

# BROKER NEWS

## YEAR-END

### 2017 - 2018




TOTALRISKADMINISTRATORS

We have had a very busy and exciting 2017. TRA has embarked on new journeys, with both challenges and success. We aim to wrap up communications, leaving you with all you need to sign off the year, and allow for the relaxing shut-down period to soon commence. Please read all below and please forward this to all of your relevant intermediaries, in order to keep all of your clients up to date.

#### YEAR-END COMMUNICATIONS TO MEMBERS

TRA policyholders received their year-end emails, with a link to a letter and a policy document – all reflecting general information, changes in benefits, and their premium increases for contributions for the year 2018.

To read the standard letter, click [here](#). ✉ Your brokerage has been contacted with regards to access to the MY-TRA portal.

#### 2018 PRODUCT RANGE



If you have been following our recent communications to you as intermediaries, you should have received our 2018 marketing materials, which includes our:

- [2018 Gap Cover Booklet/Brochure](#)
- [2018 Femme Cover Booklet/Brochure](#)
- [2018 Application form](#)
- [2018 Update form](#)

We now include our 2018 Gap Cover one pagers, which gives clients a comprehensive overview/summary of the 2017 - 2018 gap cover range:

Click [here](#) to download the one pager for existing clients/policyholders.

Click [here](#) to download the one pager for **new** and existing clients/policyholders.

#### FUNERAL COVER



Please also see our 2018 [Funeral Cover Booklet/brochure](#) and [Funeral Cover application form](#).



If you have not viewed it yet, click [here](#) to watch our exciting 2018 product range video, which sums up all of the information above.

#### NEWSFLASH:

**OUR NEW MOBILE APP: TRA ASSIST (POWERED BY ER24 ASSIST)**



#### EFFECTIVE 1 JANUARY 2018.

We are super excited to announce that all of our **Gap Cover** policyholders will have access to our new mobile app: **TRA Assist (powered by ER24 Assist)**.

- Members will download the app from their normal App Store (compatible for both Android and Apple users).
- They will log in using the details required to register.
- Once in the app, they will see their policy details, and will be able to add more information.

#### BENEFITS:

- HOME DRIVE** access to be driven home, up to 6 times a year free of charge (thereafter can use at own expense), in major city centres.
- PANIC BUTTON** access to a 24-hour panic button that when pressed offers emergency assistance.
- NURSE LINE** a 24-hour service which allows access to a professional nurse who will call to assist in a medical or emotional crisis event .
- SUBMIT CLAIM** members can take a picture of their documents needed for claims purposes and they are scanned through to us to process. They can also download the full claim form (optional).
- TRIGGER NUMBER: 087 135 1241**

For more information, see pages 17 and 18 of our Gap Cover booklet, or review our website where the information should appear soon: [www.totalrisksa.co.za](http://www.totalrisksa.co.za). Alternatively, contact us on [info@totalrisksa.co.za](mailto:info@totalrisksa.co.za) or [brokerqueries@totalrisksa.co.za](mailto:brokerqueries@totalrisksa.co.za) .

#### FAQ



As an intermediary, we know you are striving to offer your clients the best advice possible. We hope to equip you with the answers you need to provide your clients with. We have received a few similar queries recently, which we aim to answer here:

#### Q: Do the over 65 rates apply to current members?

**A:** No. Existing members will not receive the over 65 rates. Only if they join/commence cover effective 1 January 2018 will these rates become applicable. Even if existing members upgrade/change option, these over 65 rates will not be applicable to them. NB: The over 65 rates on application applies to the age of the main policyholder, which should also be the main policyholder on the medical aid.

#### Q: When can members upgrade until?

**A:** Now that members have received communications, they have until the **31st of January 2018** to change their options in any way. Thereafter, they will have to remain on the option they are currently on for the remainder of the year.

#### Q: If a client moves from another gap cover provider to TRA, will any waiting periods apply?

**A:** Yes, UNLESS they can provide proof of an existing gap cover provider membership (the original membership certificate), and it needs to reflect that they have been on their current gap cover provider for AT LEAST two or more years.

#### Q: Are adult dependants allowed on a main policyholder's gap policy?

**A:** We have always stipulated that any dependants should take out their own gap policy when they reach the age of 21 or 25 in the case of an unmarried full-time student. This then also applies to wanting one's parents on their gap cover policy because even though they may be on one medical aid- we cannot allow this as mentioned, and hope you can understand this rule based on the risk implied.

#### FINAL ADMIN



- The last day for loading new apps, changing of banking details, changing of debit order dates and upgrades (for the 1st of Jan 2018) will be the 18th of December, as we will be submitting the 25th, 26th of December, as well as the 1st of January's debit orders in this week. Any new apps loaded, upgrades and banking details changes made after the 18th of December will have to be a double debit- depending on the selected debit order date. Please ensure that you notify all parties involved.
- The last claims payment date will be the 23rd of December and the cut-off date for the claims payment run will be the 20th of December. The first claims payment date in January 2018 will be on the 6th of January and the cut-off date for the claims payment run will be the 4th of January.

#### 2018 COMMISSIONS



Due to the regulations imposed this year from the Final Demarcation regulations, the commissions structure for short-term insurance has had to change somewhat.

The standard 20 percent per premium contribution is still offered, but only up until a premium equal to R300. Anything over and above the R300 is subject to differing percentages.

Please see the table below for clarity:

MONTHLY PREMIUM BAND	MAXIMUM COMMISSION LEVEL
COLUMN 1	COLUMN 2
Above R1,200	5%
R601 to R1,200	10%
R300 to R600	15%
Less than R300	20%

Therefore, in the case of TRA- we do not currently have any premiums which should go above R600. You will receive the standard 20 percent up until R300, and 15 percent for anything over and above. Example:

Premium = R345  
 Broker receives 20 percent of R300 = R69.00  
 And 15 percent of R45 = R6.75  
**Total = R75.75**

#### IN CLOSING



Please note that we will be closing on the 22nd of December at 12pm, and will re-open on the 2nd of January at 8:15 am.

We wish you and yours a peaceful end to 2017, and a healthy and rewarding 2018 .

#### TRA Management and Staff



# DON'T STRESS!

## THE GAP IS COVERED.

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

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