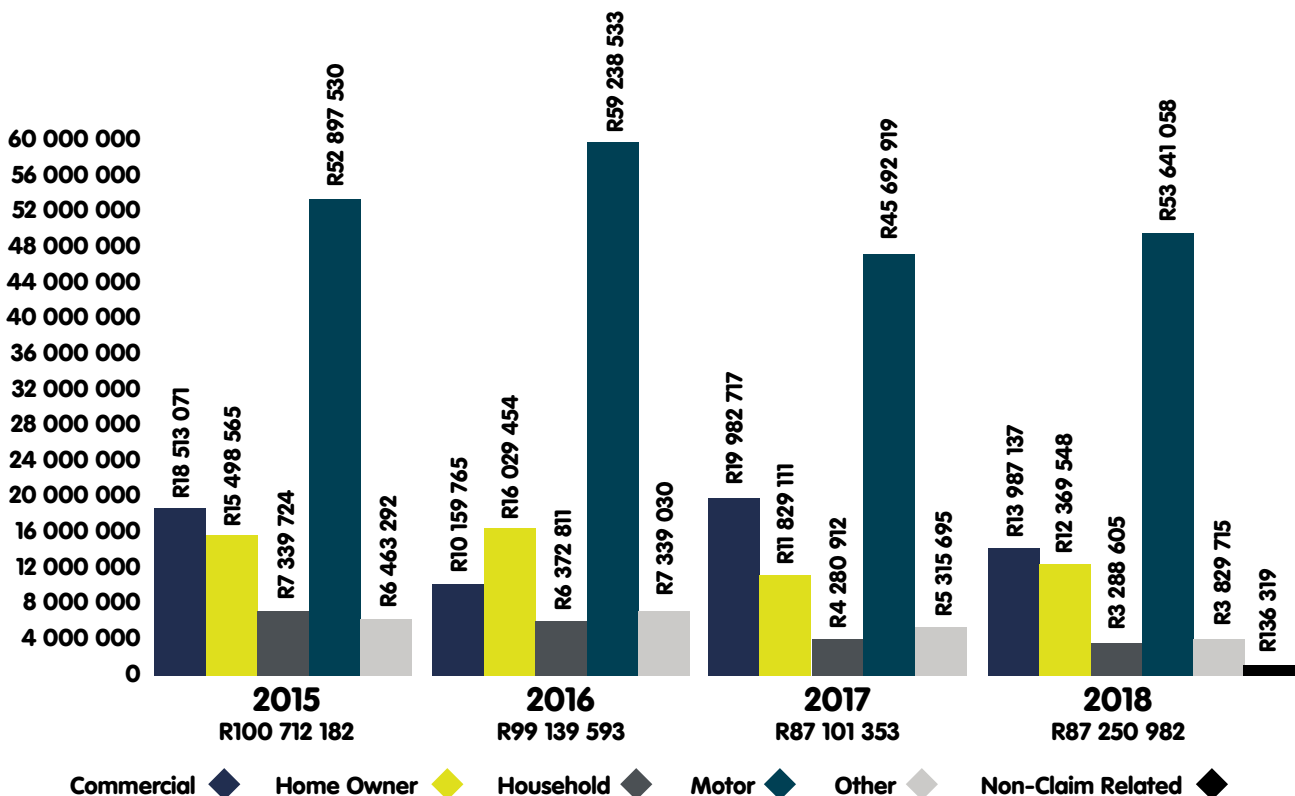
Finalised in over 6 months

Total cases closed: 100%

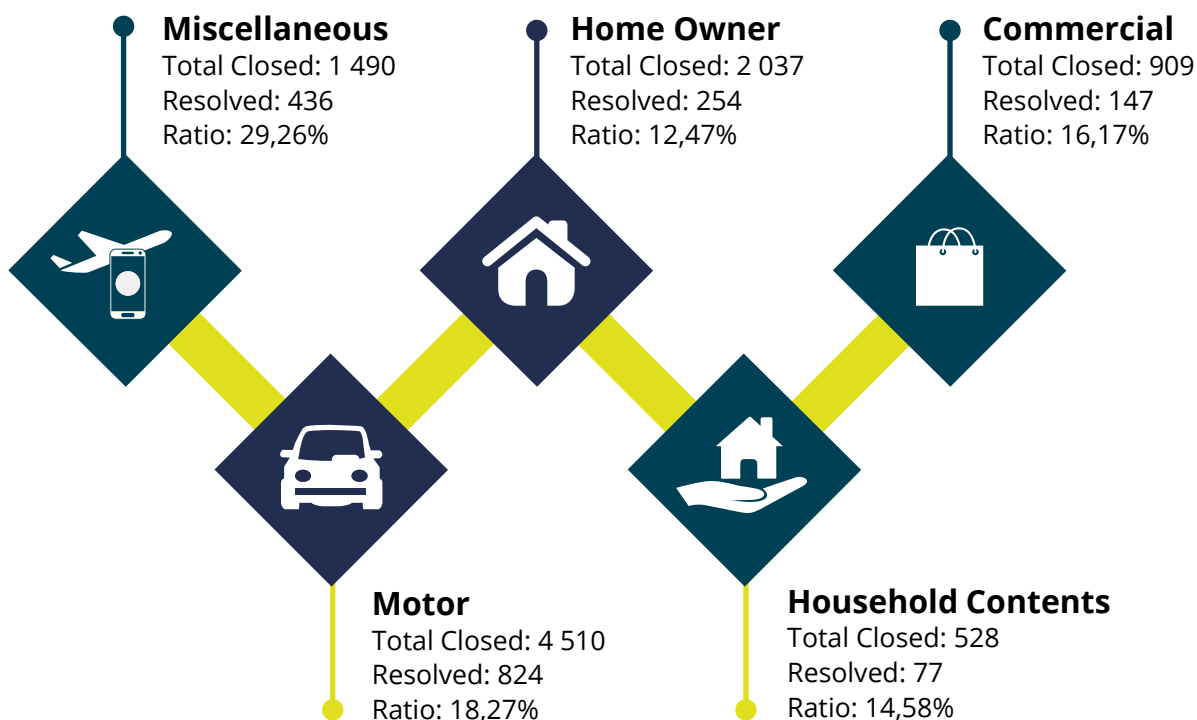
Formal complaints closed



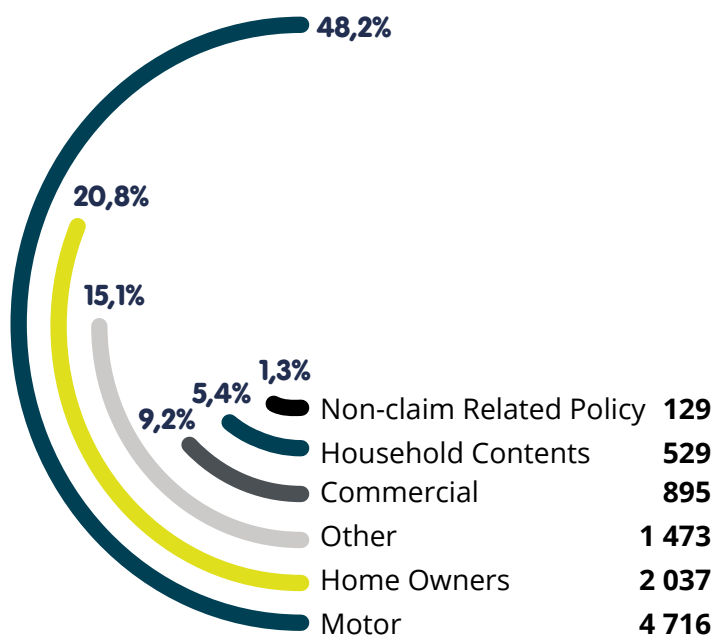
Rand value of complaints resolved in favour of insured - Claim type



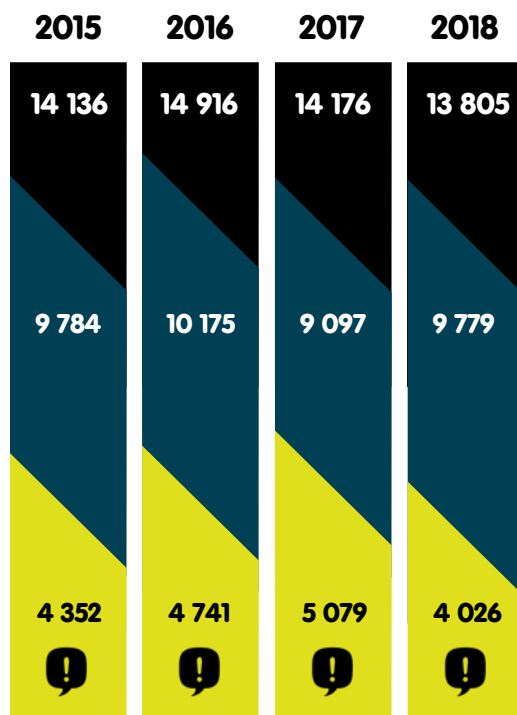
Claim types resolved ratio - 2018



Types of complaints by cases (on matters received for 2018)



Total Complaints Received



◆ Preliminary Matter Received
 ◆ Formal Complaints Received

insurer statistics

	1	2	3	4	5	6	7	8	9
Name of Insurer*	Claims received by Insurers (FSCA statistics)	Share of claims received by the particular insurer (FSCA statistics)	Complaints received by OSTI	Share of the total number of complaints received by OSTI	Number of Complaints received by OSTI per thousand Claims received by Insurer	Complaints finalised by OSTI	Complaints finalised with some benefit to the insured	Share of matters resolved through conciliation by parties	Share of matters resolved through enforcement by OSTI
Abacus	3 530	0,10%	4	0,05%	1,133/1000	2	1	50,00%	0,00%
Absa	134 943	3,84%	799	9,02%	5,921/1000	803	146	14,57%	3,61%
AIG Insurance	15 413	0,44%	47	0,53%	3,049/1000	54	19	29,63%	5,56%
Alexander Forbes	52 817	1,50%	131	1,48%	2,480/1000	116	17	9,48%	5,17%
Allianz	453	0,01%	2	0,02%	4,415/1000	2	2	100,00%	0,00%
Auto & General	195 769	5,57%	343	3,87%	1,752/1000	313	41	9,27%	3,83%
Bidvest	19 459	0,55%	56	0,63%	2,878/1000	45	8	13,33%	4,44%
Bryte	131 090	3,73%	140	1,58%	1,068/1000	140	32	20,00%	2,86%
Budget	79 889	2,27%	323	3,65%	4,043/1000	281	31	7,47%	3,56%
Centriq	35 082	1,00%	146	1,65%	4,162/1000	138	40	24,64%	4,35%
Chubb	1 486	0,04%	7	0,08%	4,711/1000	7	1	14,29%	0,00%
Compass	43 403	1,24%	57	0,64%	1,313/1000	43	6	9,30%	4,65%
Constantia	129 670	3,69%	147	1,66%	1,134/1000	167	49	18,56%	10,78%
Dial Direct	35 394	1,01%	117	1,32%	3,306/1000	106	10	6,60%	2,83%
Discovery	184 994	5,26%	328	3,70%	1,773/1000	321	46	12,15%	2,18%
First for Women	45 135	1,28%	128	1,45%	2,836/1000	121	18	9,92%	4,96%
Genric	57 284	1,63%	60	0,68%	1,047/1000	63	17	19,05%	7,94%
Guardrisk	244 862	6,97%	526	5,94%	2,148/1000	494	158	27,53%	4,45%
Hollard	285 819	8,13%	535	6,04%	1,872/1000	529	128	20,42%	3,78%
Indequity	2 531	0,07%	4	0,05%	1,580/1000	3	1	33,33%	0,00%
Infiniti	28 876	0,82%	62	0,70%	2,147/1000	67	9	10,45%	2,99%
King Price	81 146	2,31%	428	4,83%	5,274/1000	372	64	15,32%	1,88%
LEZA	28 271	0,80%	88	0,99%	3,113/1000	74	11	12,16%	2,70%
Lion of Africa [§]	746	0,02%	81	0,91%	108,579/1000	37	25	62,16%	5,41%
Lloyd's	175	0,00%	3	0,03%	17,143/1000	0	0	0,00%	0,00%
Lombard	15 070	0,43%	26	0,29%	1,725/1000	16	5	18,75%	12,50%
MiWay	100 081	2,85%	484	5,46%	4,836/1000	476	52	8,19%	2,73%
Momentum ST	37 757	1,07%	100	1,13%	2,649/1000	113	5	4,42%	0,00%
Monarch	20 036	0,57%	4	0,05%	0,200/1000	5	3	60,00%	0,00%

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Nedgroup	67 045	1,91%	300	3,39%	4,475/1000	281	65	21,35%	1,78%
New National	21 529	0,61%	250	2,82%	11,612/1000	298	80	23,49%	3,36%
NMS	93 772	2,67%	7	0,08%	0,075/1000	6	6	100,00%	0,00%
Oakhurst	51 372	1,46%	293	3,31%	5,703/1000	266	39	11,28%	3,38%
Old Mutual	174 640	4,97%	636	7,18%	3,642/1000	606	113	16,17%	2,48%
OUTsurance	268 401	7,64%	345	3,90%	1,285/1000	373	21	4,56%	1,07%
PPS	6 006	0,17%	5	0,06%	0,833 /1000	5	2	40,00%	0,00%
Regent [®] (now Hollard Specialist Ins.)	46 969	1,34%	110	1,24%	2,342 /1000	105	26	22,86%	1,90%
Renasa	78 110	2,22%	111	1,25%	1,421 /1000	88	24	23,86%	3,41%
SAFIRE	7 428	0,21%	10	0,11%	1,346/1000	9	0	0,00%	0,00%
SAHL	25 715	0,73%	95	1,07%	3,694/1000	94	9	9,57%	0,00%
Santam Ltd	369 098	10,50%	548	6,19%	1,485/1000	541	92	14,97%	2,03%
Santam Structured	41 599	1,18%	233	2,63%	5,601/1000	228	24	7,89%	2,63%
SASRIA	1 298	0,04%	5	0,06%	3,852/1000	4	2	50,00%	0,00%
Shoprite	2 892	0,08%	10	0,11%	3,458/1000	12	6	41,67%	8,33%
Standard	115 536	3,29%	549	6,20%	4,752/1000	546	77	11,54%	2,56%
Unitrans	3 618	0,10%	3	0,03%	0,829/1000	4	0	0,00%	0,00%
Vodacom	96 000	2,73%	45	0,51%	0,469/1000	36	21	52,78%	5,56%
Western National	23 796	0,68%	108	1,22%	4,539/1000	138	33	13,77%	10,14%
Workerslife	7 900	0,22%	18	0,20%	2,278/1000	10	4	30,00%	10,00%
TOTAL	3 513 905	100,000%	8 857	100%	2,52/1000	8 558	1 589	15,31%	3,27%

Please Note:

The Statistics for ABSA Insurance Co Ltd include statistics for ABSA Idirect and ABSA Insurance Risk Management Services Limited.

The Statistics for Old Mutual Insure include statistics for Iwyze and Mutual & Federal Risk Financing.

*For the full name of the insurer please see the list of members at page 42.

FSCA Legend

\$ Run-off

Deregistered

% Insurer changed name during the 2018 period