

SAT Tender 188/20

**Notes for Bid Clarification** 

Appointment of a Service Provider for The Provision of Customised All-Risk Commercial Insurance Services at South African Tourism for a Period of Thirty-Six (36) Months

Date issued: 22 January 2021

Tender closing date: 15 February 2021 at 12h00

#### Introduction

This Addendum with clarification notes serves to inform potential Tenderers of changes, amendments and/or clarifications made to the Bid documentation. The following queries and/or changes have been received from those that have collected documentation.

Item	Description
1	Query
	Please provide 3 years claims history.
	<u>Response</u>
	Documents provided. Please see the Annexures below.
2	Query
	Please provide complete proposal forms for the following insurance covers:
	- Employers Liability
	- Public Liability
	- Professional Indemnity
	- Directors and Officers Liability
	- Travel Insurance
	- Group Personal Accident
	<u>Response</u>
	The information is provided on the RFP document.
3	Query
	Please advise if we are submitting a broker fee or premium?
	Response
	Premium, the insurance claim history and summary schedule have been provided.
4	Query
	<ul> <li>Please provide breakdowns/ asset registers under the following headings:</li> </ul>
	- Office Contents
	- Good stored outside
	- Manual Assets
	- Laptops (Incl. serial numbers)

- Tablets and cell phones (Incl. serial numbers)
- Hardware
- Business All Risks

#### Response

• The information requested will be shared with the winning bidder. Adequate information has been provided on the RFP document for a bidder to provide SA Tourism with a proposal.

Yours in tourism

Evah Mkwanazi

Sourcing Specialist

#### Annexure 1:



#### OLDMUTUAL

....

Public Sector 1 MP Choruma Sandton 2195

Tet +27117802126 Web: www.ominsure.co.za

South African Tourism. 90 Protea Road Chiselhurst 5247

Print Date : 23/04/2020

 Policy No.
 :
 PUI/AV02/MSURE/656830573
 Processing Date
 :
 23/04/2020

 Broker
 :
 CSM Broking Services CC
 Our Reference
 :
 NOUBULA

 Broker's Agency No
 :
 9437258
 Effective Date
 :
 16/04/2020

 Transaction No.
 :
 428588823

New Business

Dear Policyholder

We are pleased to welcome you to Old Mutual Insure Limited as a new policyholder.

Please ensure that your policy document and accompanying schedule accurately reflect the terms agreed upon.

In compliance with the code of conduct which forms part of the Financial Advisory and Intermediary Services Act a copy of the Disclosure Notice is also enclosed for your attention.

Old Mutual Insure has a hotime where you can anonymously report any fraudulent activities perpetrated against our Company. This service is available 24 hours a day on 0800-006-0930 (South Africa) or +27-31-508-6396 (International).

Your support is highly valued and we would like to thank you for insuring with Old Mutual Insure Limited.

Yours faithfully

Gulfan

#### THE SCHEDULE

The Insurer Old Mutual Insure

Policy No. PUIA/02/MSURE/656830573

Multisure

The Insured South African Tourism.

90 Protes Road Chiselhurst 5247 Postal Address

The Business Tourism

This schedule must be read in conjunction with the relevant section wording which is Multisure (INDEX) Version 66 Dated 2019-09-01 as well as the general section wording which is Multisure (CENERAL EXCEPTIONS, CONDITIONS AND PROVISIONS) Version 16 Dated 2019-09-01 . Should you not be in possession of the correct wording, please contact your Broker or local Old Mutual Insure office to obtain a copy.

Territorial Limits: All premises as stated in each section owned or occupied or used by the insured for the purposes of The Business all situated in the area which on fat January 1976 constituted the Republic of South Africa, Namicla, Botzwane, Lasotho, Swedland, Zimbatwe, Maleral and Mozambique.

Period of Insurance

(a) From 16/04/2020 to 15/04/2021 both datas inclusive (b) Any subsequent period for which the company agrees to renew this policy or any section thereof.

Broker CSM Broking Services CC

Broker's Reference

9437258 Broker's Agency No. Issuing Office Public Sector Our Reference NDUBULA

SIGNED at Johannesburg on 23/04/2020

2n pin

On behalf of the insurer

#### Annexure 2:



### EISVORM CLAIM FORM

VIR ALLE RISINO'S, BRAND, FOR ALL RISINS, FIRE, GELD, HUISBEWONERS, MONEY, HOUSEHOLDERS.

	NR NCH NO.		POLISHR.	).			TIFIKAA				CLAIM NO	
		OEN-, SALARIS SION, SALARY					NAA	M VAN		EPSKEMA IP SCHEME		
. 0	DIE VERS	SEKERDE / TH	E INSURE	D								
	laam lame	Boikanyo Dar	ike				Identit	ietsnr. ly No.	810	09155622086	3	
	idres iddress	South African	Tourism, B	ojanala Hou	ıse, 90	Protea Ro	ad, Ch	islehum	ston,	Sandton, 21	96	
												2196
		besigheid n or business	Facilities N	Manager		Telefoo	nnr. one No.	Huis Hom	. 0	810188804	Besigheid Business	0118953151
		r die veriles of si t which the loss i			Nicolwa	ay Shopp	ing Cen	tre, Par	king	Area		
L	Vanneer h	net die verlies of	skade plaaso	oovind? Da	atum			Т	yd			
٧	Vhen did t	the loss or dama	ge occur?	Da	ote	02 July 2		т.	ime	20	h 30	(bv/eg. 15h30)
C	Describe fi	fledig hoe die ve uily how the loss	or damage o		a ner.						and Dell 529 cklace were :	
		intevore skade g previously suffer		Yes		Volle besk Full descri				e/vertiese ms/losses	Stolen Lapto Tambo Airpo	
												N/A
		erseel ten tyde v premises occupie				ge?				inneer was d vas it last occ	itlaas bewoo upied	n N/
L		100										NIA
		doel was die per the premises oc					uik?			Car was pa	rked at the s	hopping centre
1		es of skade by d es or damage re	ported to the				Yes	Indier If not,	nle. Why	hoekom nie? not?	7	Reported
٧			ar	03 July	2019,	Randburg	SAPS			e verwysings reference n		38/7/2019
1	ndien wel	, wanneer en wa n and where			of heads	artin to?						
1	ndien wel f so, when s u die all	and where een-eienaar van	die eiendom the lost or dar	wat vertoor -	or pean. arty?	owig to t		10				
1 1 1 1	ndien wel f so, wher s u die all Vre you th ndien nie,	n and where cen-ciensar van e sole owner of t verskaf vojje be	the lost or dar sonderhede :	maged propi van ander be	erty? Eanghe		_		n Tou	ırlsm (Insur	ed with Santa	am)
h h h h h	ndien wel, f so, wher s u die all ve you th ndien nie, f not, give s daar 'n v	n and where ben-eienaar van e sole owner of t verskaf vojje be fulj particujars o verband op die e	the lost or dan sonderhede of other partie iendom?	maged propi van ander be	erty? Eanghe Na	bbendes sam van v	South	Africa	n Tou	ırlsm (İnsur	ed with Santa	am)
V 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ndien wel, f so, wher s u die all tre you th ndien nie, f not, give s daar 'n v s there a l Nat is u b	and where ben-eienaar van e sole owner of i verskaf vojje be fulj particujars o verband op die e bond on the proje eraming van die	the lost or day sonderhede of other partie iendom? perty?	maged propi van ander be s concerned N/A Sie hele (nho	erty? Eanghe Na Na ud van	bbendes sam van v sme of bur die persec	South erbandh idholder	Africa	NIA le ver	flies of skade		
1	ndien wel, f so, wher s u die all kre you th ndien nie, f not, give s daar 'n v s there a l Wat is u b Wat is u ra	n and where ben-eienaar van e sole owner of i verskaf vojje be fulj particujars o verband op die e bond on the proj	the lost or day sonderhede of other partie iendom? perty? waarde van de e value of the aarde van die	maged propi van ander be a concerned N/A Sie hele inho a entire contr gebou(e) te	erty? Eanghe Na Na ud van ents at t	bbendes sem van v ame of bor die persee the time of van die ve	South erbandh idholder it ten tyo the los ties of s	Africa ouer de van d s or dan kade?	N/A le ver tage?	flies of skade		
0. H. V.	ndien wel, f so, wher s u die all live you th ndien nie, f not, give s daar 'n v s there a l Wat is u b Wat is u ra Wat is u ra Wat is u ra Het die gei	and where cer-elemaar van e sole owner of ! , verskaf voje be fulj particujars o verband op die e bond on the proje eraming van die uur estimate of th municujar of eve uur estimate of th bouf e) 'n rietdak	the lost or dai sonderhede of other partie iendom? perty? waarde van de e value of the parde van die e value of the	maged propi van ander be a concerned NVA Sie hele inho a entire conto gebou(e) te e building(s)	erty? Eanghe Na Na ud van ents at t	bbendes sem van v ame of bor die persee the time of van die ve	South erbandh idholder it ten tyo the los ties of s	Africa ouer de van d s or dan kade?	N/A le ver tage?	flies of skade		
0. H 1. V 2. V 3. H 4. H	ndien wel, f so, where s u die all  twe you the notien nie, f not, give  s daar 'n e s there a l Wat is u bo  Wat is u so  Wat is u ra  What is you  elet die ge  las the bu  s die eien  s the lost	and where cen-elensar van e sole owner of it , verskaf voge be fulj particujars o verband op die e bond on the pag- eraming van die ur estimate of th aming van die wi ur estimate of th bou (e) 'n rietdak al'ding sj. a hatol dom wat verloor or damaged projer	the lost or day sonderhede of other partie iendom? terty? waarde van de e value of the sarde van die e value of the noof? No of beskadig i perty insured	maged propi van ander be a concerned N/A Sie hele inho a entire conti gebou(e) te a building s) A is kragtens e under any o	erty? if anghe Na Na ud van ents at t n tyde v at the fi	bbendes sem van v ame of bor die persec the time of van die ver me of the	South erbandholder dholder ton tyo the los ties of s loss or	h Africa louer de van d s or dan kade? damage	NIA le ver rage?	flies of skade		
0. H 1. V 2. V 3. H 4. H	ndien wel, f so, where s u die all ver you the notien nie, f not, give s dear 'n v s there a l Not s there a l what is u bo What is u to What is u ra What is What br>What is What is Wh	and where cen-eleman van e sole owner of it, verskaf vojje be fulj particujars e verband op die e bond on the peg erarring van die ur estimate of th bou ei, 'n fetdak aiding si a thate dom wat verleef	the lost or day sonderhede of other partie iendom? terty? waarde van de e value of the sarde van die e value of the noof? No of beskadig i perty insured	maged propi van ander be a concerned N/A Sie hele inho a entire conti gebou(e) te a building s) A is kragtens e under any o	erty? if anghe Na Na ud van ents at t n tyde v at the fi	bbendes sem van v ame of bor die persec the time of van die ver me of the	South erbandholder dholder ton tyo the los ties of s loss or	ouer of de van de sor damage	NIA le ver rage?	flies of skade		
1. V 2. V 3. H 4. Is	ndien wel, fao, where so u die all- tre you th  ndien nie, finot, give sisteme a li Wat is u bo- What is yo  What is yo  what is yo  to die eien  siste in cit. If no, give  foo, give	and where cen-cienaar van e sole owner of I verskaf voje be ful particujars o verband op die e bond on the proje eraming van die uur estimate of th bou(e) 'n rietdak alding a) a thato dom wat verloor or damaged proj verstrek volje b full particulars?	the lost or dails sonderhede of other partie iendom? I serty? I serty of the evalue of the ev	maged propries an ander bis a contrained NIA Sie hele inhoe entire contrained set building s) A is kragters e under any o	Namaghe Namagh	bbendes sam van v ame of bor de perser the time of ran die ver me of the der polis v icy?	South erbandh odhade at ten tyv the los ties of s loss or o	h Africa pouer de van d s or dam kade? damage	NIA le ver lage? R	dies of skade	R25,390.	00
1. V V V V V V V V V V V V V V V V V V V	ndien wel, f so, where s u die all- kne you the notien nie, f not, give s daar 'n v s there a l Wat is u to What is yo wat is yo wat to u ra What is yo die eien s the lost of so, give s waarbor;	and where cen-cienaar van e sole owner of i varskaf vojje be fulj particujars c verband op die e bond on the pro- graming van die uur estimate of th bout e) 'n rietdak afding's ja thatol dom wat verloor or damaged pro- , verstrek volje b	the lost or dails sounderhold of other partie iendom? I sertly? I sertly? I sertly? I sertly? I sertly of the value of the sarde van die e value of the sertly insured esonderhede an die antwo	maged propi van ander bie e concerned NIA Sie hele inhoe e entire control gebou (e) te e building (s) A is laragtens e under any o 17 NIA	Na Na Na ud van ants at the ti	bbendes sem van v ame of bar die perser the time of ran die ve- me of the der polis v licy?	South erbandh idholden id ten tyr fithe Los ties of s loss or o	h Africa louer of de van de s or dam kade? damage	NIA le ver lage? R	dies of skade	R25,390.	00

NB . EISE TEN OPSIGTE VAN SKADE AAN GEBOUE MOET VAN 'N RAMING VAN 'N BOUER VERGESEL WEES CLAIMS IN RESPECT OF DAMAGE TO BUILDINGS MUST BE ACCOMPANIED BY A BUILDER'S ESTIMATE

GETAL NUMBER	OMS/RYWING VAN BEINDOW DESCRIPTION OF PROPERTY	DATUM VERKRY DATE ACQUIRED	VAN WIE GEKOOP OF VERKRY FROM WHOM PURCHASED OR ACQUIRED	AFTREKKING VIR SLYTASIE OF WAARDEVER-MINDERING OF WAARDE VAN WRAKGOED DEDUCTION FOR WEAR AND TEAR OR DEPRECIATION OR VALUE OF SALVAGE	BEDRAG GHIS AMOUNT CLAIMEI
	Dell Latitude 5290 S/N F1MPVT2	20/03/2016	Dell Company	R0.00	R22,077.45
				/	
				Sto.	
				12	

DIE UITREIKING VAN HIERDIE VORM IS NIE 'N ERKENNING VAN AANSPREEKLIKHEID NIE. THE ISSUE OF THIS FORM IS NOT A ADMISSION OF LIABILITY.



VIR ALLE RIS MOS. SRAMO.
GELD. HUSSEYMONERS, MONEY, HOLGSFHOLDERS, HOUSEPHOLDERS, HOUSEPHOLDERS, BURGLARY.
COMBREO. SPECIAL PURILS.
COMBREO. SPECIAL PURILS.

TAKNR BRANCH NO	D.	POLISNR, POLICY NO	).			TIFIKAA:				EISNR, CLAIM NO.	
	BIOEN-, SALARIS NSION, SALARY			NR.					PSKEMA PSCHEME		
1. DIE VEI	RSEKERDE / T	HE INSURED	)								
Name Name	Bolkanyo Da	nke				identiti identiti		810	915562208	8	
Adres Address	South Africa	n Tourism, Bo	ojanala H	louse, 9	D Protea Ro	ad, Chi	slehurs	ton, S	Sandton, 2	196	
										Poskode Postal code	2196
	of besigheid ion or business	Facilities M	fanager		Telefoo Teleph	one No.	Huis Home	08	10188804	Besigheid Business	0118953151
2. Adres w Address	ar die verlies of at which the loss	skade plaasge or damage oo	vind het. curred.	OR Ta	ambo Interr	national	Airport				
	r het die verlies o d the loss or dam		evind?	Datum Date	03 May 2	2019	Ty	rd me	17	h 20	(bv./eg. 15h30)
4. Beskryf	volledig hoe die v	erlies of skade	plaasgev courred.			was che	cked-in	at Ki	ng Shaka i	Airport with the	e luggage
5. Het u al	vantevore skade u previously suffe	gely?	Yes		Volle besk Full descri	rywing v	an vorig	e eise	verliese	Laptop stoler house break.	-
											N/A
	perseel ten tyde premises occup								neer was o	fit lass bewoon cupied	N/A
									lo details	where the lapt	op was stolen
	r đãēl was die pe e the premises o					uik?				Occupants w	ere on a plane
	flies of skade by o loss or damage r					Yes	Indien If not,		oekom nie vot?	C .	Reported
	el, wanneer en wa en and where	sar	03 May	2019, at	OR Tambe	SAPS			verwysing: reference r		ase 22/05/2019
	Noon-ciensar var the solo owner of				kadig is?	N	0				
	e, verskaf volle b e full particulars				ebbendes	South	African	Tour	rism (Insur	red with Santa	m)
10. la dagri r	verband op die e bond on the pro		WA.		Naam van v Name of bor		ouer	N/A			
		sammedo sono d	lie hele in	houd var	n die persec t the time of	ten tyd the lass	e van di or dam	e verl age?	ies of skad	<sup>8.</sup> R15,409.0	0
la there a 11. Wat is u	beraming van die our estimate of t	he value of the	entire co	Tribe a.a. a.			constantly				
ls there a 11. Wat is u What is y 12. Wat is u	beraming van die	hë vajue of the sarde van die	gebou(e)	ten tyde				R1	5,409.00		
Is there a 11. Wat is u What is y 12. Wat is u What is y 13. Het die g Has the	beraming van die our estimate of ti raming van die w our estimate of ti rebou(e) 'n rietdal building(s) a thato	he value of the sande van die he value of the k? h roof?	gebou(e) building( A	ten tyde s) at the	time of the	loss ar d	amage?	R1	5,409.00		
Is there a 11. Wat is u What is y 12. Wat is u What is y 13. Het die g Has the 14. Is die die	beraming van die our estimate of ti raming van die w our estimate of ti jebou(e) 'n rietdai	he value of the marde van die he value of the k? Normale normale normale Normale Normale Normale Normale Normale norma	gebou(e) building( A kragtens	ten tyde s) at the s enige a	time of the	loss ar d	amage?		5,409.00		
Is there: 11. Wat is u What is u What is u What is u What is u Has the 14.1s die eie Is the loe	beraming van die our estimate of ti raming van die w your estimate of ti ebou(e) 'n rietdal building(s) a thato indom wat verloor	he value of the parde van die he value of the k? Nh roof? Nu r of boskadig is sperty insured	gebou(e) building( A kragtens under any	ten tyde s) at the s enige a	time of the	loss ar d	amage?		5,409.00		

Getaken le A To m2/8M Op 97/05/2019 Handlokening van Versekerde Signed at Signature of Insured

NB . EISE TEN CPSIGTE VAN SKADE AAN GEBOUE MOET VAN 'N RAMING VAN 'N BOUER VERGESEL WEES CLAIMS IN RESPECT OF DAMAGE TO BUILDINGS MUST BE ACCOMPANIED BY A BUILDER'S ESTIMATE

GETAL NUMBER	OMSKRYWING VAN EIENDOM/ DESCRIPTION OF PROPERTY	DATUM VERKRY DATE ACQUIRED	VAN WIE GEKOOP OF VERKRY FROM WHOM PURCHASED OR ACQUIRED	AFTREKKING VIR SLYTASIE OF WAARDEVERMINDERING OF WAARDE VAN WRAKGOED DEDUCTION FOR WEAR AND TEAR OR DEPRECIATION OR VALUE OF SALVAGE	BEDRAG GARIS AMOUNT CLAIME
1	Dell Latitude Touchscreen (S/N 1C364M2)	18/01/2018	Dell Company	R0.00	R15,409.00
				7	
				X	
	NG VAN HIERDIE VORM IS NIE 'N ERKENNING VA	H AANDROPPIN HUMPIN	/	A STATE OF THE PARTY OF THE PAR	



WR ALLE RISIKO'S BRAND.
GELD, HUSBERNONERS,
HUSBERNARS, HORRANAK,
SAANGRVATTE, SPESIALE GEVARE
COMBINED SPECIAL PERILS

	KNR ANCH NO.		POLISNR. POLICY NO.				TIFICAT				EISNR. CLAIM NO.	-
		OEN-, SALARIS SION, SALARY					NAA NAA	M VAN E OF G	GRO ROL	EPSKEMA IP SCHEME		
١.	DIE VER	SEKERDE / T	HE INSURED									
	Naam Name	Boikanyo Da	nke				Identiti Identit		810	0915562208	0	
	Adres Address	South Africa	n Tourism, Bo	janala l	louse, 9	0 Protea R	oad, Chi	slehurs	ton,	Sandton, 21	196	
											Poskode Postal code	2196
	Beroep of Occupation	besigheid n or business	Facilities Ma	snager		Telefo Telep?	onnr. none No.	Huis Home	0	810188804	Besigheid Business	0118953151
		r die verlies of s t which the loss			Centu	irlon, Prete	oria					
1.		net die verlies of the loss or dame		wind?	Datum Date	10 Janu	ary 2019	T)	nd me	11	h 21	(bv./eg. 15h30
L	Beskryf vo Describe fr	lledig hoe die w ully how the loss	orlies of skade p a or damage oc	plaasge curred.	vind het.		d droppe The sci				e the table w	ss being
š.	Het u al va	intevore skade ( previously suffe	gely?	No		Volle best Full descr	crywing v	an vorig	e eis	a/verliese	None	
ŀ												N/A
k.		erseel ten tyde v rremises occupi								inneer was d as it last occ	it laas bewoor upied	N/A
		doel was die per the premises or					uk?				Non	N/A nal occupation
J.	ls die verli	ss of skade by d	fie polisie aange	emold?		Not warra	nted for police	Indien		hoekom nie?	? No	warranted for
		wanneer en wa and where	sar				N/A	S.A.P	olisio	e verwysings reference n	nr.	N/A
ì,		een-eienaar van e sole owner of				kadig is?	N	0				
		verskaf volle be full particulars of				ebbendes	South	African	Tou	rism (Insur	ed with Santa	m)
0		verband op die e bond on the pro		A		laam van v lame of bo		ouer	N/A			
1,	Wat is u bo What is yo	eraming van die ur estimate of th	waarde van die ne value of the	e hele in entire co	houd var entents at	n die perse t the time o	el ten tyd f the l¤ss	e van di or dam	e ver	rlies of skade	R15,123.5	8
2		ming van die wo ur estimate of th							R	15,123.58		
13.		bou(e) 'n rietdak iilding(s) a that⊄										
14.	is the lost	dom wat verloor or damaged pro	perty insured u	kragten nder an	s enige a y other po	inder polis olicy?	verseker	N/A				
		, verstrek volle b full particulars?	esonderhode?	N/A								
ira e v ou ete	g geëis my varrant that	die waarheid v ons verlies wat the truth of the represents mylo	uit die genoem answers to the	de gebo above o	ture ontst guestions	taan het ve s and liwe o tated occur	rteenwoo Seclare th	ordig. nat mo in	forms		on withheld an	

NB . EISE TEN OPSIGTE VAN SKADE AAN GEBOUE MOET VAN 'N RAMING VAN 'N BOUER VERGESEL WEES CLAIMS IN RESPECT OF DAMAGE TO BUILDINGS MUST BE ACCOMPANIED BY A BUILDER'S ESTIMATE

GETAL NUMBER	OMSKRYWING VAN EIENDOW DESCRIPTION OF PROPERTY	DATUM VERKRY DATE ACQUIRED	VAN WIE GEKOOP OF VERKRY FROM WHOM PURCHASED OR ACQUIRED	AFTREKKING VIR SLYTASIE OF WAARDEVER MINDERING OF WAARDE VAN WRAKOOED DEDUCTION FOR WEAR AND TEAR OR DEPRECIATION OR VALUE OF SALVAGE	BEDRAG GOOS AMOUNT CLAIMED
1	256 GB, SILVER, IPAD PRO 10.5	05/10/2017	iPhone	R0.00	R9,827.45
					7
					121
					7-5-4
				599	102-106
	NAME AND ADDRESS OF THE OWNER OWNER OF THE OWNER O				
					***************************************

DIE UITREIKING VAN HERDIE VORM IS NIE 'N ERKENNING VAN AANSPREEKLIKHEID NIE. THE ISSUE OF THIS FORM IS NOT A ADMISSION OF LIABILITY.



Read officehoodsanboor 1 Sportice orespect Typer valley, Serbritis 7530 - P.O. Rox 3891 Typer valley 7530 1 + 27 (5)31 915 7300 11 + 27 (5)31 914 0730 "www.sentern.co.ze" enquinter@sentern.co.ze

Reference : George Hoomelt Contact Number : 0117034606

E-Mail Address : george.hoomett@santam.co.za

Date : 10/01/2019

SOUTH AFRICAN TOURISM Private Bag X10012 SANDTON

 Claim Number
 :
 193206000

 Policy number
 :
 63121410924

 Date of loss or damage
 :
 10/01/2019

Policy section you are claiming against : ELECTRONIC EQUIPMENT

#### Dear Sir / Madam

We refer to your claim submitted under the abovementioned policy.

After careful consideration of your claim, we regret to inform you that the loss or damage you are claiming for is not covered in terms of the policy contract you have with us due to the following reason(s)

According to our Investigation the damaged Ipad Pro 256GB, Silver 10.5' Serial Number SDMPV413LHPDW, IMIEI Number 355820081866479 is not listed on the policy and therefore not covered.

There is no cover in terms of the Electronic Equipment section of the policy.

Refer to Sub-Section A, Material damage, Defined events: Physical loss of or damage to the property insured described in the schedule.

In light of the above, you unfortunately do not have a valid claim in terms of the policy you have with Santam.

Please note that should any additional information which may form the basis for this rejection become available to us after the date of this letter, we may also rely on such information in addition to the reason(s) provided above.

Reg no 1918/001680/06 Sentem RyACs2 - Sentem is an authorised financial services provider (Boence number 3416).

Should you wish to challenge this rejection you may within 90 days of the receipt of this letter do the following:

- 1. Contact the Client Service Manager on the number noted above or your broker.
- Should you not be satisfied with the outcome of your matter and wish to lodge a complaint, kindly contact the Client Care Department at <u>complaints@santam.co.za</u> or telephonically on 0860 10 27 25.
- In the event that you have submitted written representations as stated above and the matter is not resolved to your satisfaction, you may escalate it for adjudication to the Santam Internal Arbitrator. Objectivity and impartiality will always be applied by this office when your matter is reviewed.

Referrals to the Santam Internal Arbitrator must be in writing and addressed to the Internal Arbitrator, Santam Limited, PO Box 3881, Tyger Valley, 7536 or fax number 021 915 7434 or e-mail internal.arbitrator@santam.co.za.

4. You may also lodge a complaint with the Ombudsman for Short Term Insurance at PO Box 32334, Braamfontein, 2017 or fax number 011 726 5501 or contact the Office of the Ombudsman on 011 726 8900 or 0860 72 68 90 or e-mail <a href="Info@ostl.co.za">Info@ostl.co.za</a>, subject to the rules and jurisdition of the Ombudsman for Short Term Insurance. In cases where that office does not have jurisdiction to hear your matter, you may seek assistance from the Office of the Statutory Ombud at P.O Box 74571, Lynnwood Ridge, 0400 or contact the office at 012 762 5000.

Your policy wording contains a time barring (limit) clause within which you have to issue summons. If you do not issue summons within the period stated in the policy wording plus the 90 day period mentioned above, you will be barred from claiming under your policy.

Yours faithfully

Claims Management



06 February 2019

Policy 631/6312140924

Broker/Agent: 052/9042 Insureco Insurance: Santam Commercial P.O Box 987 BEDFORDVIEW 2008

Dear Sir/Madam

CLAIM FOR REPAIRS: IPAD

The above matter has reference;

South African Tourism is established in terms of the Tourism Act No 3 of 2014 and listed as such in Schedule 3 Part A Public Entity in terms of the Public Finance Management Act 1 of 1999.

We have taken an insurance cover with Santam for the period 01/12/2018 to 30/11/2019, Item 019 of the insurance schedules covers the iPads for an amount of R47,120.00 as stated.

Please find the attached incident report and quotation to process the claim for repairs required on the iPad.

Your positive response and action as per the subject above will be highly appreciated. Please note the validity of the quote.

Yours Sincerely;

Facilities & Fleet Manager

Boikanyo Danke



WR ALLE RISKO'S, BRAND, GELD HUSSEWORDERS, HUBE BEMARS, INBINAN, SAMMEVATTE BRISIALE GEVARE COMBINED, BIEDLIL PERILS

	KNR WNCH NO.		POLISHR				RTIFIKA				EISNR, CLAIM NO.	
		DEN-, SALARIS RON, SALARY			NR.					ROEPSKEMA OUP SCHEM		
1.	DIE VERS	EKERDE / TI	HE INSUR	ED								
	Naam Name	Bolkanyo Danke Identiliy No. 8109155622088								88		
	Adres Address	South Africa	n Tourism,	Bojanala H	louse, 9	0 Protea	Road, C	hisle	hursto	on, Sandton, 2	2196	
											Poskode Postal code	2196
	Beroep of b Occupation	esigheid or business	Facilities	Manager			oonnr. shone N		luis Iome	0810188804	Besigheid Business	0118953151
2.		die verlies of s which the loss			10774	Intamba	a Stree	t, Nel	lmapie	us Ext 14, Pro	toria	
3.		et die verlies of he loss or dama		sgevind?	Datum Date	12 Oct	ober 20	18	Tyd		b 00	(bv./eq. 15h30)
4.	Beskryf vol	ledig hoe die ve illy how the loss	erlies of skar	de plaasgev	rind het.		was a b	reak- en, T	in on t	he 12 Octobe	er 2018, where were stolen.	
5.	Het u al var	ntevore skade g reviously suffer	jely?	No		Volle bes	krywing	van	vorige	eise/verliese taima/losses	None	
[												N/A
6.	Was die pe Were the p	rseel ten tyde v remises occupi	an die verlie ed at the tim	es of skade ne of the los	bewoon is or dan	nage?	No			wanneer was n was it last or	dit laas bewoor cupied	05/10/2018
1												N/A
7.	Vir watter d How were t	loel was die por he premises oo	rseel ten tyd Cupied at th	le van die v e time of th	crios of le loss o	skade geb r damage?	rulk?					Not occupied
8.	Was the los	s of skade by d ts or damage re	ported to the				Ye			ie, hoekom ni hy not?	6?	Reported
	If so, when			06 Octobe			on SAP			lisie verwysing lice reference		73/10/2018
9.	Are you the	en-elenaar van sole owner of	the lost or d	amaged pro	operty?			No				
	If not, give	verskaf volle be full particulars (	f other parti			ebbendes	Sou	th Afi	rican 1	ourism (Insu	red with Santa	am)
	is there a b	erband op die e ond on the prop	perty?	N/A		Vaam van Vame of b	ondhold	er	N			
	What is you	raming van die ir estimate of th	e value of the	he entire co	intents a	t the time	of the lo	ss or	damag	verlies of skac pe?	le. R12,500.0	10
	What is you	ming van die wa er estimate of th	e value of the	ie gebou(e) he building(	ten tyde s) at the	van die v time of th	erlies of e loss o	skad r dam	e? age?	R25,000.00		
	Has the but	ou(e) 'n rietdak lding(s) a thatci	h roof?	WA.								
14.	Is the lost o	lom wat verloor r damaged pro	perty insure	d under any	s enige s / other p	inder polis olicy?	versek	er?	N/A			
		verstrek volle b ul particulars?	esonderhed	le? N/A								
dra Ve v	g geels my/ varrant that	ons veriles wat	uit die geno answers to	emde gebe the above o ng from the	ure onts questions above s	taan het vi s and l/we taled occu	erteenw declare	that r	g. no info	rmation has be	een withheld an	s ric on dat die
	ed at	679rage	9 Hou	1E_	or De	19/02	106			ning van Vers of Insured	ekerde	D-6

NB  $\,$  EISE TEN OPSIGTE VAN SKADE AAN GEBOUE MOET VAN 'N RAMING VAN 'N BOUER VERGESEL WEES CLAIMS IN RESPECT OF DAMAGE TO BUILDINGS MUST BE ACCOMPANIED BY A BUILDER'S ESTIMATE

GETAL NUMBER	OMSKRYWING VAN EIENDOM/ DESCRIPTION OF PROPERTY	DATUM VERKRY DATE ACQUIRED	VAN WIE GEKOOP OF VERKRY FROM WHOM PURCHASED OR ACQUIRED	AFTREKKING VIR SLYTASIE OF WAARDEVER MINDERING OF WAARDE VAN WRAKGOED DEDUCTION FOR WEAR AND TEAR OR DEPRECIATION OR VALUE OF SALVAGE	BEDRAG GeitS AMOUNT CLAIMED
1	Dell Latitude 14 5000 series la ;top	23/05/2014	Dell Company	R0.00	R43,522.22
				Alak-	/>/
				297/02	106

DIE UTTREIKING VAN HIERDIE VORM IS NIE 'N ERKENNING VAN AANSPREEKLIKHEID NIE. THE ISSUE OF THIS FORM IS NOT A ADMISSION OF LIABILITY.



VIR ALLE RISINO'S, BRAND.
GELD PRISSERVO NEWS.
HU ISSERMARS IN RAAK.
SAA MGRI ATTE SPESIALE GRIVARE
COMBINED, SPEDIAL, RERLS

E. PENS E VERS am thes dires dires dires dires arroep of b coupation dres was anneer he hen did th skryf volt scribe ful t u al van ave you p	EN., SALARIS ION, SALARY EKERDE / Th Bolkanyo Dar South African esigheid or business de veriles of si which the lose of did everiles of all eliose or dama edig hoe die ve ly how the lose theyone skade greviously suffer	OR PERSON IE INSUREI Ikke Tourism, B Facilities h kade plaasge or damage or damage occur?	ojanala H danager tvind het.	louse, 9	Telefo	Iden Iden Iden Iden Iden Iden Iden Iden	ME C	nr.	RCE PSKEMA DUP SCHEM 11091556220 n, Sandton, 2	88 2196 Posko Postal	code eid	2196 0118953151
arme  tres	Bolkanyo Dar South African esigheid or business de verties of si which the loss of the loss or dama adig hoe die ver tily how the loss tervore skade g	Facilities N Facilities N rade pleasage or damage or damage or damage or damage or damage or	ojanala l Manager rvind het, scurred.	60 Pe	Telefo Teleph	oad, C	hislei	hursto	n, Sandton. :	Posko Postal Besigh	code eid	2.00
ame tres tres tres tres tres tres tres tre	esigheid or business de verties of sinhich she loss of the loss or dama adig hoe die verties where the loss enterpressibility how the loss enterpressibility how the loss of t	Facilities N Facilities N Rade pleases damage oc data de pleases ges occur?	Manager rvind het. courred.	60 Pe	Telefo Teleph	oad, C	hislei	hursto	n, Sandton. :	Posko Postal Besigh	code eid	2.00
dress from the same of the sam	erigheid or business die verlies of si which she loss of at die verlies of le loss or dama adig hoe die ve ly how the loss stervore skade ge	Facilities N kade plaasge or damage oo skade plaasg ge occur? ries of skade	Manager rvind het. courred.	60 Pe	Telefo Teleph	onnr. ione N	н	luis		Posko Postal Besigh	code eid	2.00
arreep of b coupetion free waer anneer he hen did til secribe ful et u al van ave you pi	or business die verlies of st which the loss of at die verlies di e loss or dama adig hoe die ve fly how the loss devore skade gr	kade plaasge or damage oo skade plaasg ge occur? ries of skade	rvind het. courred.		Teleph	one N			0810188804	Postal Besigh	code eid	2.00
coupetion fres weer toress at a anneer he hen did the scribe full scribe full at u al van twe you pi	or business die verlies of st which the loss of at die verlies di e loss or dama adig hoe die ve fly how the loss devore skade gr	kade plaasge or damage oo skade plaasg ge occur? ries of skade	rvind het. courred.		Teleph	one N			0810188804			0118953151
anneer he hen did th eskryf volit escribe fui et u al van ewe you pr	which the loss of at die verties of the loss or dama adig hoe die ver fly how the loss thevore skade gi	or damage oc skade pleasy ge occur? ries of skade	courred.		ppertree L							
hen did the skryf volitiescribe ful et u al van twe you pi as die per	e loss or dama adig hoe die ve fy how the loss devore skade g	gaoccur? nies of skade	gevind?			ane, 3	<sup>c</sup> Stre	et, No	rthwood			
eskryf voli escribe fui et u al van eve you pe as die per	edig hoe die ve ly how the loss tevore skade g	nies of skade		Datum Date	08 Febr	uary 2	019	Tyd	00	h 00	7	bv./eg. 15h30
et u al van ave you po as die per	tevore skade g	or semide o	plaasgev	and het	Intrude	rs gain	ed ac	cess to	the residen	ce and st	ole ha	ndbag.
			No		Volle besk	rywing	van v	rorige e	ise/verliese sims/losses	None	licens	е.
												N/A
oro and pr	seel lein tyde vi emises occupie					Yes			vanneer was was it last oc		woon	N/A
	oel was de pen ne premises occ					uk?		-		Occu	pants	N/A were asleep
die verlie:	s of ak ada by di s or damage na	e polisie aane	gemeld?	10 33 0	camager	Ye		denni not, wh	e, hoekom nie ly not?	17		Reported
dien wel, s	wanneeren waa and where	ar 69 i	February	2019, at	t Honeyder	w SAP			sie verwysing se reference i			268/2/2019
u die alle e you the	en-eie naar van sole own erof t	he lost ordan	naged pro	operty?			No	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	ou rurerence i			
	erskaf volle bei 4l particulars of				nebbendes	Sour	th Afr	ican T	ourism (Insu	red with S	lantan	1)
			#A					N/	4			
hatis you	restimate of the	value of the	entire co	intents a	t the time o	f the lo	ssor(	damage	verties of skad o?	ie. R10,	944.00	
hati s you	restimate of the	value of the	gebou(e) building(	ten tyde a) at the	van die ve time of the	fies of loss o	skade dam	e? age?	R35,000.00			
is the buil	ding(s) a fract	100 P										
the lost or	r damage d prop	erty insured	und er any	senige a rotherp	inder polis olicy?	versek o	er?	N/A				
		sp-noemede	N/A									
vaarborg eds my <sup>o</sup>	ns veries wat o he truth of the 2	jtde9610 ei No⇔0 ro 10 fb	mdli gebe 8 above s	ure onts peaton	taan het ve s and l∫we o	rteenwi legiare	o broto	1				
that had that we we	tis u ber atis you tis u ran atis you de gebo the buil de elend el ost or en wel, v o, give fu dis my <sup>0</sup> ant that t	here a bond on the propition to be a mining wan do a all is your estimate of the tis unreading wan do was all is your estimate of the die gebouled in riedals, the building of a fracti- tie elendom wat verbort elect or damaged poly en wel, verstrek will a bio- , give full particulans? serborg die waarheid wilds dis mylons verlies wat aut theit he truth of the aut aut theit he truth of the aut.	nere a bond on the property?  It is a beraming van die waarde van de  It is a raming van die waarde van de  It is a raming van die waarde van de  die geboule 'n rietdak?  It he beliding is a flagt hoof?  Militie eiendom wit verplong to bejaardig is  eie ost or damage of poliparty insured  en wet, verstrek volle besonderhade  o, dive full partioulans?  sarborg die waarheid van die antwood  dis mytons verlies and uit die genome.	tiere a bond on the property?  It is unberaming van die waarde van de hele in alis your estimate of the value of the entire collisis varient estimate of the value of the entire collisis varient estimate of the value of the building die gebruie <sup>1</sup> in ristak?  NA  WA  WA  It is unberaming van die waarde van de gebou(e) alis your estimate of the value of the building die gebruie <sup>1</sup> in ristak?  WA  WA  WA  WA  WA  WA  WA  WA  WA  W	tis u beraming van die waarde van die hele inhoud van die sour eestmake of the walve of the entire contents at its our eestmake of the value of the entire contents at its u raming van die waarde van die gebou(e) ten tyde all is your eestmake of the value of the building(s) at the die gebou(e) in rietdak?  In he building si a hach noof:  In he building si a the si a hach noof:  In he building si a the si a hach noof:  In he he building si a the si a hach noof:  In he he building si a the si a hach noof:  In he he building si a the si a hach noof:  In he he he he he hach noof:  In he	NAM. Name of both is a beraming van de waarde van de hele inhoud van die perse als your estamble of the value of the entire contents at the time of the sits your estamble of the value of the entire contents at the time of the sits your estamble of the value of the entire contents at the time of the die geboule) in nicibals?  If the building is a fracth pool?  NVA  If the building is a fracth pool?  NVA  If the building is a fracth pool?  If the building is a fracth pool?  NVA  If the building is a fracth pool?  If the building is a fracth pool?  NVA  If the building is a fracth pool?  If the building is a fracth pool?  NVA  If the standard of the pool of the po	NAM Name of bondhold is a beraming war do waarde van de hele inhoud van die persed ten bils your estimate of the value of the entire contents at the time of the lot is u raming van die waarde van de gebou(e) ten tyde van die veries of alls your estimate of the value of the building(s) at the time of the loss of de gebou(e) in nietdak?  WAM In his building si a hash noon was en gelande en gebouwe en wet verstek valle be sonderhaads?  Mix Noor damaged pop pertyins verd und er any other policy?  en wet, verstrek volle be sonderhaads?  NIX Sarborg de waarheid van de antwoorde op die bogenoemde vrae en eld dis myfons verlies wat uit die genoemde gebeure ontstaan het verteernel	NAM. Name of bondholder it is u beraming van die wande van de hele inhoud van die perseet ten tyde versies van die vande of the autue of the entire contents at the time of the loss or tils u raming van die waarde van de gebou(e) ten tyde van die verlies of skadrakties our estimate of the value of the building a) at the time of the loss or dam die gebou(e) in notah?  NAM:  WAM:  It is u raming van die waarde van de gebou(e) ten tyde van die verlies of skadraktie de gebou(e) in notah?  NAM:  It is u raming van die waarde van de gebou(e) ten tyde van die verlies of daw die gebou(e) ten time of the loss or dam die gebou(e) ten time of the loss or dam die eiendom wat verziend bad die ja kangtans erige ander polis verseker?  It is u raming van die verziende van die anderheide?  NIAM:  NIAM:  NIAM:  NIAM:  NIAM:  NIAM:  Sarborg die waarheid van die antwoorde op die bogenoemde vrae en elvons viels wat út die gehou ende gebeure ontstaan het verteenwoorde with tell verbie of the allevier liket.	Name of bondholder  It is a beraming wan die waarde van die hele inhoud van die perseet ten tyde van die verlais your estimate of the value of the antire contents at the time of the loss or damage?  It is u reming van die waarde van die gebou(e) ten tyde van die verlies of skiade?  It is u reming van die waarde van die gebou(e) ten tyde van die verlies of skiade?  It is u reming van die waarde van die gebou(e) ten tyde van die verlies of skiade?  It is u reming van die waarde van die gebou(e) ten tyde van die verlies of skiade?  It is u reming van die verloop?  It is eiendom wat verloop op beida dig is twigstans erige ender polis verseker?  INA  In is eiendom wat verloop op beida dig is twigstans erige ender polis verseker?  INA  INA  INA  INA  INA  INA  INA  IN	NA Name of bondholder  It is a beraming van die waarde van die hele inhoud van die perseet ten tyde van die verlies of skad dit is your estimate of the value of the entire contents at the time of the loss or damage?  It is u raming van die waarde van die gebou(e) ten tyde van die verlies of skad ge?  It is u raming van die waarde van die gebou(e) ten tyde van die verlies of skad ge?  R35,000.60 at gebou(e) 'n niet@a?  NIA  NIA  R35,000.60 at gebou(e) 'n niet@a?  NIA  NIA  NIA  NIA  NIA  Sarborg die waardeid van die antwoorde op die bogenoemde vrae en eklons verblaar dat geen inlig dis mynns verlies wat uit die geno emdig gebeure ontstaan het verteerwoordig at mit thei the intwick of word for die geboude omdig gebeure ontstaan het verteerwoordig.	NA Name of bondholder  It is ulteraming van die waarde van die helle inhoud van die perseet ten tyde van die verlies of skade. R19, it is ulteraming van die waarde van die helle inhoud van die perseet ten tyde van die verlies of skade. R19, it is u raming van die waarde van die gebou(e) ten tyde van die verlies of skade? R35,000.60 die gebou(e) in nieldik?  NIA  NIA  NIA  NIA  NIA  NIA  NIA  NI	Name of bondholder  NA  Name of bondholder  R10,944.00  R10,946.00  R10,946.00  R10,946.00  R10,946.00  R10,946.00  R10,946.00