

We are already halfway through 2016, and our schedules are busier than ever. Our quarterly newsletter aims to give you a brief overview of processes occurring here at TRA.

### PRODUCTS

TRA is already in the first stages of product development for 2017. As we begin to brainstorm worthy product options, we appreciate any feedback, suggestions, and advice you may have - so that we can offer products which serve members well. There are some possibly very new and exciting additions to come.

### MARKETING

Please engage with us in order to keep up to date with our latest marketing materials. We have developed sufficient and comprehensive information to make selling easy. There should be no vagueness when it comes to product option benefits.

TRA is also marketing progressively - we now offer electronic application forms, also known as fillable forms or Smart PDFs. Please ask us to send you a version of this form if you find that it will suit your needs. If you prefer keeping to a more traditional format, you can also order properly printed application brochures.

In also keeping up with the times, we have updated our website ([www.totalrisksa.co.za](http://www.totalrisksa.co.za)).

Please also check us out on social media, where we are posting weekly blogs to keep you up to date with all of the latest news:



### ADMINISTRATION

Remember that for all of your Bestmed members, their gap cover claims will be processed automatically, and the payment received should reflect in their bank accounts within 7 days - without them or you needing to lift a finger! For non-Bestmed members, our claim turnaround time is also about 7 days.

For claims, please ensure that all of the documentation needed is attached to the claim form! The documentation needed is stated on the TRA claim form, which is now also available in an electronic format.

### EVENTS

TRA has had a busy year so far. In February, we were a sponsor for the Bestmed TUKS race. In May, we sponsored and attended the UWC Fast and Flat race also sponsored by Bestmed. On the 25<sup>th</sup> of August we will take part in the Bestmed Golf Day - watch this space.



### COMPLIANCE

As brokers who form part of Financial Service Providers in the industry, we know that the pressure is on to remain fully compliant at all times.

In order to meet the fit and proper requirements, and be privy to the latest regulations implemented by the FSB, an effort on your part can be beneficial.

Take the initiative and attend a workshop with The Compliance Learning Center:

Contact Anna Bouhail:  
E: [anna@compliancelearningcenter.net](mailto:anna@compliancelearningcenter.net)  
T: 072 039 9097  
C: 083 821 8801

Anna specialises in workshops which can prepare you for the regulatory exams, as well as supplying you with the knowledge to keep your company compliant.

### TCF

You can also attend a TCF workshop with the Compliance Learning Center. Our very own TCF champions at TRA have developed a TRA-TCF manual. We are constantly developing our systems to be TCF compliant.

Please do not hesitate to contact us for Training and /or personal meetings for any matters which may be open for discussion regarding products, administration/broker issues and possible campaigns.

Keep warm this winter.

### TRA MANAGEMENT AND STAFF



TOTAL RISK ADMINISTRATORS

TOTAL RISK ADMINISTRATORS PTY (LTD)  
AN AUTHORIZED FINANCIAL SERVICE PROVIDER

Directors: FRANK THAYER (CEO), GEOFF DU PREEZ (COO)  
Reg No 1999/024507/07. FSP No 40815

16 Jersey Drive, Longmeadow Business Estate East, Longmeadow, 1609  
P.O. Box 1181, Parklands, 2121

TEL: 011 372 1540 | FAX: 011 372 1579 | EMAIL: [info@totalrisksa.co.za](mailto:info@totalrisksa.co.za) | WEB: [www.totalrisksa.co.za](http://www.totalrisksa.co.za)