

Name of Insurer	1	2	3	4	5	6	7	8	9
	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 Insurance Limited	6 209	0.13%	19	0.19%	3.060/1 000	16	10	62.50%	0.00%
Absa Insurance Company Limited	174 052	3.59%	694	6.91%	3.987/1 000	607	57	8.90%	0.49%
AIG South Africa Limited	9 362	0.19%	10	0.10%	1.068/1 000	3	0	0.00%	0.00%
Allianz Global Corporate & Speciality SA Limited	818	0.02%	7	0.07%	0.009/1 000	4	1	25.00%	0.00%
Auto & General Insurance Company Limited	261 648	5.39%	305	3.04%	1.166/1 000	256	10	3.91%	0.00%
Bidvest Insurance Limited	16 482	0.34%	41	0.41%	2.488/1 000	45	9	20.00%	0.00%
Bryte Insurance Company Limited	356 576	7.35%	204	2.03%	0.572/1 000	187	48	24.60%	1.07%
Budget Insurance Company Limited	64 609	1.33%	257	2.56%	3.978/1 000	193	10	4.66%	1.04%
Centriq Insurance Company Limited	462 063	9.52%	160	1.59%	0.346/1 000	164	24	14.63%	0.00%
Chubb Insurance South Africa Limited	1 715	0.04%	9	0.09%	0.005/1 000	5	0	0.00%	0.00%
Clientèle General Insurance Limited	92 040	1.90%	7	0.07%	0.000/1 000	3	1	33.33%	0.00%
Compass Insurance Company Limited	15 152	0.31%	38	0.38%	2.508/1 000	33	1	3.03%	0.00%
Constantia Insurance Company Limited	60 381	1.24%	94	0.94%	0.002/1 000	126	18	14.29%	0.79%
Dial Direct Insurance Company Limited	25 363	0.52%	120	1.19%	4.731/1 000	89	5	5.62%	0.00%
Discovery Insure	246 046	5.07%	555	5.53%	2.256/1 000	486	70	14.20%	0.21%
Dotsure Limited	136 738	2.82%	291	2.90%	2.128/1 000	270	15	5.19%	0.37%
First for Women Insurance Company Limited	39 787	0.82%	126	1.25%	3.167/1 000	98	8	7.14%	0.00%
Firststrand Short-term Insurance	61 116	1.26%	111	1.11%	1.816/1 000	61	14	22.95%	0.00%
Generic Insurance Company Limited	80 093	1.65%	27	0.27%	0.337/1 000	30	5	16.67%	0.00%
Guardrisk Insurance Company Limited	317 724	6.55%	571	5.68%	1.797/1 000	498	120	23.09%	1.00%
Guardrisk Microinsurance Limited	2 272	0.05%	0	0.00%	0.000/1 000	0	0	0.00%	0.00%
Hollard Insurance Company Limited	169 079	3.48%	482	4.80%	2.851/1 000	393	95	23.66%	0.51%
Hollard Specialist Insurance Limited	6 775	0.14%	24	0.24%	3.542/1 000	33	10	30.30%	0.00%
Indequity Specialised Insurance Limited	3 167	0.07%	5	0.05%	1.579/1 000	3	0	0.00%	0.00%
Infiniti Insurance Limited	30 430	0.63%	41	0.41%	1.347/1 000	53	15	24.53%	1.89%
King Price Insurance Company Limited	156 980	3.23%	474	4.72%	3.019/1 000	450	64	12.89%	1.33%
Land Bank Insurance SOC Limited	0	0.00%	0	0.00%	0.000/1 000	0	0	0.00%	0.00%
Legal Expenses South African Limited	20 896	0.43%	87	0.87%	4.163/1 000	85	10	11.76%	0.00%
Lloyd's South Africa (Pty) Limited	3	0.00%	2	0.02%	0.667/1 000	0	0	0.00%	0.00%
Lombard Insurance Group Limited	30 147	0.62%	122	1.21%	4.047/1 000	108	8	5.56%	0.00%
MiWay Insurance Limited	151 337	3.12%	469	4.67%	3.099/1 000	451	42	7.98%	0.89%
Momentum Insure Company Limited	130 734	2.69%	283	2.82%	2.165/1 000	235	48	20.00%	0.43%
Monarch Insurance Company Limited	10 892	0.22%	3	0.03%	0.275/1 000	3	0	0.00%	0.00%
Mutual and Federal Risk Financing	70 486	1.45%	297	2.96%	4.214/1 000	240	69	28.33%	0.42%
Nedgroup Insurance Company Limited	73 008	1.50%	383	3.81%	5.246/1 000	310	55	15.81%	0.00%
New National Assurance Company Limited	20 427	0.42%	182	1.81%	8.910/1 000	171	25	14.04%	0.58%
NMS Insurance Services (SA) Limited	179 596	3.70%	2	0.02%	0.011/1 000	0	0	0.00%	0.00%
Old Mutual Insure Limited	201 085	4.14%	1 179	11.74%	5.863/1 000	803	156	18.80%	0.62%
OUTsure Insurance Company Limited	347 341	7.16%	370	3.68%	1.065/1 000	311	25	8.04%	0.00%
Professional Provident Society Short-Term Insurance Company Limited	4 737	0.10%	18	0.18%	3.800/1 000	8	1	12.50%	0.00%
Renasa Insurance Company Limited	85 151	1.75%	68	0.68%	0.799/1 000	78	18	21.79%	1.28%
SAFIRE Insurance Company Limited	6 263	0.13%	7	0.07%	1.118/1 000	8	0	0.00%	0.00%
SA Home Loans Insurance Company Limited	26 622	0.55%	129	1.28%	4.846/1 000	105	6	5.71%	0.00%
Santam Limited	409 116	8.43%	518	5.16%	1.266/1 000	434	47	10.80%	0.23%

Santam Structured Insurance Limited	25 196	0.52%	333	3.32%	13.216/1 000	306	28	7.19%	1.96%
SASRIA (SOC) Limited	583	0.01%	7	0.07%	0.012/1 000	6	4	66.67%	0.00%
Standard Insurance Limited	141 413	2.91%	712	7.09%	5.035/1 000	604	75	11.59%	0.83%
Vodacom Insurance Company Limited	93 366	1.92%	157	1.56%	1.682/1 000	147	89	59.86%	0.68%
Western National Insurance Limited	20 801	0.43%	23	0.23%	1.106/1 000	18	1	5.56%	0.00%
Workerslife Insurance Limited	2 990	0.06%	11	0.11%	0.004/1 000	9	6	66.67%	0.00%
Yard Insurance Limited	3 912	0.08%	10	0.10%	0.003/1 000	7	6	0.00%	0.00%
Total	4 852 779	100.00%	10 044	100%	2.070/1 000	8 553	1 329	14.83%	0.58%