



**SOUTH AFRICAN TOURISM**

**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	<p><b><u>Query</u></b></p> <ul style="list-style-type: none"><li>• Please provide 3 years claims history.</li></ul> <p><b><u>Response</u></b></p> <ul style="list-style-type: none"><li>• Documents provided. Please see the Annexures below.</li></ul>
2	<p><b><u>Query</u></b></p> <ul style="list-style-type: none"><li>• Please provide complete proposal forms for the following insurance covers:<ul style="list-style-type: none"><li>- Employers Liability</li><li>- Public Liability</li><li>- Professional Indemnity</li><li>- Directors and Officers Liability</li><li>- Travel Insurance</li><li>- Group Personal Accident</li></ul></li></ul> <p><b><u>Response</u></b></p> <ul style="list-style-type: none"><li>• The information is provided on the RFP document.</li></ul>
3	<p><b><u>Query</u></b></p> <ul style="list-style-type: none"><li>• Please advise if we are submitting a broker fee or premium?</li></ul> <p><b><u>Response</u></b></p> <ul style="list-style-type: none"><li>• Premium, the insurance claim history and summary schedule have been provided.</li></ul>
4	<p><b><u>Query</u></b></p> <ul style="list-style-type: none"><li>• Please provide breakdowns/ asset registers under the following headings:<ul style="list-style-type: none"><li>- Office Contents</li><li>- Good stored outside</li><li>- Manual Assets</li><li>- Laptops (Incl. serial numbers)</li></ul></li></ul>

	<ul style="list-style-type: none"> <li>- Tablets and cell phones (Incl. serial numbers)</li> <li>- Hardware</li> <li>- Business All Risks</li> </ul> <p><b><u>Response</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>
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Yours in tourism

Evah Mkwanazi

Sourcing Specialist

Annexure 1:

		<b>OLD MUTUAL</b>	
<b>INSURE</b>		Public Sector 1 MP Chroma Sandton 2196  Tel: +27117802126 Web: <a href="http://www.oininsure.co.za">www.oininsure.co.za</a>	
<b>South African Tourism.</b> <b>90 Protea Road</b> <b>Chiselhurst</b> <b>5247</b>		<b>Print Date : 23/04/2020</b>	
<b>Policy No.</b>	<b>: PU/A/02/MSURE/656830573</b>	<b>Processing Date</b>	<b>: 23/04/2020</b>
<b>Broker</b>	<b>: CSM Broking Services CC</b>	<b>Our Reference</b>	<b>: NDUBULA</b>
<b>Broker's Agency No</b>	<b>: 9437258</b>	<b>Effective Date</b>	<b>: 16/04/2020</b>
		<b>Transaction No.</b>	<b>: 428586623</b>
<b>New Business</b>			
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 hotline 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			
			

#### THE SCHEDULE

The Insurer	Old Mutual Insure
Policy No.	PUMA00MSURE/656830573
Product	Multisure
The Insured	South African Tourism.
Postal Address	90 Protea Road Chislehurst 5247
The Business	Tourism

This schedule must be read in conjunction with the relevant section wording which is Multisure (INDEX) Version 06 Dated 2019-09-01 as well as the general section wording which is Multisure (GENERAL EXCEPTIONS, CONDITIONS AND PROVISIONS) Version 06 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 1st January 1976 constituted the Republic of South Africa, Namibia, Botswana, Lesotho, Swaziland, Zimbabwe, Malawi and Mozambique.

Period of Insurance	(a) From 15/04/2020 to 15/04/2021 both dates 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	
Broker's Agency No.	9437258
Issuing Office	Public Sector
Our Reference	NDUBULA

SIGNED at Johannesburg on 23/04/2021



On behalf of the insurer

## Annexure 2:



## EISVORM CLAIM FORM

VIR ALLE RISIKO'S, BRAND, GELD, HUISGEWONERS, HUISGEWONERS, INBRAAK, SAAMGEVATTE, SPESIALE GEVARE  
 FOR ALL RISKS, FIRE, MONEY, HOUSEHOLDERS, HOUSEHOLDERS, BURGLARY, COMBINED, SPECIAL PERILS

TAKNR BRANCH NO.	POLISNR. POLICY NO.	SERTIFIKAATNR. CERTIFICATE NO.	EISNR. CLAIM NO.
MAG-, PENSIOEN-, SALARIS OF PERSONEELID NR. FORCE, PENSION, SALARY OR PERSONNEL NO.	NAAM VAN GROEPSKEMA NAME OF GROUP SCHEME		

## 1. DIE VERSEKERDE / THE INSURED

Naam Name	Bolkanyo Danke		Identifiseer. Identity No.	8109155822088
Adres Address	South African Tourism, Bojanala House, 90 Protea Road, Chislehurst, Sandton, 2196			
			Postkode Postal code	2196
Beroep of besigheid Occupation or business	Facilities Manager	Telefoonnr. Telephone No.	Huis Home	0810188804
			Besigheid Business	0118953151

2. Adres waar die verlies of skade plaasgevind het.  
Address at which the loss or damage occurred.

Nicolway Shopping Centre, Parking Area
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3. Wanneer het die verlies of skade plaasgevind? Datum  
When did the loss or damage occur? Date

02 July 2019	Tyd Time	20	h	30	(bv/eg. 15h30)
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4. Beskryf volledig hoe die verlies of skade plaasgevind het.  
Describe fully how the loss or damage occurred.

Side door damaged during car break-in and Dell 5290 Laptop, Foreign Currency 1800 Euros, Pearl Necklace were stolen.
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5. Het u al vantevore skade gely?  
Have you previously suffered a loss?

Yes	Volle beskrywing van vorige eise/verliese Full description of previous claims/losses	Stolen Laptop at OR Tambo Airport.
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6. Was die perseel ten tyde van die verlies of skade bewoon?  
Were the premises occupied at the time of the loss or damage?

Yes	Indien nie, wanneer was dit laas bewoon If not, when was it last occupied	N/A
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7. Vir watter doel was die perseel ten tyde van die verlies of skade gebruik?  
How were the premises occupied at the time of the loss or damage?

Car was parked at the shopping centre
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8. Is die verlies of skade by die polisie aangemeld?  
Was the loss or damage reported to the police?

Yes	Indien nie, hoekom nie? If not, why not?	Reported
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9. Is u die alleen-eienaar van die eiendom wat verloor of beskadig is?  
Are you the sole owner of the lost or damaged property?

No	Indien nie, verskaf voer besonderhede van ander belanghebbendes If not, give full particulars of other parties concerned	South African Tourism (Insured with Santam)
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10. Is daar 'n verband op die eiendom?  
Is there a bond on the property?

N/A	Naam van verbandhouer Name of bondholder	N/A
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11. Wat is u beraming van die waarde van die hele inhoud van die perseel ten tyde van die verlies of skade?  
What is your estimate of the value of the entire contents at the time of the loss or damage?

R25,320.00
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12. Wat is u raming van die waarde van die gebou(e) ten tyde van die verlies of skade?  
What is your estimate of the value of the building(s) at the time of the loss or damage?

R60,000.00
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13. Het die gebou(e) 'n rietdak?  
Has the building(s) a thatch roof?

N/A
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14. Is die eiendom wat verloor of beskadig is tragteers enige ander polis verseker?  
Is the lost or damaged property insured under any other policy?

N/A
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EK/ONS waarborg die waarheid van die antwoorde op die bogenoemde vrae en ek/ons verklaar dat geen inligting verswyg is nie en dat die bedrag geëis my/ons verlies wat uit die genoemde gebeurte ontstaan het verteenwoordig.  
 I/We warrant that the truth of the answers to the above questions and I/we declare that no information has been withheld and that the amount claimed represents my/our loss arising from the above stated occurrence.

Geteken te  
Signed at

SANDTON

Op

09/07/2019

Handtekening van Versekerde

Signature of Insured

**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

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

2017/07/09



## EISVORM CLAIM FORM

VR ALLE RISIKOS, BRAND, GELD, HUISGEWONERS, HUISEIGENAARS, INDIEN, SAAMGEVATTE, SPESIALE GEVARE  
 FOR ALL RISKS, FIRE, MONEY, HOUSEHOLDERS, HOUSEOWNERS, SURVIVARY, COMBRED, SPECIAL PERILS

TAKNR. BRANCH NO.	POLISNR. POLICY NO.	SERTIFIKAATNR. CERTIFICATE NO.	EISNR. CLAIM NO.
MAG-, PENSIOEN-, SALARIS OF PERSONEELUID NR. FORCE, PENSION, SALARY OR PERSONNEL NO.		NAAM VAN GROEPSKEMA NAME OF GROEP SCHEME	

### 1. DIE VERSEKERDE / THE INSURED

Naam Name	Bolkanyo Danke		Identiteitsnr. Identity No.	8109155622068	
Adres Address	South African Tourism, Bojanala House, 90 Protea Road, Chislehurst, Sandton, 2196				
Beroep of besigheid Occupation or business	Facilities Manager	Telefoonnr. Telephone No.	Huis Home	0810188804	0118953151

2. Adres waar die verlies of skade plaasgevind het. Address at which the loss or damage occurred.	OR Tambo International Airport				
3. Wanneer het die verlies of skade plaasgevind? When did the loss or damage occur?	Datum Date	03 May 2019	Tyd Time	17	h 29 (bv.eg. 15h30)
4. Beskryf volledig hoe die verlies of skade plaasgevind het. Describe fully how the loss or damage occurred.	Laptop was checked-in at King Shaka Airport with the luggage bag. Upon arrival at OR Tambo, the laptop was missing.				
5. Het u al vantevore skade gely? Have you previously suffered a loss?	Yes	Laptop stolen during house break.			
6. Was die perseel ten tyde van die verlies of skade bewoon? Were the premises occupied at the time of the loss or damage?	Yes	Indien nie, wanneer was dit laas bewoon If not, when was it last occupied			
7. Vir watter doel was die perseel ten tyde van die verlies of skade gebruik? How were the premises occupied at the time of the loss or damage?	Occupants were on a plane				
8. Is die verlies of skade by die polisie aangemeld? Was the loss or damage reported to the police?	Yes	Indien nie, hoekom nie? If not, why not?			
Indien wel, wanneer en waar If so, when and where	03 May 2019, at OR Tambo SAPS		S.A. Polisie verwysingsnr. S.A. Police reference no.		
9. Is u die alleen-eienaar van die eiendom wat verloor of beskadig is? Are you the sole owner of the lost or damaged property?	No	South African Tourism (Insured with Santam)			
10. Is daar 'n verband op die eiendom? Is there a bond on the property?	N/A	Naam van verbandhouer Name of bondholder			
11. Wat is u beraaming van die waarde van die hele inhoud van die perseel ten tyde van die verlies of skade. What is your estimate of the value of the entire contents at the time of the loss or damage?	R15,409.00				
12. Wat is u raming van die waarde van die geboue ten tyde van die verlies of skade? What is your estimate of the value of the building(s) at the time of the loss or damage?	R15,409.00				
13. Het die gebou(e) 'n rietdak? Has the building(s) a thatch roof?	N/A				
14. Is die eiendom wat verloor of beskadig is kragtens enige ander polis verseker? Is the lost or damaged property insured under any other policy?	N/A				
Indien wel, verstrek volle besonderhede? If so, give full particulars?	N/A				

Eku Ons waarborg die waarheid van die antwoorde op die bogenoemde vrae en ek/ons verklaar dat geen inligting verswyg is nie en dat die bedrag getoon my/ons verlies wat uit die genoemde gebeure ontstaan het verteenwoordig.  
 I/We warrant that the truth of the answers to the above questions and I/we declare that no information has been withheld and that the amount claimed represents my/our loss arising from the above stated occurrence.

Geteken te  
Signed at

SA Tourism

Op  
On

09/05/2019

Handtekening van Versekerde  
Signature of Insured



**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

THE ISSUE OF THIS FORM IS NOT A ADMISSION OF LIABILITY.





## EISVORM CLAIM FORM

VR ALLE RISIKO'S, BRAND, GELD, HUSEIGENDERS, HUSSENAARS, INBRUK, SAAMGEVATTE, SPESIALE GEVARE  
FOR ALL RISKS, FIRE, MONEY, HOUSEHOLDERS, HOUSEOWNERS, BURGLARY, COMBINED SPECIAL PERILS

TAKNR. BRANCH NO. POLISNR. POLICY NO. CERTIFIKAATNR. CERTIFICATE NO. EISNR. CLAIM NO.  
MAG-, PENSIOEN-, SALARIS OF PERSONEELID NR. FORCE, PENSION, SALARY OR PERSONNEL NO. NAAM VAN GROEPSKEMA NAME OF GROUP SCHEME

### 1. DIE VERSEKERDE / THE INSURED

Naam Name: **Boikanyo Danke** Identiteitsnr. Identity No.: **8109155622088**  
Adres Address: **South African Tourism, Bojanala House, 90 Protea Road, Chislehurst, Sandton, 2196**  
Beroep of besigheid Occupation or business: **Facilities Manager** Telefoonnr. Telephone No.: **0810188804** Huis Home: **0810188804** Poskode Postal code: **2196** Besigheid Business: **0118953151**

2. Adres waar die verlies of skade plaasgevind het. Address at which the loss or damage occurred. **Centurion, Pretoria**
3. Wanneer het die verlies of skade plaasgevind? Datum Date: **10 January 2019** Tyd Time: **11** h **21** (tr./og. 15h30)
4. Beskryf volledig hoe die verlies of skade plaasgevind het. Describe fully how the loss or damage occurred. **The iPad dropped on the floor tiles while the table was being cleared. The screen cracked.**
5. Het u al van tevore skade gely? Have you previously suffered a loss? **No** Volle beskrywing van vorige eise/verliese Full description of previous claims/losses: **None**
6. Was die perseel ten tyde van die verlies of skade bewoon? Were the premises occupied at the time of the loss or damage? **Yes** Indien nie, wanneer was dit laas bewoon If not, when was it last occupied: **N/A**
7. Vir watter doel was die perseel ten tyde van die verlies of skade gebruik? How were the premises occupied at the time of the loss or damage? **Normal occupation**
8. Is die verlies of skade by die polisie aangemeld? Was the loss or damage reported to the police? **Not warranted for police** Indien nie, hoekom nie? If not, why not? **Not warranted for police**  
Indien wel, wanneer en waar If so, when and where: **N/A** S.A. Polisie verwysingsnr. S.A. Police reference no.: **N/A**
9. Is u die alleen-eienaar van die eiendom wat verloor of beskadig is? Are you the sole owner of the lost or damaged property? **No**  
Indien nie, verskaf volke besonderhede van ander belanghebbendes If not, give full particulars of other parties concerned: **South African Tourism (Insured with Santam)**
10. Is daar 'n verband op die eiendom? Is there a bond on the property? **N/A** Naam van verbandhouer Name of bondholder: **N/A**
11. Wat is u beraaming van die waarde van die hele inhoud van die perseel ten tyde van die verlies of skade. What is your estimate of the value of the entire contents at the time of the loss or damage? **R15,123.58**
12. Wat is u raming van die waarde van die gebou(e) ten tyde van die verlies of skade? What is your estimate of the value of the building(s) at the time of the loss or damage? **R15,123.58**
13. Het die gebou(e) 'n neldak? Has the building(s) a thatch roof? **N/A**
14. Is die eiendom wat verloor of beskadig is kragtens enige ander polis verseker? Is the lost or damaged property insured under any other policy? **N/A**  
Indien wel, verskaf volke besonderhede? If so, give full particulars: **N/A**

Ek/Ons waarborg die waarheid van die antwoorde op die bogenoemde vrae en ek/ons verklaar dat geen inligting verswyg is nie en dat die bedrag geëis my/ons verlies wat uit die genoemde gebeurtenisse ontstaan het verteenwoordig.  
I/We warrant that the truth of the answers to the above questions and I/we declare that no information has been withheld and that the amount claimed represents my/our loss arising from the above stated occurrence.

Getekende Signed at: **[Signature]** Op On: **2019/02/06** Handtekening van Versekerde Signature of Insured: **[Signature]**

DIE UITREKING VAN MYN/ONS VERLIES IS NIE 'N VERBODENDE VAN 'N AANSPRAKE NIE.

**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

[illegible]

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



Head office/hoofkantoor: 1 Sportus crescent Tyger valley, Bedford 1930 - P.O. Box 3881 Tyger valley 1930  
t +27 (0)21 873 1330 f +27 (0)21 874 0730 www.santam.co.za enquiries@santam.co.za

Reference : George Hoomelt  
Contact Number : 0117034606  
E-Mail Address : [george.hoomelt@santam.co.za](mailto:george.hoomelt@santam.co.za)  
Date : 10/01/2019

SOUTH AFRICAN TOURISM  
Private Bag X10012  
SANDTON  
2146

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, IMEI 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.

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.
2. Should you not be satisfied with the outcome of your matter and wish to lodge a complaint, kindly contact the Client Care Department at [complaints@santam.co.za](mailto:complaints@santam.co.za) or telephonically on 0860 10 27 25.
3. 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](mailto: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 [info@osti.co.za](mailto:info@osti.co.za), subject to the rules and jurisdiction 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



## EISVORM CLAIM FORM

VIR ALLE RISIKOS, BRAND, GELD, HUIS BEWONERS, HUISEIGENAARS, INBRUK, SAMGEVATTE, SPECIALE GEVARE  
FOR ALL RISKS, FIRE, MONEY, HOUSEHOLDERS, HOUSEOWNERS, BURGLARY, COMBINED, SPECIAL PERILS

TAKNR BRANCH NO.	POLISNR. POLICY NO.	SERTIFIKAATNR. CERTIFICATE NO.	EISNR. CLAIM NO.
MAG-, PENSIOEN-, SALARIS OF PERSONEELLID NR. FORCE, PENSION, SALARY OR PERSONNEL NO.		NAAM VAN GROEPSKEMA NAME OF GROUP SCHEME	

### 1. DIE VERSEKERDE / THE INSURED

Naam Name	Boikanyo Danke	Identiteitsnr. Identity No.	8109155622088
Adres Address	South African Tourism, Bojanala House, 90 Protea Road, Chislehurst, Sandton, 2196		
Beroep of besigheid Occupation or business	Facilities Manager	Telefoonnr. Telephone No.	Huis Home
		0810188804	0118953151

2. Adres waar die verlies of skade plaasgevind het. Address at which the loss or damage occurred.	10774 Intamba Street, Nelmapius Ext 14, Pretoria		
3. Wanneer het die verlies of skade plaasgevind? When did the loss or damage occur?	Datum Date	12 October 2018	Tyd Time
			12 h 00 (bv/eg. 15h30)
4. Beskryf volledig hoe die verlies of skade plaasgevind het. Describe fully how the loss or damage occurred.	There was a break-in on the 12 October 2018, wherein a security gate was broken, TV and Work Laptop were stolen.		
5. Het u al vanlevere skade gely? Have you previously suffered a loss?	No	Volle beskrywing van vorige eis/verliese Full description of previous claims/losses	None
6. Was die perseel ten tyde van die verlies of skade bewoon? Were the premises occupied at the time of the loss or damage?	No	Indien nie, wanneer was dit laas bewoon If not, when was it last occupied	05/10/2018
7. Vir watter doel was die perseel ten tyde van die verlies of skade gebruik? How were the premises occupied at the time of the loss or damage?	Not occupied.		
8. Is die verlies of skade by die polisie aangemeld? Was the loss or damage reported to the police?	Yes	Indien nie, hoekom nie? If not, why not?	Reported
Indien wel, wanneer en waar If so, when and where	06 October 2018, at Silverton SAPS	S.A. Polisie verwysingsnr. S.A. Police reference no.	73/10/2018
9. Is u die alleen-eienaar van die eiendom wat verloor of beskadig is? Are you the sole owner of the lost or damaged property?	No	South African Tourism (Insured with Santam)	
Indien nie, verskaf volle besonderhede van ander belanghebbendes If not, give full particulars of other parties concerned			
10. Is daar 'n verband op die eiendom? Is there a bond on the property?	N/A	Naam van verbandhouer Name of bondholder	N/A
11. Wat is u blyfing van die waarde van die hele inhoud van die perseel ten tyde van die verlies of skade. What is your estimate of the value of the entire contents at the time of the loss or damage?	R12,500.00		
12. Wat is u raming van die waarde van die gebou(e) ten tyde van die verlies of skade? What is your estimate of the value of the building(s) at the time of the loss or damage?	R25,000.00		
13. Het die gebou(e) 'n rietdak? Has the building(s) a thatch roof?	N/A		
14. Is die eiendom wat verloor of beskadig is kragtens enige ander polis verseker? Is the lost or damaged property insured under any other policy?	N/A		
Indien wel, verskaf volle besonderhede? If so, give full particulars?	N/A		

Eis/Ons waarborg die waarheid van die antwoorde op die bogenoemde vrae en verklaar dat geen inligting verswyg is nie en dat die bedrag geëis myn/ons verlies wat uit die genoemde gebeurtenisse ontstaan het verteenwoordig.  
I/we warrant that the truth of the answers to the above questions and I/we declare that no information has been withheld and that the amount claimed represents my/our loss arising from the above stated occurrence.

Geteken te Signed at	Bojanala House	Op On	2019/02/06	Handtekening van Versekerde Signature of Insured	
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**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

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

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





## EISVORM CLAIM FORM

VIR ALLE RISIKOS, BRAND, GELD, HUISGEWONE, HUISEIGENARS (INRAAK, SAAMGEWATTE, SPESIALE GEVARE  
 FOR ALL RISKS, FIRE, MONEY, HOUSEHOLDERS, HOUSEOWNERS, BURGLARY, COMBINED, SPECIAL PERILS

TAKNR BRANCH NO.	POLISNR POLICY NO.	SERTIFKAATNR CERTIFICATE NO.	EISNR CLAIM NO.
MAG-, PENSioen-, SALARIS OF PERSONEELLIJDE NR. FORCE, PENSION, SALARY OR PERSONNEL NO.		NAAM VAN GROEPSKEMA NAME OF GROUP SCHEME	

### 1. DIE VERSEKERDE / THE INSURED

Naam Name	Boikanyo Danke	Identiteitsnr. Identity No.	8109155622088
Adres Address	South African Tourism, Bojanala House, 90 Protea Road, Chislehurst, Sandton, 2196		
Poskode Postal code	2196		
Beroep of besigheid Occupation or business	Facilities Manager	Telefoonnr. Telephone No.	Huis Home
		0810138804	Besigheid Business
			0118953151

### 2. Adres waar die verlies of skade plaasgevind het. Address at which the loss or damage occurred.

60 Peppertree Lane, 3 <sup>rd</sup> Street, Northwood
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### 3. Wanneer het die verlies of skade plaasgevind? When did the loss or damage occur?

08 February 2019	Tyd Time	00	h	00	(bv. log. 15h30)
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### 4. Beskryf volledig hoe die verlies of skade plaasgevind het. Describe fully how the loss or damage occurred.

Intruders gained access to the residence and stole handbag, laptop, tablet, car-keys, bank cards, ID, driver's license.
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### 5. Het u al vantevore skade gely? Have you previously suffered a loss?

No	Volle beskrywing van vorige eise/verliese Full description of previous claims/losses	None
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### 6. Was die perseel ten tyde van die verlies of skade bewoon? Were the premises occupied at the time of the loss or damage?

Yes	Indien nie, wanneer was dit laas bewoon If not, when was it last occupied	N/A
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### 7. Vir watter doel was die perseel ten tyde van die verlies of skade gebruik? How were the premises occupied at the time of the loss or damage?

Occupants were asleep.
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### 8. Is die verlies of skade by die polisie aangemeld? Was the loss or damage reported to the police?

Yes	Indien nie, hoekom nie? If not, why not?	Reported
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### Indien wel, wanneer en waar If so, when and where

09 February 2019, at Honeydew SAPS	S.A. Polisie verwysingsnr. S.A. Police reference no.	268/2/2019
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### 9. Is u die alleen-eienaar van die eiendom wat verloor of beskadig is? Are you the sole owner of the lost or damaged property?

No	Indien nie, verskaf volke besonderhede van ander belanghebbendes If not, give full particulars of other parties concerned	South African Tourism (Insured with Santam)
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### 10. Is daar 'n verband op die eiendom? Is there a bond on the property?

N/A	Naam van verbandhouer Name of bondholder	N/A
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### 11. Wat is u beraming van die waarde van die hele inhoud van die perseel ten tyde van die verlies of skade? What is your estimate of the value of the entire contents at the time of the loss or damage?

R10,944.00
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### 12. Wat is u raming van die waarde van die gebou(e) ten tyde van die verlies of skade? What is your estimate of the value of the building(s) at the time of the loss or damage?

R25,000.00
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### 13. Het die gebou al 'n reël? Has the building a rule?

N/A
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### 14. Is die eiendom wat verloor of beskadig is kragtens enige ander polis verseker? Is the lost or damaged property insured under any other policy?

N/A
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### Indien wel, verskaf volke besonderhede? If so, give full particulars?

N/A
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Ek/Ons waarborg die waarheid van die antwoorde op die bogenoemde vrae en glo ons verklaar dat geen inligting verswyg is nie en dat die bedrag gediskontreer is.  
 I/We warrant that the truth of the answers to the above questions and I/we declare that no information has been withheld and that the amount claimed represents my/our loss arising from the above stated occurrence.

Gesken te  
Signed at

Op  
On

14/02/2019

Handtekening van Versekerde  
Signature of Insured