

ANNUAL POLICY NEWS & REVIEW

www.bib.co.za

We are a licensed Financial Service Provider

October 2007

Recent developments and news at Barker Insurance

24 Hour
BIB Assist
0861 BARKER
(0881 227 537)

BIB Assist

This value added service has been in place for over a year, and now that clients are becoming aware of it and making use of it we have received some really fantastic feedback. Please note that this service has been enhanced to include Home Assist.

Cash Back BIB Bonus to clients who have not claimed

This premium refund is paid annually back to clients who have not claimed. Once again this year BIB Bonus will amount to 10% of premiums paid over the previous 12 months and will be paid out during the month of November. Since 1995 we have paid out in excess of R5.0 million. It pays to manage your own risk!

Our Team has Grown

I would like to introduce you to our new team

members, Louise Forsyth and Jennifer da Silva, who have in a very short time made a massive difference to our personal insurance division.

New Head of Personal Insurance Division

Lloyd Barker joined the family business in 1993 and apart from being responsible for the company's information technology he has gained a huge amount of experience in servicing our clients. Lloyd will be managing the personal insurance division with immediate effect and with the help of an extremely strong and experienced team will take it to new heights.

World Class Technology Used at BIB

Our new insurance management system has been up and running for 17 months and has allowed us to up our game in terms of service delivery to clients.

The most recent development is the introduction of an automated SMS facility which generates a brief personalized SMS to our clients confirming any activity on their policy.

Our insurance rates have not increased in over 10 years

This is unheard of in the South African Insurance Industry, especially in the light of ever increasing crime levels; increasing number of motor vehicle accidents and huge increases in vehicle repair costs.

The obvious question is how have we been able to achieve this?

- We focus on select quality clients. These clients are "hand picked" strictly on a referral basis only.
- We assist clients in managing their risk by installing appropriate motor vehicle and home security and thereby reducing the incidents of claims.
- Our clients do not submit fraudulent claims.
- We share our underwriting profit with clients who are incentivised not to make small unnecessary claims in return for a NO CLAIM CASH BACK BIB BONUS equal to 10% of their annual premium.
- Clients who claim frequently are identified by the insurers and premiums are loaded until such time as their claim experience improves.
- We do not "chop and change" Insurers which creates stability. Hollard have insured our personal lines business for over 20 years and due to our loyalty and support they reciprocate with extremely competitive rates and the fairest claim settlements.



Back (Left to right): Angela, Lloyd, Rhett and Albert. Middle (Left to right) Sandy, Kim, Jennifer, Tess and Louise. Front (Left to right): Liz, Lily, and Jenny.

Walter
SISULU
Scholarship Fund
an education africa initiative

We strongly believe that providing good education to the growing number of underprivileged children is the only way to give them and our country a chance of prospering. In 2006 we doubled our sponsorship to cater for the education requirements of eight underprivileged children. We look forward to growing our contribution in the years to come and witnessing the benefits of an educated youth.

Broad Based Black Economic Empowerment (BBBEE)

With effect from the 1st March 2007, Barker Insurance Brokers is officially empowered with a qualification of 78.58%, level 3 rating which we are very proud of.

We have embraced BBBEE and firmly believe that this initiative will contribute to the long term prosperity of South Africa.



We have helped set up and finance a windscreen repair and replacement business, See Through Glass which is owned and operated by brothers Reginald and Kenneth Legodi.

Defensive Driving Course

We believe that overall competency of drivers on SA roads is shocking and all drivers should make an effort to attend and complete a driver awareness course. This would ultimately result in fewer accidents and reduced insurance premiums.

Every licensed member of our team recently attended a Shayela Approved defensive driving course with fantastic results. To book please call Basil Mann on 082 557 1750 and we will contribute R300 towards the total cost of approximately R1000.

Car Hire Following Motor Vehicle Claim

Up to now Hollard Insurance have never charged a premium for this benefit which has been automatically included on all vehicles, however with effect from 1st October Hollard will be charging a very competitive R20 per vehicle for this policy extension.

On behalf of the entire BIB Team I would like to thank you and your families for your friendship, loyalty and support over the years.

Warm Regards

Rhett Barker
Managing Director

WE ARE CONCERNED ABOUT YOUR SAFETY AND WELL BEING

As you are no doubt aware, the levels of criminal activity in South Africa continue to spiral upwards. To avoid becoming yet another victim we urge you to consider the following safety tips and to share this information with your family and friends.

- Lock all car doors and close windows before driving your vehicle.
- Ensure that your car mirrors are adjusted to give you an optimal all round view of your surroundings.
- While stationary in the traffic try and leave at least a 5 meter gap between your car and the car in front of you.
- Keep your eyes open for anything out of the ordinary. Be aware and alert at all times.
- Avoid opening your car windows or doors for strangers, street vendors or beggars.
- Avoid talking on your mobile phone while driving even with a car kit as your concentration level on driving and your surroundings is dramatically reduced.
- Have your car keys ready before you get to your car and drive away.
- The entrance to your residence must be well lit after dark.
- It is advisable that you fit "SMASH AND GRAB" window protection to all your vehicles windows.
- Avoid wearing "flashy" jewellery that will attract the attention of a would be thief.
- Install an approved vehicle tracking system.
- Adopt a more positive attitude to life in general.

WHEN AM I MOST VULNERABLE?

■ In front of private residence	51%
■ Victims sitting in parked cars	10%
■ At traffic lights	7%
■ At a stop street or a yield sign	6%
■ At business premises	5%
■ Victims forced off road by decoys	4%
■ At shops	3%
■ Other general	10%

HOW SHOULD I RESPOND IN THE EVENT OF A HIJACKING OR ARMED HOLDUP

- Do nothing that is going to alarm the hijackers / intruders.
- Never initiate any movement yourself and keep your hands clearly visible.
- Cooperate with the attackers hijackers / intruders.
- Stay calm and do NOT panic.