



SASTUA

South African Short Term Underwriting Agency

Authorised Financial Services Provider

FSP No 44042



The
Brokers
Choice

COMPANY PROFILE

OVERVIEW

Discover SASTUA: Your Partner in Financial Services

At South African Short Term Underwriting Agency (SASTUA), we take pride in presenting our profile of services dedicated to empowering brokers in their quest for growth and enhanced client satisfaction. With a steadfast commitment to excellence, we offer a robust pre- and post-sales support structure that goes beyond the ordinary.

OUR JOURNEY

Since our inception in 2008, SASTUA has been at the forefront of the insurance industry. We have forged strategic alliances with industry leaders to elevate the customer experience. Our core focus revolves around understanding the unique needs of each client, offering competitive premiums, and delivering services promptly.

At SASTUA, we believe that success in the insurance realm is not just about policies; it's about building lasting relationships and providing solutions that truly matter.

“ *Broker by Design*

- means your image, your branding, your touch **WITH YOUR CLIENTS**

At SASTUA, we are more than just a management firm; we are a dynamic and diverse entity with a deep-rooted expertise and unwavering commitment to the world of financial services. Driven by an entrepreneurial spirit and an unyielding pursuit of excellence, SASTUA has earned its well-deserved place as a respected player in the financial sector.

SASTUA's journey has been marked by a keen eye for opportunities and an unconventional approach to structuring deals. Our growth story is one of organic expansion and strategic acquisition of operating companies, all fuelled by our relentless pursuit of innovation and excellence.

Ownership and Independence



At the heart of SASTUA is a dedicated management team who are also the primary owners of the firm. This unique ownership structure allows us to remain fiercely independent and impartial. As an independent administrative intermediary, we bridge the gap between brokers and insurance companies, facilitating seamless interactions and ensuring your needs are met with efficiency and professionalism.

We are proud to be your partner in navigating the complexities of the financial services landscape, offering specialized expertise and a commitment to delivering results that matter most to you.

Elevating Your Brokerage: SASTUA's Commitment to Excellence

At SASTUA, our reputation for delivering top-tier client service is a testament to our unwavering commitment to excellence. We take pride in offering a robust support structure designed to empower brokers in exceeding customer expectations and, in turn, optimizing their growth potential.

Seamless Integration, Enhanced Productivity

SASTUA seamlessly integrates with your unique environment and requirements, empowering brokers to enhance productivity across the entire sales cycle. We assume responsibility for all administrative functions, underwriting, claims, and renewals on behalf of our valued brokers, affording them the precious resource of time to focus on expanding their client base.

Our independent system streamlines underwriting processes, ensuring fast and efficient turnaround times. This system is accessible to all our brokers, providing them with a distinct competitive advantage.

Proven Strategies, Exceptional Talent



Our strategy is underpinned by time-tested methodologies, an exceptional team of highly qualified professionals, and a deeply responsive approach to elevating client services. We are dedicated to not just meeting but exceeding your expectations.

National Reach, Local Commitment

SASTUA is headquartered in Centurion, and our national footprint positions us to serve brokers across the entire country. Regardless of your location, our commitment to your success remains unwavering.















Building personal relationships with our brokers, and offering them exceptional service, is what we strive for.

Great service has no boundaries.

WHAT WE HAVE TO OFFER

SASTUA has partnered with great leaders in the insurance industry to improve the customer experience which allows us to offer a best-of-class service to our brokers through a dedicated key accounts manager.

All claims are registered and processed in-house and driven with a force to complete in above the norm turnaround times. We aim for attention to detail and digging in deep when it comes to problematic claims.

	Hollard	Santam	Old Mutual Insure	Renasa	New National Company	Merx HCV	NatSure Insurance	Cross Country Insurance	AC&E Group	FDM	RTUSA	
												
Personal Lines (VIP)	✓	✓	✓	✓								
Prestige Asset All Risk	✓		✓									
Personal Lines	✓	✓	✓	✓	✓			✓				
Commercial Lines	✓	✓	✓	✓	✓		✓		✓			
Agri Insurance	✓	✓	✓									
Body Corporate	✓	✓	✓	✓	✓				✓			
Enterprise Insurance	✓	✓	✓	✓	✓				✓			
Wide Range of Specialists Classes	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Flexifilite Insurance		✓	✓	✓	✓							
Wineries Insurance		✓		✓	✓							
Construction & Engineering					✓				✓	✓		
Hospitality Insurance	✓	✓							✓			
Marine Insurance		✓				✓						
Aviation							✓					
Goods in Transit/Transporter	✓	✓	✓	✓	✓	✓						✓
Fuel & Filling Station Cover							✓					✓
Marine, Marine Cargo & Special Risks		✓				✓	✓			✓		
Professional Indemnity									✓			
Heavy Commercial Vehicle	✓	✓	✓			✓	✓			✓		
Excess Wavers & Buy Downs	✓	✓	✓	✓	✓	✓	✓					
Specialists in 4x4 Insurance								✓				
Adventure Lifestyle Insurance								✓				
Liability Cover									✓			
Fleet Insurance			✓			✓	✓					✓
Specialists in Engineering Cover						✓				✓		
Travel Insurance	✓											
Wine, Dine & Leisure		✓										
Minibus Taxi Insurance											✓	
E-Hailing Insurance (Uber & Taxify)											✓	
Car Hire	✓	✓	✓	✓	✓							
Insured Value Policy	✓	✓	✓	✓	✓							

OUR SYSTEMS

Cutting-Edge Technology and Support

We are proud to offer web-driven systems that operate round the clock. Our dedicated team of 24/7 online support technicians are readily available to assist with any queries or concerns you may have.

Tailored Excellence

We understand the importance of attention to detail. That's why we ensure that broker details and specifications are meticulously integrated into every quote and policy. This commitment to precision contributes to the top-class appearance and functionality of all documentation.

At SASTUA, we leverage technology to enhance your experience and streamline processes, ensuring efficiency and professionalism at every step.

POLICY ADMINISTRATION

Effortless Policy Administration with SASTUA



We take pride in offering a comprehensive suite of policy administration services designed to empower brokers and elevate their clients' insurance experiences. Our commitment is to help brokers secure the best coverage for their clients' needs while optimizing cost-efficiency.

Seamless Policy Handling

Quotes, Amendments, New Business, and Renewals: SASTUA manages all aspects of policy administration, from generating quotes to processing amendments, issuing new policies, and handling renewals. Our goal is to ensure your clients receive the coverage they need at the most competitive premiums.

Empowering Brokers

Simplified Personal Line Quotes: Brokers have the flexibility to generate personal line quotes and send them to clients without prior approval, subject to terms and conditions.

Domestic and Commercial Policies: Brokers can also handle amendments and quotes for domestic and commercial policies. Approval and acceptance, however, are finalized by SASTUA.

Effective Management

SASTUA efficiently manages reinstatements, missed premiums, and forced debits, ensuring that your clients' policies remain in good standing.

Schedule and Quote Generation: Brokers have the capability to generate schedules, quotes, and confirm items on cover, streamlining the process for enhanced client service.

Portfolio Management: Brokers can exercise greater control over their portfolios through a wide range of reporting options. These include insights into loss ratios, growth, and claims per client or broker, enabling data-driven decision-making.

24/7 ASSIST MOBILE APP

The Help 247 App: Your Personal Assistance Hub

At SASTUA, we recognize the paramount importance of technology in advancing our services. To ensure seamless communication and elevate our all-round service, we are proud to introduce a cutting-edge 24/7 assistance app. This app is designed to benefit both the staff of your brokerage and your valued policyholders.

Key Features of Our Assistance App:

Round-the-Clock Support: Access support and assistance at any time, day or night, enhancing convenience for both your team and policyholders.

Effortless Communication: Streamline communication with instant access to vital information, policy details, and assistance requests.

Enhanced Customer Service: Elevate the level of service you provide to your clients, ensuring their needs are met promptly and effectively.

Seamless Operations: Simplify administrative tasks and policy management through intuitive app features.

User-Friendly Profile Creation: Clients can kickstart their journey by downloading the Help 247 App and creating their profiles. It's a simple and intuitive process.

Co-Insured Inclusion: Adding co-insured individuals is a breeze. Clients can effortlessly invite them to download the app, ensuring everyone is connected.

Immediate Assistance at Your Fingertips

Instant Response with Panic Button: In times of urgency, our fast-acting panic button function puts clients in direct contact with a SASTUA Assist agent within seconds. Assistance is just a button press away.

Easy Selection of Services: For a more structured approach, clients can select the specific assistance they need from the user-friendly options displayed on their screens. No more late-night calls or frantic searches for contact numbers; help is now just a click away.

We are committed to staying at the forefront of technological advancements to better serve our clients. The introduction of this app underscores our dedication to innovation and excellence in the insurance industry.

SASTUA offers an intuitive app to make your assistance service experience even easier. The app offers the following:

- ❖ Panic button to pinpoint your GPS location.
- ❖ Add and manage dependents (personal lines) or employees' (commercial lines) and control their level of access.
- ❖ View assist products, limits & history and policy wording.
- ❖ Log assistance calls from your mobile phone.
- ❖ Step by step accident scene guide to obtain essential information at the scene of an accident.
- ❖ Scan the license disc and driver's license.
- ❖ Collect 3rd party or witness information.

To download the Sastua Assist Mobile App go to your App store, one of the following links or scan the QR Code. The App is available on Android or iOS devices on the App store as SASTUA Assist.



FEATURES OF THE APPLICATION	SECTIONS OF COVER
<ul style="list-style-type: none"> ☒ Panic button pinpoints your GPS location ☒ The contact center phones you back for assistance ☒ Add and manage dependents ☒ Step by step accident scene guide ☒ Collect photos and information on the scene of the accident ☒ View assist products, limits & history and policy wording 	<ul style="list-style-type: none"> ☒ Roadside Assist ☒ Advanced Household /Office Assist ☒ Medical Assist ☒ Claims Assist ☒ My Legal Hand ☒ Pick Me Up

HOW TO DOWNLOAD THE APP FOR ANDROID AND IOS DEVICES:

Or the user can select the assistance needed from the easy to use options that will be displayed on the screen. No more late night calls and running around looking for the assist number. It's now just a click away.

Features Of The Application

- Panic button pinpoints your GPS location
- The contact centre phones you back for assistance
- Add and manage dependants
- Step by step accident scene guide
- Collect photos and information on the scene of the accident
- View assist products, limits & history and policy wording



Sections Of Cover

- Roadside Assist
- Advanced Household /Office Assist
- Medical Assist
- Claims Assist
- Legal Assist
- Safe 'n Sound

HOW TO DOWNLOAD THE APP FOR ANDROID AND IOS DEVICES:

Using the App Stores :

You can simply open your Play Store for Android OR you can open your App Store for Apple Devices and search "Help 247" and click on "Install".

Using the Bitly Links :

Open up your preferred internet browser and key in the following URL http://bit.ly/help247_Android for Android Devices OR http://bit.ly/help247_iOS for Apple Devices and click on "Install".



Using the QR Code

If you have a QR code scanner application installed on your smartphone. Scan the above QR code and it will take you directly to the correct app store.



http://bit.ly/help247_Android



http://bit.ly/help247_iOS

CONCLUSION

Partner with SASTUA: A New Era of Administrative and Claims Support

At South African Short Term Underwriting Agency (SASTUA), we are confident in our ability to meet the challenges that lie ahead. We stand ready to forge a partnership with you, delivering an efficient and effortless administrative and claims support solution.

Say Goodbye to the Old Way:

- NO MORE Call Centers: We have redefined support, eliminating the need for traditional call centers.
- NO MORE Hold Times and Elevator Music: Bid farewell to those long hours on hold with nothing but music for company.
- NO MORE Endless Transfers: You won't find yourself explaining your situation repeatedly as you're passed from one agent to the next.
- NO MORE Unsatisfying Feedback: We're committed to providing a level of service that exceeds your expectations.
- NO MORE Waiting on Schedules: With us, you can take control and generate schedules yourself, putting you in charge of your administrative needs.

We believe in transforming the way administrative and claims support is delivered. Your convenience and satisfaction are our top priorities, and we're here to deliver a service experience that's refreshingly hassle-free.

Join us in embracing this new era of support.



Let SASTUA lift the load and free your hands and time to grow your empire. Every business needs a partner, make yours SASTUA!

*There's a reason why SASTUA is... **THE BROKER'S CHOICE***



INTERESTED IN OUR PRODUCTS

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