



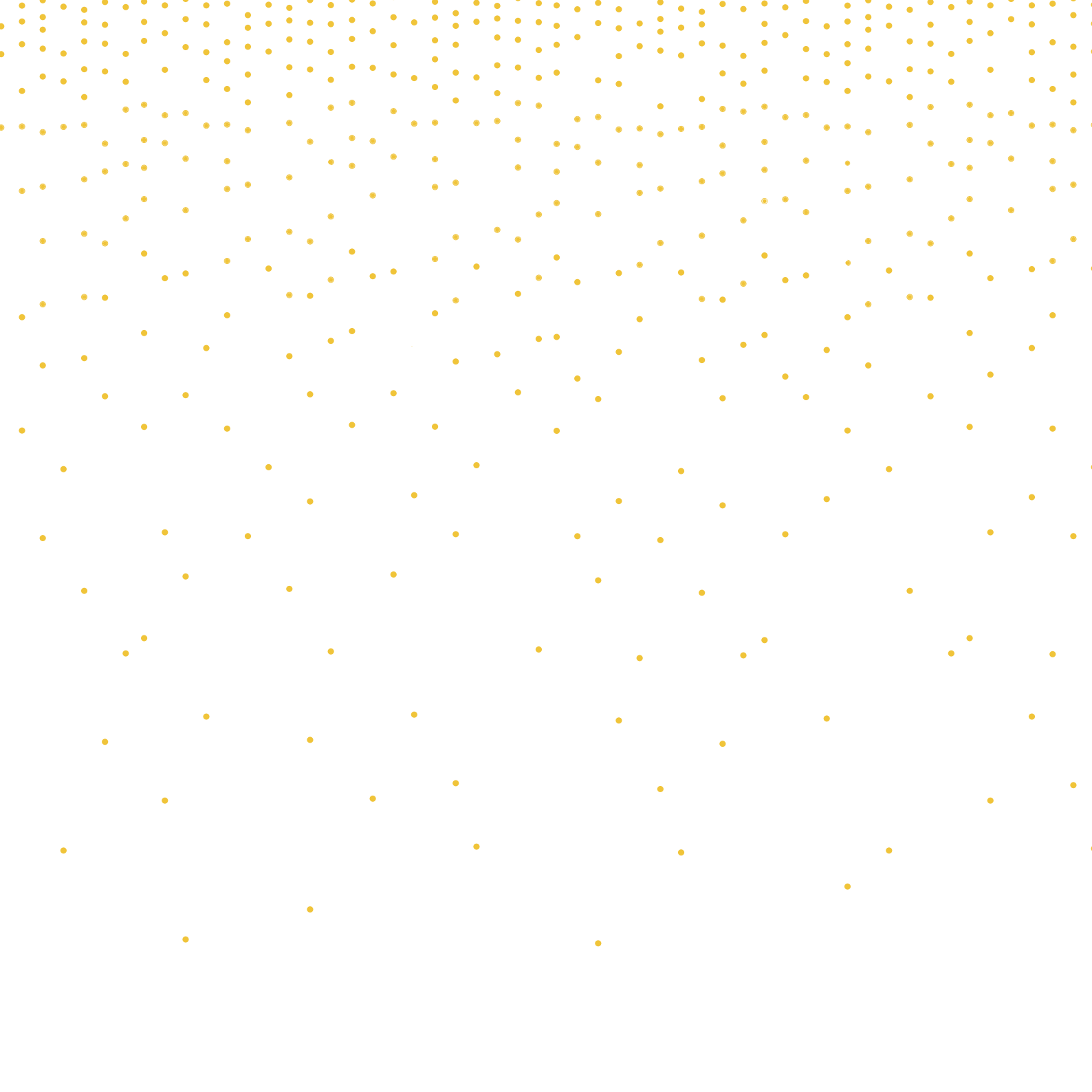
BUSINESS

INSURANCE
FOR BUSINESSES

INSURANCE
GOOD AND
PROPER



santam
commercial



INSURANCE

GOOD AND PROPER

At Santam, we believe in a simple principle – that insurance should add value, not questions and uncertainty. It should provide peace of mind, not parameters and excuses. Our expertise comes from understanding what is important to you and treating your business as seriously as you do. Our Commercial offering is about providing you with **insurance that is good and proper.**



INSURANCE FOR BUSINESSES

Whether you own a small business or run a large corporation, our expertise allows us to understand the specific risks associated with your business and provide cover that is tailored to your business needs.

WHY SHOULD YOU INSURE YOUR BUSINESS WITH SANTAM?

- We are South Africa's leading and most influential insurer with a **market share exceeding 22%**
- We have been voted the **best Commercial insurer** by the Financial Intermediaries Association for 4 consecutive years (2008, 2009, 2010 and 2011)
- We aim to offer a **first-class claims service** through our efficiency and effectiveness in claims handling. This is aided by our 24/7 emergency and claims helpline
- We have an extensive **national footprint** of approximately 15 claims drive-in centres and 68 regional offices, allowing for an inter-personal point of support for brokers and ease of doing business for our clients
- Over **150 000 commercial policies** gained through our extensive broker network is proof that our brokers trust us to insure their clients' businesses with the best cover possible

OUR STANDARD BUSINESS SOLUTION PROVIDES COVER FOR

- Buildings (combined)
- Fire
- Business interruption
- Theft
- Office contents
- Money
- Glass
- Goods in transit
- Business all risks
- Accidental damage
- Fidelity insurance (theft by employees)
- Public liability
- Personal accident cover (individuals and employees)
- Vehicles
- Electronic equipment
- Machinery breakdown
- Business interruption (following machinery breakdown)
- Deterioration of stock

Note: This solution is not limited to the above sections, additional cover can be provided if required.

BUILDINGS (COMBINED)

Your building faces numerous risks that could cause damage to it. This section provides comprehensive cover for buildings.

Below is a brief breakdown of what this cover entails:

- Theft of fixtures and fittings (loss or damage with forced or violent entry/exit from your building)
- Fire (as under the fire section)

We also offer you the following benefits which you are covered for at no additional cost:

- This cover automatically provides for loss of rent up to 25% of the sum your buildings are insured for, e.g. if your buildings are insured for R1 000 000, you will be covered for loss of rent up to R250 000
- Your legal liability as owner of the buildings is included for R1 000 000

FIRE

Fire and related risks can have devastating effects on your assets.

We provide cover against damage caused by:

- Fire
- Lightning
- Explosion
- Storm
- Wind
- Water
- Hail
- Snow
- Earthquake
- Malicious damage
- Aircraft impact

We also offer you the following benefit which you are covered for at no additional cost:

- We will pay fire extinguishing, architects' and other professional fees you may incur through loss or damage to your buildings, equipment or stock

BUSINESS INTERRUPTION

Damage to your property may result in reduced turnover or additional expenses which may cause serious business interruption that you did not plan for.

Below is a brief breakdown of what this cover entails:

- Insurance for gross profits
- Insurance for gross rentals
- Insurance for gross revenue
- Insurance for additional increase in cost of working

We also offer you the following benefit which you are covered for at no additional cost:

- Cover for infrastructural damage that occurs within a 10 kilometre radius that hampers or limits a client accessing your premises

Additional cover:

- At a small additional monthly premium you can also extend your cover to insure your business against a reduction in turnover following damage to the property of clients and suppliers

THEFT

This cover insures your business contents against loss or damage after forcible and violent entry or exit into your building, including cover in the event of an armed robbery.

We also offer you the following benefits which you are covered for at no additional cost:

- Damage to buildings (up to R5 000)
- Damage to fixtures/fittings (up to R5 000)
- Locks/keys (up to R2 000)

Note: Theft of office contents is covered under the office contents section.

OFFICE CONTENTS

Your offices contain many valuable assets from furniture to documentation which need to be insured.

This cover provides you with insurance against damage caused by:

- Fire
- Lightning
- Explosion
- Storm
- Wind
- Water
- Hail
- Snow
- Earthquake
- Impact by vehicles
- Malicious damage

Note: This cover does not include computers and laptops.

We also offer you the following benefits which you are covered for at no additional cost:

- We will pay fire extinguishing costs you may incur due to damage of your office contents
- To ensure business continuity we include cover for the additional rent you may need to pay to operate from alternative premises until the damage to your office contents has been fixed

Additional Cover:

- You may also extend the cover to protect the property against theft or burglary

MONEY

There is bound to be money kept at your premises or in transit from time to time. We provide cover for loss of/or damage to money on your premises or while in transit to and from the bank.

We also offer you the following benefits which you are covered for at no additional cost:

- Loss or damage to money containers (up to R3 000)
- Loss of locks/keys (up to R3 000)

GLASS

Accidental breakage of glass is inconvenient and exposes your property. You therefore need to ensure that you are covered for this risk.

Our cover includes:

- External and internal glass and building signage cover

We also offer you the following benefit which you are covered for at no additional cost:

- Cost of frames, shopfronts and window displays (up to R2 000)

GOODS IN TRANSIT

Goods are often damaged or stolen while being transported, which is why you need to ensure that you are covered for this risk.

You can choose between the following cover options:

- Comprehensive cover
- Limited cover (damage following a fire, collision or vehicle overturning)
- Limited cover that includes theft and hijackings

BUSINESS ALL RISKS

The business all risks section provides comprehensive cover for loss or damage to equipment on your premises or while it is off your premises.

To illustrate when this cover would be applicable, we refer to an example of a professional photographer who travels extensively with equipment. He should be insured under this section which provides for worldwide cover.

ACCIDENTAL DAMAGE

It is difficult to think of everything that can have an impact on your business. Sometimes extraordinary events occur that are not insured anywhere else on a policy (e.g. collapse of shelving).

Accidental damage provides cover for these circumstances as long as they are not insured under another section of a policy.

FIDELITY INSURANCE (THEFT BY EMPLOYEES)

Though care is taken in appointing a qualified and ethical workforce, employees may still commit fraud.

Our cover includes:

- Compensation for financial loss to your company due to theft (money or stock) by an employee or a number of employees

PUBLIC LIABILITY

Public liability insurance covers you in the event that you or one of your employees causes damage to someone else's property or causes the death or injury of someone during the course of business.

This includes:

- Cover that will assist in defending you against a third-party claim. If you are found legally liable, the damages awarded, and the third-party legal costs, will be covered up to the limit insured

Note: With the introduction of the Consumer Protection Act, there are certain industries/sectors that are more exposed to risk in terms of liability. Therefore, make sure that your broker understands the exact nature of your business, particularly if you are involved in the supply of products, whether you are manufacturing or merely distributing/selling these products on behalf of another company.

PERSONAL ACCIDENT COVER (INDIVIDUALS AND EMPLOYEES)

Should you or one of your employees be injured accidentally, whether working or otherwise, this section will provide a pay-out based on the compensation limit you requested.

This can either be on a stated benefit basis (i.e. related to the annual salary/wages of that employee), or a fixed amount.

VEHICLES

This covers vehicles such as motor cars, bakkies, buses, trucks, trailers, caravans, motorcycles and special type vehicles.

Cover options include:

- Comprehensive cover – all risks (see benefits below)
- Limited cover – third party, fire and theft
- Limited cover – third party only

Comprehensive cover includes the following benefits:

- Motor vehicle repairs following an accident up to R2 000 without prior consent is automatically included
- Medical expenses following a motor vehicle accident up to R1 000 per occupant is automatically included
- Passenger liability cover automatically included up to R2.5 million in respect of motor cars and bakkies
- Loss of keys
- Fire extinguishing charges

Additional cover:

- At a small additional premium, vehicle hire can be included if your vehicle is unusable due to loss or damage

ELECTRONIC EQUIPMENT

Computers and other electronic equipment are an integral part of your business and you therefore need to insure them properly.

We also offer you the following benefits which you are covered for at no additional cost:

- Replacement and repair of your hardware
- Architects and other professional fees
- Clearing of debris
- Erecting hoardings to protect your property
- The cost of express delivery and overtime

Additional cover:

- You may also extend this section to provide cover for the reinstatement of your data and computer programmes

MACHINERY BREAKDOWN

Your machinery may be covered under the fire and theft section, however in some instances you may incur accidental damage to your equipment and machinery.

Machinery breakdown covers loss or damage caused by:

- Lack of skill of the operator
- Carelessness
- Short circuits

We also offer you the following benefits which you are covered for at no additional cost:

- Costs incurred with overtime, night work, work required on public holidays and express freight to repair the plant and machinery as soon as possible.

BUSINESS INTERRUPTION (FOLLOWING MACHINERY BREAKDOWN)

The breakdown of your plant or machinery will have a negative impact on the running of your business.

This section covers reduction in turnover and increased working following a machinery breakdown/loss (if insured in terms of the machinery breakdown section).

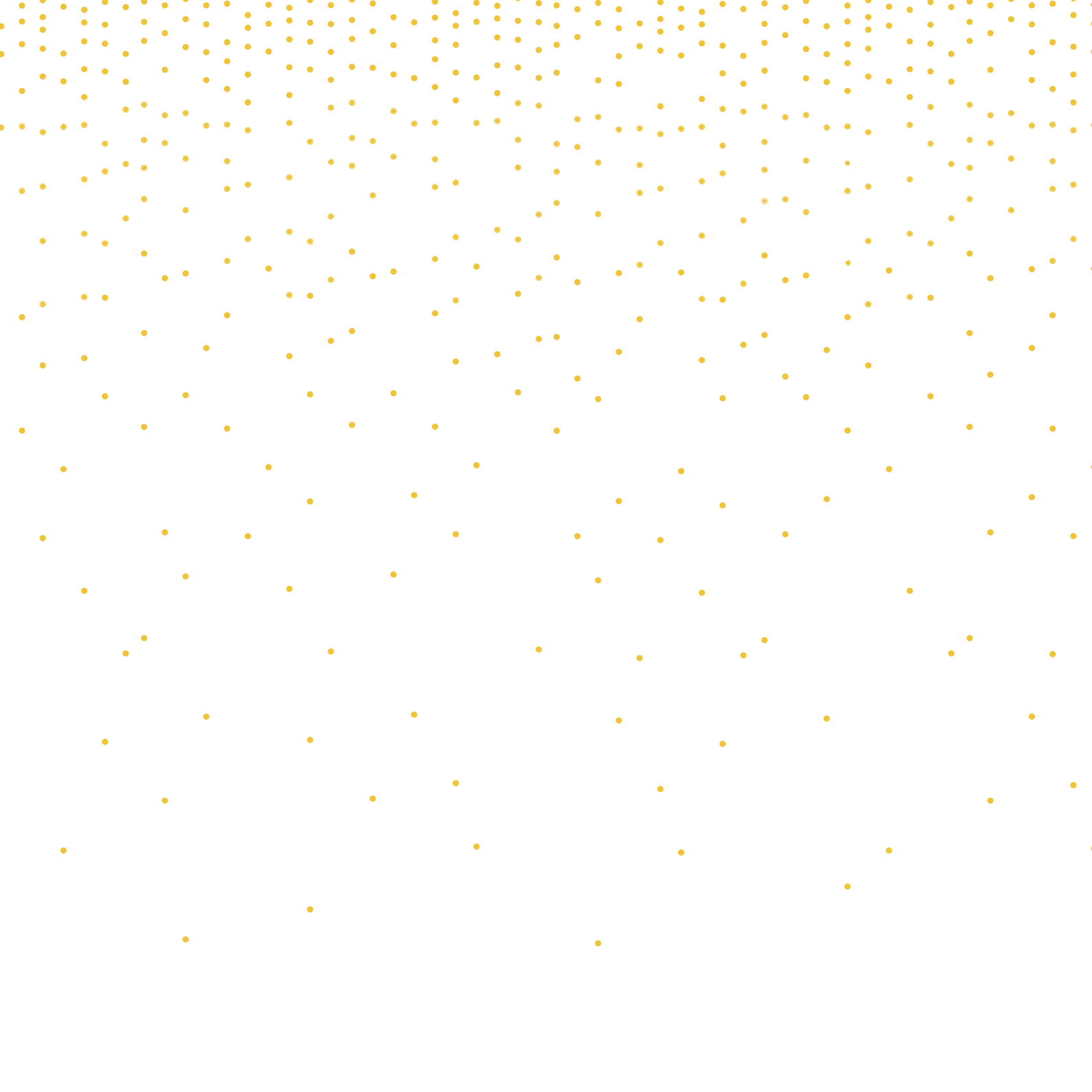
DETERIORATION OF STOCK

Breakdown of machinery may result in the loss of refrigerated stock. Cover is provided for this occurrence (provided the machinery was insured in terms of the machinery breakdown section).

At Santam Commercial our breadth of expertise allows us to recognise potential risks to protect the future of your business. Because without forward-thinking insurance, your business can't operate the way you want it to. Why not put us to the test?

Santam. Insurance good and proper.

Speak to your broker for expert advice or visit www.santam.co.za





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www.santam.co.za

Santam is an authorised financial services provider (licence number 3416)

Terms and conditions apply.