



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.

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 fueled 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.



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 details and digging in deep when it comes to problematic claims.

Product Offering	Renasa	First 4 Men	Safire	CLC
Personal Lines (VIP)	✓	✓	✓	
Asset All Risk Cover	✓	✓	✓	
Personal Lines	✓	✓	✓	
Commercial Lines	✓		✓	
Agri Insurance	✓		✓	
Body Corporate	✓		✓	
Enterprise Insurance	✓		✓	
Wide Range of Specialist Classes	✓	✓	✓	✓
Flexi Insurance	✓	✓		
Construction	✓		✓	
Engineering	✓		✓	
Hospitality Insurance	✓			
Goods in Transit	✓		✓	
Transporters	✓		✓	
Heavy Commercial Vehicles	✓		✓	
Excess Wavers & Buy Downs	✓	✓	✓	✓
Professional Indemnity			✓	
Adventure Lifestyle	✓	✓	✓	
Liability Cover	✓	✓	✓	
Fleet Insurance	✓			
Car Hire	✓	✓	✓	✓
Tyre Sure	✓	✓	✓	✓
Scratch and Dent	✓	✓	✓	✓
Credit Shortfall	✓	✓	✓	✓

First 4 Men

CLC

RENASA



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.

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



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.





INTERESTED IN OUR PRODUCTS

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