

ANNUAL POLICY NEWS & REVIEW

Our experienced team are ready to assist you

Personal Insurance Team



Rhett Barker



Lloyd Barker



Kim Millar



Liz Steele



Sally Barker



Louise Forsyth

Claims Team



Lily Howard



Tessa Barker



Angela Somerville



Deon Simon



Keri Millar



Albert Makwala



Jenny Ponder

Commercial Insurance Team



Ken Barker



Jennifer Bassett



Marlene Grobler



Robert Wootton



Jennifer Da Silva



Roscoe Millar

Accounts Team



Bev Barker



Lucille Djurovic

Administration Team



Theresa Legodi



Stanley Mayisela



Enneth Nyandeni



Pilet Giyane



We continue to support this fund and 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.

24 Hour
BIB Assist
0861 BARKER
(0881 227 537)

Should your BIB insured vehicle be involved in an accident, the driver must phone our BIB Assist 24/7 call centre on 0861 227 537 (0861 BARKER) for towing assistance, or the towing costs will unfortunately be for your own account. If you have not already received your BIB Assist 'NO TOW' stickers, please call our office or BIB Assist.

Note from our CEO, Rhett Barker

Stock markets have shown an extraordinary recovery over the past few months and our interest rates have decreased by another half a percent as the credit / liquidity crisis appears to have subsided. However we are nowhere close to being out of the woods as the focus is now on stimulating economic recovery. While positive indicators are emerging risks remain high and therefore this is the time when your valuable assets need to be protected and insured with experienced professionals who look after your best interests. Barker Insurance Brokers has specialised in the short term insurance industry for over 36 years and we together with our clients, have not only survived, but prospered during the good and bad times. Most importantly, we have selected Hollard Insurance Company, the largest privately owned Insurer in South Africa to cover our clients assets over the past 23 years. To give you some additional comfort according to the Global Credit Rating Co (GCR), Hollard has achieved a domestic ZAR currency claims paying ability rating of AA (Double A). This rating is indicative of a very high claims paying ability and strong protection factors according to GCR and confirms our commitment to Hollard as our Insurer of choice.

Since our business started in 1973, we have never had any client's claim reach the Ombudsman's office unlike most other insurers / brokers, which indicates that we have professionally qualified staff who arrange the correct cover and act in your best interests. We select the appropriate insurer who is extremely flexible when it comes to settling claims and often bends the rules and most importantly, we have the most selective and unique group of clients in the country, who understand and respect insurance and therefore do NOT submit fraudulent claims.

We are very positive about our future in South Africa and believe together we can all make an incredible difference and ultimately enjoy the fruits of our positive outlook to life in general. We all need to constantly be reminded about the GOOD NEWS stories and if you are interested I recommend that you visit the following website <http://www.sagoodnews.co.za> and rather than reading negative press, subscribe and keep yourselves up to date with all the good news in South Africa.

If you ever have any queries or concerns relating to your insurance policy I invite you to contact our office immediately! On behalf of our entire Team I would like to thank you and your families for your friendship, loyalty and support over the years.

Warm regards

TRACETEC - still our most effective tracking and recovery system

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 24 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 is approx. R900 and on receipt of your installation certificate we refund you R300, no long term contract and the monthly subscription is only R79.00. 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 more information on Tracetec, go to www.tracetec.co.za.



Check your rear and side view mirrors to ensure you are not being followed.

We are concerned about your safety and well-being

As you are no doubt aware, the levels of criminal activity in South Africa are still abnormally high. 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.

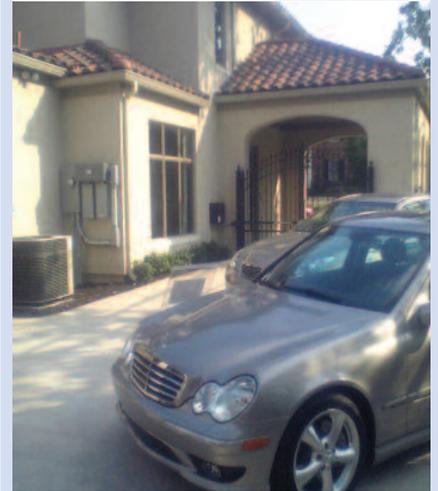
- Avoid wearing “flashy” jewellery that will attract the attention of a would be thief.
- Lock all car doors and close windows before driving your vehicle.
- Domestic workers should not allow anyone onto the property without your consent.
- Keep your eyes open for anything out of the ordinary. Be aware 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 immediately.
- 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.
- Avoid driving in the dark.

- Check your rear and side view mirrors to ensure you are not being followed.

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, Post Office, Telephone Booths etc.	3%
■ At filling stations	1%
■ While parking your car	2%
■ Other general	7%

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 and answer any questions truthfully
- Stay calm and DO NOT panic.

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

BIB has been in business for 36 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 us share our most important cost saving strategies 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, 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 8047 BIB Bonus premium refunds totalling R8,24 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 36 years, however, more importantly, we have been able to improve our overall service delivery year on year without fail. BIGGER is not always better!!
- We are one of the few brokers who will actually meet with our clients at their homes to survey the risk and provide the most suitable tailor-made cover options.



We begin this New Year with dampened enthusiasm and dented optimism.

Our happiness is diluted and our peace is threatened by the financial illness

that has infected our families, organizations and nations. Everyone is desperate to find a remedy that will cure their financial illness and help them recover their financial health. They expect the financial experts to provide them with remedies, forgetting the fact that it is their experts that created this financial mess. Every new year I adopt a couple of old maxims as my beacons to guide my future. This self-prescribed therapy has ensured that with each passing year, I grow wiser and not older.

Warren Buffet's advice for 2009

This year, I invite you to tap into the financial wisdom of our elders along with me, and become financially wiser.

Hard work
Laziness
Earnings

All hard work being a profit, but mere talk leads only to poverty. A sleeping lobster is carried away by the water current.

Never depend on a single source of income. (At least make your investments get you a second earning)

Spending
Borrowings
Accounting
Auditing
Risk-taking

If you buy things that you don't need, you'll soon sell things you need. The borrower becomes the lender's slave.

It's no use carrying an umbrella, if your shoes are leaking.

Beware of little expenses; A small leak can sink a large ship.

Never test the depth of the river with both feet.

(Have an alternative plan ready)

Investment

Don't put all your eggs in one basket.

I'm certain that those who have already been practicing these principles remain financially healthy. I'm equally confident that those resolve to start practising these principles will quickly regain their financial health.

Let us become wiser and lead a happy, healthy, prosperous and peaceful life.