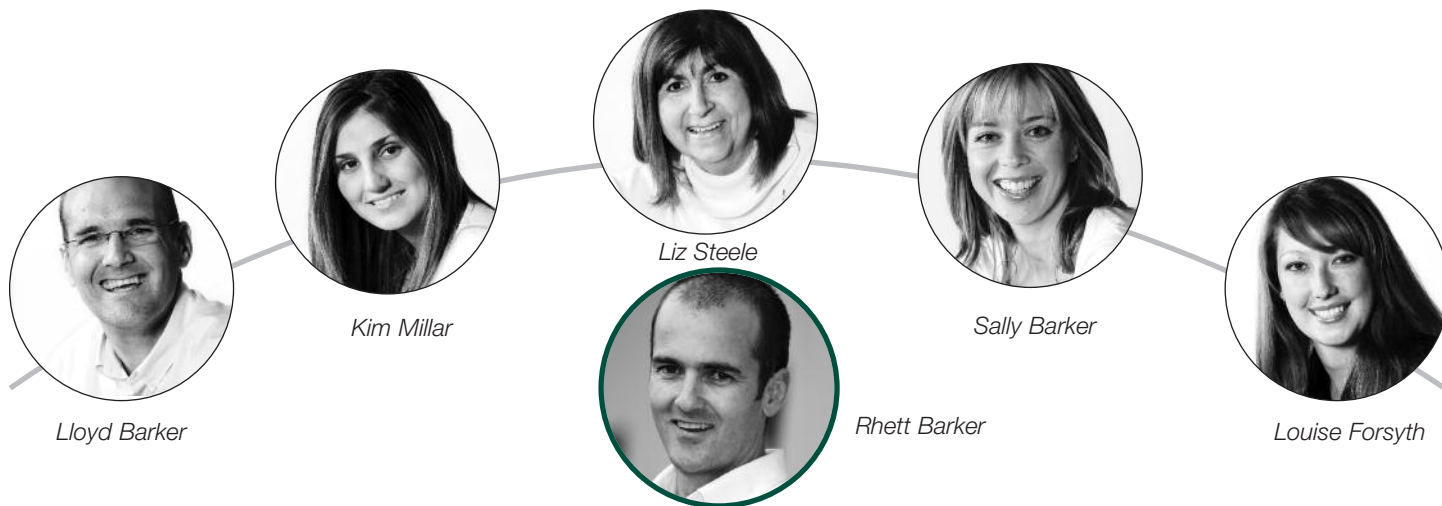


# ANNUAL POLICY NEWS & REVIEW

**Our team at your service!**



## Commercial Insurance Team



## Claims Team

## Accounts Team



Bev Barker



Lucille Djurovic

## Administration Team



Theresa Legodi



Stanley Mayisela



Enneth Nyandeni



Pilet Giyane



*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. We look forward to growing our contribution in the years to come and witnessing the benefits of an educated youth.*

**24 Hour**  
**BIB Assist**  
0861 BARKER  
(0881 227 537)

## 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.**

- Avoid wearing "flashy" jewellery that will attract the attention of a would be thief.
- Lock all car doors and close windows before driving your vehicle.
- Domestic workers should not allow anyone onto the property without your consent.
- 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.
- Be extra alert when arriving home at any time of the day and keep driving to the nearest police station if you think you are being followed.
- It is advisable that you fit "SMASH AND GRAB" window protection to all your vehicles windows. Please call the PG Glass call centre on 086 003 0303 for a quote.
- Avoid carrying large amounts of cash.
- Test your alarm, panic buttons and vehicle tracking system on a regular basis.

### 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.
- Co-operate with the attackers hijackers / intruders.
- Stay calm and do NOT panic.

## TRACETEC - OUR MOST EFFECTIVE TRACKING SYSTEM OVER THE PAST 12 MONTHS!

We approve a number of tracking systems however recovery rates have deteriorated as the thieves get more sophisticated. Based on our statistics **TRACETEC** has come out tops over the past 12 months with the best stolen vehicle recovery rate. The reasons why we believe this tracking unit is working so well:

- The device does not connect to or interfere with the vehicles electronics.
- The device is the size of a credit card and therefore is very easy to hide in your vehicle also making it extremely difficult for thieves to locate.
- The device can be fitted in Cars, Bikes, Boats & Jet Ski's.
- The device is permanently activated with no need to press a panic button or remote.
- The device is also extremely cost effective – The once off installation cost to our clients of R800 and on receipt of your installation certificate we refund you R300, no long term contract and the monthly subscription is only R69.00. If you are interested please call our office or contact our mobile installer Justin Preston from **Fitment On Call Mobile** (JHB only) on 083 651 5538. For information on Tracetec, view [www.tracetec.co.za](http://www.tracetec.co.za).

# WHAT IS BARKER INSURANCE DOING TO REDUCE THE BURDEN OF INCREASING INSURANCE COSTS?

**BIB has been in business for 35 years and together with our clients we have found many ways to manage insurance costs and minimise the effects of insurance premium increases in the long term. Let me share our most important methods with you:**



- We “cherry pick” our clients and build a strong trustworthy relationship which ultimately reduces the risk of fraudulent claims.
- We assist each client to manage their risks by for example installing appropriate additional security measures in their cars and homes. We also encourage clients and especially their children to attend approved driver training courses. In many cases we contribute towards these costs, which is unheard of in the industry.
- We tailor make each insurance policy to suit our clients individual needs. The general rule of thumb is that more cover costs more money therefore if a client has a specific budget we will structure the cover to match the budget.
- We incentivise clients not to claim unnecessarily and if no claims are made between the 1st November and the 31st October each year these clients will receive a 10% BIB BONUS premium refund. This initiative was first launched by us back in 1995 and to date we have made 7273 BIB Bonus premium refunds totalling R6.5 million.
- For those clients whose claims are above average in frequency and total value the insurers apply additional premium loadings which are reviewed annually.
- We invest large amounts of money in the most advanced policy management system, office automation and highly skilled staff which ultimately reduces administration costs and improves our efficiency.
- We negotiate bulk discounts with selected suppliers which we pass directly back to our scheme.
- We can restructure clients cover by offering higher voluntary excesses on selected sections of cover which can reduce premiums substantially.
- We specialise only in certain key areas of Insurance such as selective Personal, Fleet and Commercial Insurance Lines. This philosophy has moderated our growth over the past 35 years however more importantly we have been able to improve our overall service delivery year on year without fail. BIGGER is not always better!!

## INFLATION AFFECTS US ALL

**The cost of living has increased dramatically over the past twelve months for all of us and the cost of insurance is unfortunately not immune to inflation**

The main contributor to Insurance inflation is the increased cost of claims caused predominantly by the following factors:

- Wet roads, traffic congestion, power cuts, poor road conditions and a lower driving standard which all lead to many more motor accidents.
- It is estimated that ONLY one third of vehicles on our roads are insured resulting in the insured vehicles paying for repair costs even if they did not cause the accident.
- Crime in South Africa remains unacceptably high and even though some gains are being made in reducing the level of many categories of serious crimes, especially contract crimes, unfortunately the crimes that effect insurance are up (Business robberies up by 47%, House robberies up by 13.5%, carjacking up by 4.4% and truck jacking up by 39.6%)
- Repair and replacement costs across all sections of insurance have also increased dramatically. We have conducted cost comparison tests on motor accident claims and have found that vehicle repair costs have in a number of cases gone up by over 50% in the past year.

As mentioned in last years BIB Policy News & Review edition “Our insurance rates have not increased in over 10 years.” Unfortunately due to reasons mentioned above Hollard Insurance have had no option but to adjust all our rates upwards by an average 10% with the exception of the HOUSEHOLD CONTENTS section where the rates have thankfully remained unchanged. Those clients with a poor claims history over the past year and since inception of their policies must expect a higher rate increase. This being said we are still extremely happy with the overall product offering from Hollard Insurance and especially their fair and flexible approach to settling claims that would have been rejected by most other insurers in many cases. In our opinion there is **NO** insurer who comes close to competing with Hollard!

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**If you have any queries or concerns relating to your insurance policy I invite you to contact our office immediately!**

**On behalf of the entire BIB Team I would like to thank you and your families for your friendship, loyalty and support and look forward to the challenging and exciting times ahead.**

Warm regards

**Rhett Barker  
Managing Director**