

Admin and Commissions

At Auto & General, we use more than three decades of experience to ensure we make things as easy as possible for our broker partners. In that spirit, here's a quick overview of our broker admin.

Telesure is the only Insurer that pays your commission upfront in good faith. Commission is paid on Risk Premium (Risk Premium = Total premium - Tracker, SASRIA, VAT and Broker Fee). A claw-back applies if your clients miss a premium.

VAT: if you are a registered VAT Vendor we will pay your commission including VAT.

Frequently asked questions on broker admin and commissions:

#01

How long does it take to process my Signed Brokers Appointment?

A broker's appointment letter change is done effective immediately. However, the TAT on our mails are 48 hours.

#02

What is a valid Brokers Appointment?

- Letter signed by the policy holder
- Letter signed not older than 30days
- Company name, registration number and licence number reflects on the appointment letter

#03

How do I remove my broker fee on one of my client's policies?

You can send a request to brokeradmin@telesure.co.za this will also be removed immediately. Please note that the 48hr TAT is standard with all mails received.

#04

Can I request a percentage-based broker fee on my portfolio?

Yes you can add a percentage broker fee to PL and BI policies. This can be requested via your Broker Consultant or directly with the Broker Admin Team.

#05

How do I change my banking details?

Complete our standard change banking details form and send it to **brokeradmin@telesure.co.za**

#06

When are commissions paid?

Commission is always paid within seven working days of the new month, the cut-off date for commissions (appointments, banking detail changes, manual adjustments and bulks) to be processed is the last working day of each month.