



Co. Reg. 2003/000619/07

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www.fspolutions.com

An Authorised Financial Services Provider

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Dear Broker

Adjustable Broker Fees on Business administered by us.

Great news! Brokers now have the flexibility of being able to adjust Broker fees at Quote stage on individual quotes or existing policies. This will be available on Regent, Santam and New National. Brokers can elect to either increase or decrease their Broker fee. This will allow you more flexibility and should also help to close the business where a more competitive premium is required to secure the deal.

Updated contact details and Absa processes

Please see attached our updated FSP Solutions and Insurer contact details for easy reference.

To assist brokers registered to write new business with Absa Insurance Company please, see below the relevant contact and process details.

Absa Processes:

We found that some of the Brokers that are placing business with Absa Insurance Co via FSP Solutions are unsure about the processes.

We are sure the explanation below will greatly assist you in dealing with Absa on your existing business.

- FSP Solutions will contact the client to underwrite and voice record.
- We will capture the underwriting data on our system and this then gets transferred to Absa immediately for capturing.
- Absa Insurance Co will re-capture data on their system and issue the Absa Insurance Co policy number. All further administration, collections and commission payments will be administered on their system.
- On conclusion of the above the policy will now be live on Absa system.
- Absa will send an email to the Broker and request outstanding information if any.

Outstanding information may be:

Proof of Tracking Device /Immobilizer
Proof of NCB
Valuations

- Broker should adhere to these requests by the action date stated from Absa, as the policy cannot be loaded on their system without the info.
- Absa will email Policy schedule to the broker.
- Absa will email or post the policy pack with the schedules to the client on behalf of the broker.
- Absa will notify the broker of any unpaid premiums via email. Broker should then get in touch with

client in this regard.

BROKERS MUST PLEASE EMAIL OR CONTACT ABSA INS CO. FOR ALL GENERAL QUERIES, CHANGES, CANCELLATIONS OR AMENDMENTS ON EXISTING POLICIES.

PLEASE NOTE: FSP Solutions do not have access to the live policy and can thus not assist the Broker on matters dealt with by Absa Insurance Co.

Please email insurance@absa.co.za OR phone them on 0860 106 237.

If you have any issues with turnaround times then this can be escalated to our Broker Helpdesk brokerhelpdesk@fspolutions.com or your FSP Solutions Broker Consultant for assistance.

Commission queries may be directed to our helpdesk and we will assist.

Kind Regards,
FSP Solutions Team

Directors: L.S. Bothma (Managing), M.A. Botha, W.P. van Huyssteen