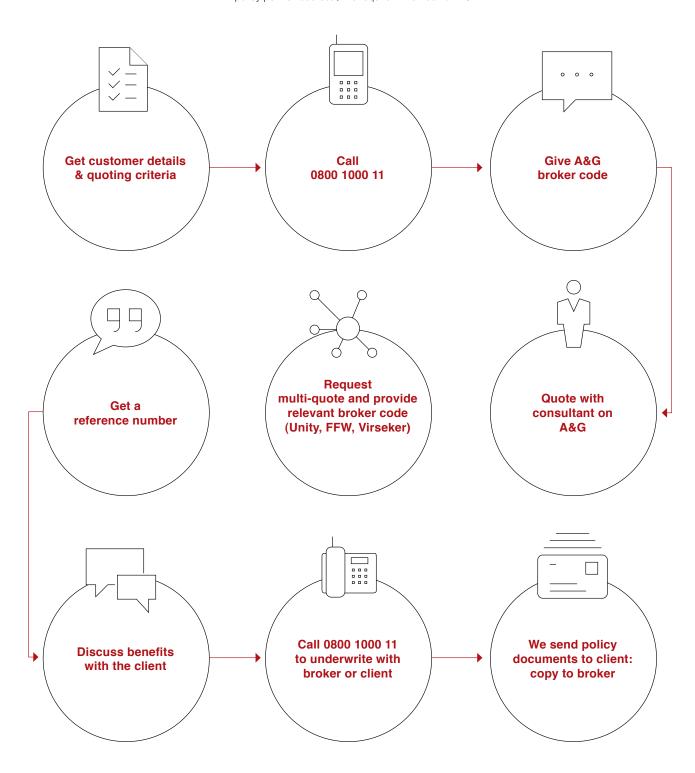
SALES PROCESS CALL CENTRE

PERSONAL LINES

1 policy per risk address / We require ID number for ITC





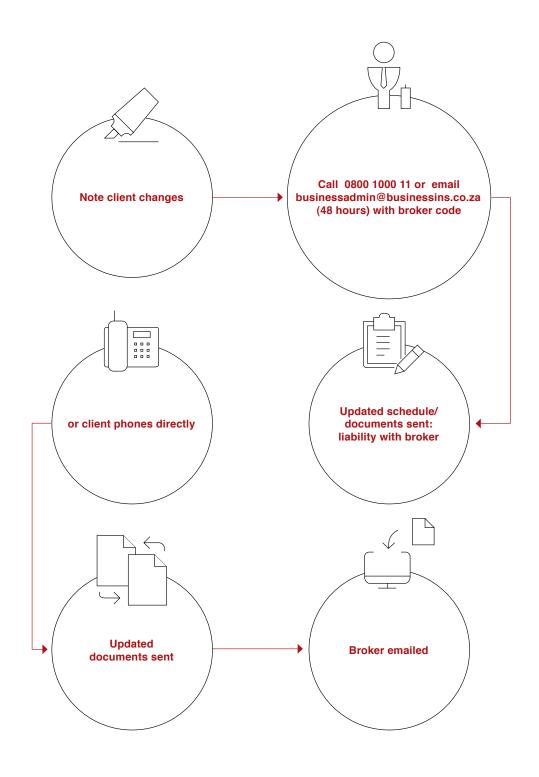
COMMERCIAL QUOTES

Please send an email with schedule to be quoted on to business.sales@autogen.co.za (Include broker code in email). 8-hour turnaround time - except when risk is referred to Underwriting due to claims/type of risk/re-insurance

FOR URGENT QUOTES PLEASE CALL 0800 1000 11

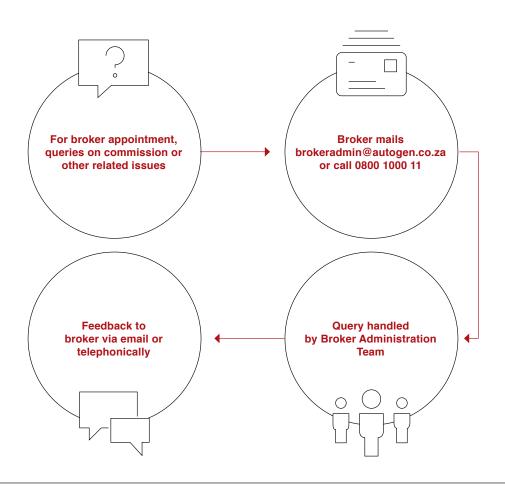
CHANGES AND AMENDMENTS

(E.G. SCHEDULES, ADDRESS, VEHICLE, COVER OR CANCELLATIONS)





BROKER ADMINISTRATION QUERIES



BROKER APPOINTMENT





COMMISSION STATEMENTS



Live commission run is the second working day of the month and pay date is the ninth working day.

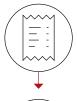


Statements are generated automatically to Brokers and should be received before payday. If not, queries to be sent to brokeradmin@telesure.co.za to check if automation is set up correctly.



We pay commission in advance: therefore, should a non-payment come through, we will reverse commission the following month.

CLAIMS PROCESS



Get customer's details and call 0800 1000 11.



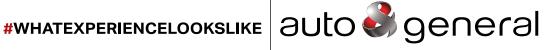
Confirm that broker accepts accountability for submission of claim.



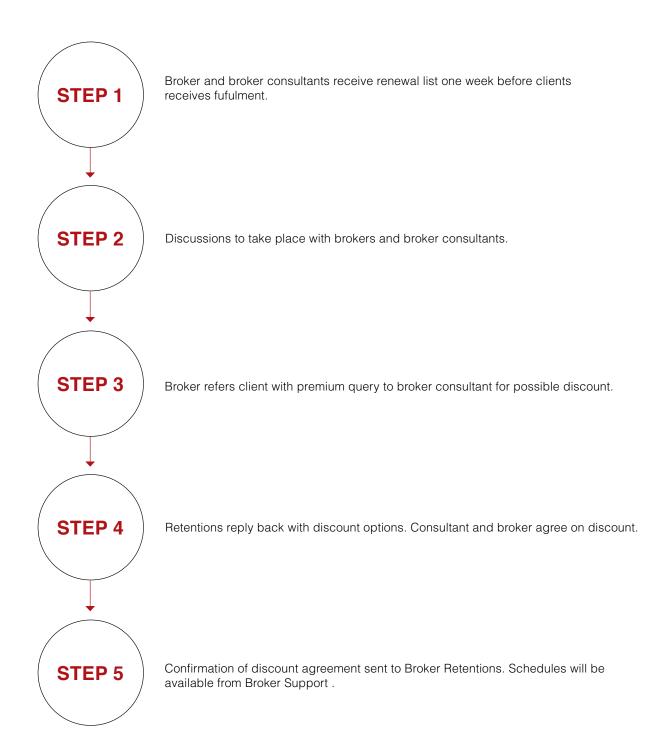
If agreed, claim captured with broker. If not, claim captured with client.



Client phones directly - if client calls directly, we capture claim and broker is emailed capture notification.



RENEWALS



VAPS



To make it really easy for you to get in touch with us, we have created a VAP contact number exclusively for brokers!

Now, if you have any VAP related queries or amendments, you can call the dedicated broker line on **0860 28 28 98** or send an email to **brokervaps@telesure.co.za**

