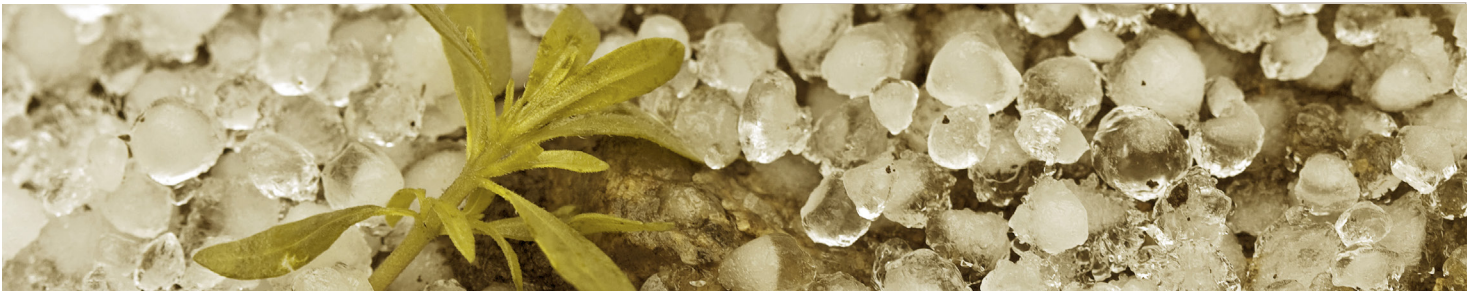


OPERATIONAL CIRCULAR

29 SEPTEMBER 2015



HAIL SEASON IS HERE: MAKE SURE CLIENTS KNOW WHAT TO DO

In South Africa, October marks the beginning of hail season. As hail storms can cause a great deal of damage, we want to ensure that you are well-equipped to tell clients where to get help.

If your client was affected by hail, they can report the incident immediately to our **24/7 SOS and Claims Line on 0860 505 911** where we will direct them regarding our claims process.

PLEASE NOTE: In the case of a motor repair process, clients should not be referred directly to a drive-in centre or motor body repairer before a claim is registered. During the registration of a claim the policyholder or the intermediary will be directed to the most appropriate drive-in centre or motor body repairer. We endeavour to have vehicles roadworthy or property repaired as quickly as possible.

TIPS AND ADVICE TO SHARE WITH CLIENTS

ON THE ROAD



1. **Make sure we have your number:** Make sure that Santam has your cell phone number on record as all clients receive an automated pre-warning message from Africa Weather to lessen the risk of being caught in a hailstorm while driving.



2. **Use your smartphone:** Load the locations of nearby covered parking garages into your GPS or smart phone. It will help you when you're on the road and need to locate a safe covered area immediately.

AT HOME



1. **Keep your gutters clean:** It's important to clear gutters of leaves, twigs and any other debris regularly. Hail takes a while to melt and an overflowing gutter could lead to a leaking roof and further damage.



2. **Keep those blinds down:** close all drapes, blinds, or shades to prevent broken window glass and hailstones from entering your home or injuring you or your family

If you have any more questions about hail, you are welcome to speak to your dedicated claims handler. ■