MEDICAL MALPRACTICE PROPOSAL FORM

For Private Practice Specialists

SIGNING OF THIS PROPOSAL FORM <u>DOES NOT</u> BIND THE PROPOSER OR UNDERWRITERS TO COMPLETE A CONTRACT OF INSURANCE

PLEASE READ THESE GUIDANCE NOTES BEFORE COMPLETING THE PROPOSAL FORM.

- Please answer every question fully, and state "NIL", "N/A" or "NONE" as applicable.
- Please complete separate Proposal Forms for each Partner to be included in the quotation and attach a list of all Partners.
- Please submit any additional information you feel may be of assistance to Underwriters, such as Brochures etc.
- It is the duty of the Proposer to disclose all material facts to Underwriters. Where this is omitted, the Underwriters may avoid their obligation under the Policy.

For the purposes of the Proposal and for all purposes relating to any policy issued pursuant to this Proposal, a 'material fact' shall be deemed to be one that would be likely to influence an Underwriter's judgment and acceptance of your Proposal.

Should you have any further questions or need assistance on completing this form, please contact us on the following details:

INTERMEDIARY DETAILS

Broker:	ALPHABELLE (PTY) LTD	Broker FSP number:	46984
Consultant's name:	VANESSA GOUS	Telephone number:	082 446 9876
E-mail address:	vanessa@alphabelle.co.za		



2. First name(s)	Α.	PERSONAL D	DETAILS					
3. Gender ID Number 4. Cell No. Email Address 5. VAT No. HPCSA Reg no. 6. Practice Address Suburb Province 8. QUOTATION DETAILS 1. What type of quotation would you like? Claims-made Yes / No	1.	Surname				100	Title(s) DR	
Email Address NAT No.	2.	First name(s)				100	
HPCSA Reg no. HPCSA Reg no. HPCSA Reg no.	3.	Gender				ID Number		
Suburb City Province B. QUOTATION DETAILS L. What type of quotation would you like? Claims-made Yes / No Occurrence-based Yes / No Both Yes / No From? Description: Retroactive cover – this ensures that you have cover for claims which you are currently unaware of, that might from work prior to taking out the new policy. C. PREVIOUS INSURANCE COVER Professional Indemnity (PI) cover Have you had previous insurance cover for the type of insurance now being proposed? Yes / No If yes, please provide details of this cover in chronological order in the section below. Insurer Start date End date Type of cover – Claims-made If CM, please indicate Limit of insurance insurance.	1.	Cell No.				Email Address	7/1 // //	
Suburb City Province B. QUOTATION DETAILS L. What type of quotation would you like? Claims-made Yes No Occurrence-based Yes No Both Yes No Both Yes No From? Description: Retroactive cover – this ensures that you have cover for claims which you are currently unaware of, that might from work prior to taking out the new policy. C. PREVIOUS INSURANCE COVER Professional Indemnity (PI) cover L. Have you had previous insurance cover for the type of insurance now being proposed? Yes No If yes, please provide details of this cover in chronological order in the section below. Insurer Start date End date Type of cover – Claims-made If CM, please indicate Limit of insurance.	5.	VAT No.			1	HPCSA Reg no		
B. QUOTATION DETAILS 1. What type of quotation would you like? Claims-made Yes / No Occurrence-based Yes / No Both Yes / No If you are currently on Claims-made cover, do you require retroactive cover? Yes / No From? Description: Retroactive cover – this ensures that you have cover for claims which you are currently unaware of, that might from work prior to taking out the new policy. C. PREVIOUS INSURANCE COVER Professional Indemnity (PI) cover 1. Have you had previous insurance cover for the type of insurance now being proposed? Yes / No If yes, please provide details of this cover in chronological order in the section below. Insurer Start date End date Type of cover – Claims-made If CM, please indicate Limit of insurance.	6.	Practice Add	lress		V			
B. QUOTATION DETAILS 1. What type of quotation would you like? Claims-made Yes / No / Occurrence-based Yes / No / Both Yes / No / Both Yes / No / Erom? Description: Retroactive cover – this ensures that you have cover for claims which you are currently unaware of, that might from work prior to taking out the new policy. C. PREVIOUS INSURANCE COVER Professional Indemnity (PI) cover 1. Have you had previous insurance cover for the type of insurance now being proposed? Yes / No		Suburb					1837H — 1	
1. What type of quotation would you like? Claims-made Occurrence-based Yes		City				Provin	ice	
1. What type of quotation would you like? Claims-made Occurrence-based Yes	_	CHICTATION	LDETAILC					
Both Yes / No 2. If you are currently on Claims-made cover, do you require retroactive cover? Yes / No From? Description: Retroactive cover – this ensures that you have cover for claims which you are currently unaware of, that might from work prior to taking out the new policy. C. PREVIOUS INSURANCE COVER Professional Indemnity (PI) cover 1. Have you had previous insurance cover for the type of insurance now being proposed? Yes / No If yes, please provide details of this cover in chronological order in the section below. Insurer Start date End date Type of cover – Claims-made If CM, please indicate Limit of insurance in the section below.	1.	What type o	f quotation w	ould you like	? Claims-	made	Yes □ / No □	
2. If you are currently on Claims-made cover, do you require retroactive cover? Yes ☐ / No ☐ From? Description: Retroactive cover — this ensures that you have cover for claims which you are currently unaware of, that might from work prior to taking out the new policy. C. PREVIOUS INSURANCE COVER Professional Indemnity (PI) cover 1. Have you had previous insurance cover for the type of insurance now being proposed? Yes ☐ / No ☐ If yes, please provide details of this cover in chronological order in the section below. Insurer Start date End date Type of cover — Claims-made If CM, please indicate Limit of insurance in the section in					Occurre	ence-based	Yes □ / No □	
Description: Retroactive cover – this ensures that you have cover for claims which you are currently unaware of, that might from work prior to taking out the new policy. C. PREVIOUS INSURANCE COVER Professional Indemnity (PI) cover 1. Have you had previous insurance cover for the type of insurance now being proposed? Yes ☐ / Note If yes, please provide details of this cover in chronological order in the section below. Insurer Start date End date Type of cover — Claims—made If CM, please indicate Limit of insurance insurance.					Both		Yes □ / No □	
from work prior to taking out the new policy. C. PREVIOUS INSURANCE COVER Professional Indemnity (PI) cover 1. Have you had previous insurance cover for the type of insurance now being proposed? Yes □ / Note If yes, please provide details of this cover in chronological order in the section below. Insurer Start date End date Type of cover − Claims-made If CM, please indicate Limit of insurance insurance in the section below.	2.	From?						e of that might aris
Professional Indemnity (PI) cover 1. Have you had previous insurance cover for the type of insurance now being proposed? 1. If yes, please provide details of this cover in chronological order in the section below. 1. Insurer Start date End date Type of cover − Claims-made If CM, please indicate Limit of insurance now being proposed? 1. Yes □ / Note □ / Not						Clairis Willer y	ou are currently unawar	e oi, tilat liligiit alis
 Have you had previous insurance cover for the type of insurance now being proposed? If yes, please provide details of this cover in chronological order in the section below. Insurer Start date End date Type of cover – Claims-made If CM, please indicate Limit of insurance 	C.	PREVIOUS II	NSURANCE CO	OVER				
Insurer Start date End date Type of cover – Claims-made If CM, please indicate Limit of insural	1.				r for the type of in:	surance now be	ing proposed?	Yes □ / No □
		If yes, please	e provide deta	ails of this co			ction below.	16 16 Hall 3
		nsurer	Start date	End date				Limit of insurance
	_							
	_							

Please provide a copy of your current PI schedule (mandatory if requesting Retroactive Cover



Registration and qualification	IIS					
Practice Number(s) a		1000	_ b	C		
Qualification details						
Degree obtained	Year achieve	ed	Name of University	V - To	Year from	Year to
						_
Additional training and affilia	tion					
. Please indicate any addit	ional training	received in	cluding fellowshins			
Institution	Year from	Year to	Name of programme	Certification	on received (e	.g. ATLS,
	<u> </u>		/ course		ship Certificat	_
	_ 					
		-				
	L				10.1	
If you have advanced life	support train	ing and cert	ification, what date is this	renewable?		
		ning and cert	tification, what date is this	renewable?		11
		ning and cert	ification, what date is this	renewable? _		
ofessional association or soci	ety			renewable?		T /No
ofessional association or soci Are you a member of	ety any professio	onal associat		renewable? ₋		□ / No
ofessional association or soci	ety any professio	onal associat		renewable? ₋		□ / No
 Are you a member of If yes, please complet 	any profession	onal associat ng.	ion or society?		Yes	
ofessional association or soci Are you a member of	any profession	onal associat ng.	ion or society?		Yes	
 Are you a member of If yes, please complet 	any profession	onal associat ng.	to Position e.g. membe		Yes	



E. PROFESSIONAL CLAIMS HISTORY

Where additional details are required, please supply these in the space provided at the end of this section.

1.	Has your professional status or professional role / job changed in the past 12 months?	Yes □	No □
2.	Have you had any break in clinical practice over the past 5 years?	Yes □	No □
3.	Has it ever been suggested by your employer, peers and / or third party that you be mentored and / or placed under supervision?	Yes □	No □
4.	Have you ever been the subject of an inquiry by your employer, a non-regulatory professional body and / or a third party like a hospital or medical scheme? (e.g. following a patient complaint)	Yes □	No □
5.	Have you ever had conditions imposed on your practice, been suspended or removed from the medical register due to a complaint, inquiry or investigation?	Yes □	No □
6.	Has any indemnity provider, in respect of the risks to which this application relates to, ever:		
-	Declined an application, refused renewal or withdrawn cover?	Yes □	No □
	Imposed an extraordinary increase in premium and / or special conditions, including participation in risk management / educational program?	Yes □	No □
	Declined an indemnity insurance claim by the insured or reduced its liability to pay an insurance claim in full (other than application of an excess)?	Yes □	No □
7.	Have you ever received a regulatory complaint (e.g. HPCSA, OHSC) letter of demand or summons arising out of your professional practice?	Yes □	No □
	If Yes, please specify details in the template provided in Annexure A.		
8.	Except for the cases that you have listed above, in the past five years, have you had a patient threaten legal action against you in your professional capacity, received a request for records, received a patient complaints / inquiry via a lawyer, been involved in an inquest or received a subpoena in a medical case?	Yes □	No 🗆
	If Yes, please specify details in the template provided in Annexure B.	M 6.	
9.	If there are any other issues and / or concerns that you may reasonably consider to be important a be aware of in recording your professional conduct, please share these below. These should in with foreign regulatory authorities and healthcare systems.		
		- 30 70	773

10. Additional details:



F.	DRA	CTI	CE	DET	TAILS
г.	LIV	.	CL.		MILJ

Please provide us with your practice details for the period of insurance for which you are applying. For example, if you are currently a full-time employee in State, but are applying for insurance to cover you in private practice, answer questions in relation to your anticipated **private** practice.

State Employment			
Please specify type of State employs • Permanent staff		Sessional doctor	
If you are a full-time State employed Head of Department		f employment: - Consultant	
• Other \square plea	ase specify:		
Please indicate at which State hospi	ital / clinic you work.		
Name of Hospital / Clinic		% of government work	k performed
		9/15/2	
What is your % solit in terms of hou	rs spent hetween State	and Private work?	
What is your % split in terms of hou • % State	/ //	and Private work? % Private	

Please complete your work schedule for private and public sector work as per the example. Only to be completed by full-time State employees.

Time	Example for Monday	Mon	Tues	Wed	Thu	Fri	Sat	Sun
AM	State hospital name						11/1	1100
Alvi	Activities (e.g. consulting)			9 .	7.43		147	
DNA	Private hospital name							
PM	Activity (e.g. theatre)					1	11/17	-473
After	State hospital name						-22	
hours	Activity (e.g. on call)							



colleague for complex			have assistance from a senion of No OR N / A O
If yes, please provide of	details:		
rivate practice			
	private practice. Tick all the boxes the ice		group practice □
- Salaried □ (if se	lected, please specify) Employer		
- Position held:	N.	Markey -	
- Other			
	s) of hospital(s) where you treat patie		
Name of hospital	Hospital group		ur private patients admitted um
		010	
_			
Year of first seeing pri	vate patients as a sp <mark>eci</mark> alist:	V ((())	
ractice management			
services for which you	r practice (i.e., doctors, allied healtho would be vicariously responsible (e.g. employed in your practice)?		
If yes, please specify			
Name	Practitioner type e.g., GP, specialist, nurse, physiotherapist	Are they registered with the relevant Health Professions Council? (Y/N)	Personal professional indemnity cover (Y/N)



2.	Do you employ locums? If yes, please specify details below:	Yes □ / No □				
	Do you ensure that they are registered with the HPCSA?	Yes □ / No □				
	Do you ensure that they carry indemnity cover?	Yes □ / No □				
	2 Do you chare that they early machinity cover.	163 L 7 110 L				
3.	Do you have colleagues that cover your practice when you are unavailable, including in the event of an emergency?	Yes □ / No □				
	If no, how do you ensure that your patients can access emergency care when you are not available?					
If yes, please provide their names and describe the business relationship (e.g. call roster, partnership):						
١	Name & Surname					
		T.				
	If yes, do they carry indemnity cover? Yes \square / No \square /	Unsure: □				
1.	Do you see your in-hospital private patients on a daily basis?	Yes □ / No □				
	If no, who provides this care?					
5.	Do you provide clinical services in private facilities as part of a State contract or alternative	Yes □ / No □				
	reimbursement model a like capitation agreement?	1e3 🗆 / 110 🗆				
	If yes, please provide details:					
Pa	atient records					
L.	Do all your patients sign consent for consultations?	Yes □ / No □				
2.	Do all your patients sign consent for surgical procedures, and /or in-theatre treatments?	Yes □ / No □				
3.	Who in your practice takes informed consent from patients?					
1	What is the current system you use for patient notes? Hard copy \Box /	Flectronic □				
	That copy = 7	Licetroffic L				
If electronic, please specify which system you use:						



5.	What are the procedures in place to secure these records?	
6.	What are the procedures in place in your practice for dealing with patient complaints?	
7.	Do you comply with HPCSA's guidelines on keeping patient records? Yes □ / No □	/ <mark>Uns</mark> ure: □
P	ractice income	
	i) Gross annual income in relation to government clinical professional services rendered: R	
	ii) Gross annual income in relation to private clinical professional services rendered: R	
	iii) Gross annual fees in relation to medico-legal services:	
	SCOPE OF WORK FOR PRIVATE PRACTICE	
То	be completed for private practice work only. Do not include statistics in terms of any work performed	in the State sector
Inte	ernational patients Do you regularly treat international patients who have travelled to receive treatment from you?	Yes □ / No □
	If yes, how many on average in the past 12 months?	
2.	List all the mechanisms used, if any to attract international patients:	
3.	Will you regularly repatriate patients?	Yes □ / No □
	ope of practice nere possible, please specify current and anticipated future figures	
1.	Please confirm the percentage breakdown of the professional activities offered by you and for which	you require cover
		%
		%
		%
		%
		100%
2.	Will you conduct / participate in clinical trials?	Yes □ / No □



	On average, how many patients do you consult per month?		Past year	Coming year
	Do you perform aesthetic / cosmetic procedures e.g., Botox injections, hair transplants without flap surgery, laser therapy,			
If	yes, please specify details:			
	Do you perform in-theatre surgical procedures? If yes:			Yes □ / No □
•	 How many procedures do you perform on average per annui surgeon? 	m as primary	Past year	Coming year
•	 On average, in how many procedures per annum do you act surgeon? 	as an assistant	Past year	Coming year
,	Do you treat children (12 years of age or younger)?			Yes □ / No □
	If yes, what percentage of your patient base do they represent	?	Past year%	Coming year%
	 If no, please provide as much details as possible (e.g., position perform surgical closure, provide post-operative care, teach/ Please list your commonly performed procedures per annum 	supervise a particula	r skill):	epare operative fie
F	Procedures	Number perform in past year		expected to be d in coming year



7.		you perform Radiofrequency Ablation? Yes, please provide a copy of your certificate of training and / or list of courses attended.	
8.		you perform any procedures under conscious sedation in an office-based setting i.e., not in an e spital theatre?	mergency unit o
	If y	ves, please specify: Type of procedures performed under conscious sedation:	
	•	Who administers conscious sedation? You as the practitioner □ Other If other, please specify (e.g., anaesthetist, GP):	practitioner □
9.		you perform conscious sedation other than in an emergency unit or hospital theatre? yes, please complete the following: Do you perform conscious sedation in your rooms or another practitioner's rooms? If you administer the conscious sedation drugs and also perform the associated procedure, what ty assists you, if any (e.g., nurse)?	Yes □ / No □
		Unless specified in point 5 above, for which procedures do you perform conscious sedation?	
	-	What drug regiment(s) do you use?	
	-	Do you have emergency protocols in place? Do you keep a logbook of all cases?	Yes □ / No □ Yes □ / No □
	-	Are the facilities in which you carry out conscious sedation accredited by SOSPOSA or COHSASA? Are these facilities equipped with the necessary equipment and drugs required in an emergency? Is resuscitation equipment checked and maintained regularly? Is the facility where sedation takes place within a hospital building with an ICU?	Yes
		If no, in what proximity is the closest ICU?	



-	Do you perform conscious sedation on children under age 1 year or pregnant women?	Yes □ / No □
	Do you have informed consent forms specific to conscious sedation?	Yes □ / No □
	Do you keep sedation monitoring charts?	Yes □ / No □
-	Do you provide patients with post-discharge patient information leaflets?	Yes □ / No □
-	- Average number of patients sedated per annum Past year	Coming year
	If available, please submit copies of informed consent forms and other documentation such as section chart and post-discharge patient information leaflet that you may be using where you perform consent forms and other documentation such as section in the consent forms and other documentation such as section in the consent forms and other documentation such as section in the consent forms and other documentation such as section in the consent forms and other documentation such as section in the consent forms and other documentation such as section in the consent forms and other documentation such as section in the consent forms and other documentation such as section in the consent forms and other documentation such as section in the consent forms are consented in the consent forms.	
LO.	Other than clinical services described in your answers, are there any other professional activities like, for example, voluntary work or paid advisory services to companies, for which you may require assistance should an adverse event arise from such activity?	Yes □ / No □
	If yes, please provide details:	
11.	Do you practice Telehealth other than as a consulting practitioner to the primary caregiver? Telehealth includes the remote diagnosis and treatment of new patients and new conditions of existing patients by means of telecommunications technology. If yes, please provide details:	Yes □ / No □
12.	Will you do procedures that may be deemed to be experimental (e.g., not generally performed by your colleagues for reasons of limited evidence)?	Yes □ / No □
	If yes, please provide details:	
L3.	Do you have a field of special interest within your area of practice?	Yes □ / No □
	If yes, please provide details:	



Specialty-specific services

Please only complete the section relevant to your specialty.

Paediatrician	
Do you treat infants in the first 28 days of life?	Yes □ / No □
If yes, please complete the following:	
Do you attend deliveries?	Yes □ / No □
Do you look after neonates in the ICU?	Yes □ / No □
Are there protocols in place in the neonatal ICU(s) in which you work?	Yes □ / No □

H. ATTESTATION

Please attest to the following statement. If you **DISAGREE** with any of the statements, please provide additional and complete information in the space provided at the end of this section.

1	. I have never had my license to practice medicine and / or license to dispense medicines revoked or limited.	Agree □	Disagree □
2	. I have never been charged or convicted of any criminal offence.	Agree □	Disagree □
3	. I have never had any hospital privileges restricted, suspended, whether voluntarily or involuntarily, and I am not currently under investigation by any hospital.	Agree □	Disagree □
4	. I do not perform any procedures that are outside the customary scope of practice for which I am applying for coverage.	Agree □	Disagree □
5	. I have never been part of forensic audit by a medical scheme and I have never had a payment by a medical scheme reversed for reasons of alleged over-billing / over-servicing.	Agree □	Disagree □
6	. I have never been declared an "impaire <mark>d p</mark> hysic <mark>ian" by t</mark> he H <mark>PCSA.</mark>	Agree □	Disagree □



If retro-active cover is required, please also attest to the following and provide additional and complete information at the end of the section.

I have notified my current / previous insurer(s) of all the following for the time period for which backdated cover is being requested:

	1. Requests for records (for reasons other than processing of RAF or COID	0	Disagree	N/A □
	applications) from a patient, family member / custodian of a patient, or ar			
ļ	attorney.			
	Letter from an attorney regarding diagnosis, treatments and / or advice that provided to a patient.	Agree □	Disagree □	N/A □
	3. Threat of a legal, including HPCSA, claim against me in my professional capacity even if such action is without merit.	Agree □	Disagree □	N/A □
	4. Any unexplained and / or unusual adverse clinical outcome.	Agree □	Disagree □	N/A □
	5. An awareness of a failing or short-coming of my work, or real doubt about my clinical performance or a party for whom I am responsible in the course of my professional activities, which could give rise to a third-party loss.		Disagree □	N/A □
	6. HPCSA complaints, even if you deem these to be without merit.	Agree □	Disagree □	N/A □
	Additional Attestation Information:			



I. DECLARATION

I, the undersigned, am duly authorized and declare that:

- I certify that the following contained in this application is true, correct and complete to the best of my knowledge, and that reasonable inquiry has been made to obtain the answers herein;
- I have disclosed all material facts to the underwriting of the risks to be insured and will continue to do so whilst my policy is in force;
- I understand that the information contained in this application for insurance, which insurers have relied upon, shall form part of the basis of the contract of insurance;
- I do and will always, and for the duration of my insurance, maintain my registration in good standing with all relevant regulatory and / or professional bodies;
- I understand that signing this application form does not bind myself to complete this insurance, nor does it bind the insurer to accept my application;
- I undertake to inform insurers of any material change to these facts, whether occurring before or after completion of
 the insurance contract and that insurers may withdraw or modify any outstanding quotations and / or authorizations
 or agreement to bind the insurance;
- I understand that any failure on my part to notify insurers of any material changes be grounds for cancellation of the insurance contract.

I hereby authorize and consent to Alphabelle

- Obtaining any documentation, information and data, including my claims history, relating to my insurance cover held by my previous and current indemnity provider(s), which includes my membership with overseas regulated societies (e.g. Medical Protection Society), if applicable;
- Approaching any person, including the Health Professions Council of South Africa, and any other professional body, hospital (i.e. any private or State facility), medical scheme or insurer for any information concerning my practice, including practice statistics and details regarding my diagnosis and treatment of patients and any claims against me or any inquest, criminal proceedings or litigation in which I am or have been involved as party or witness;
- Obtaining any documentation, information and data, relating to my practice from various hospitals, including State facilities, as and when Alphabelle may require from time to time;
- Processing all facts disclosed and obtained, for the purposes of assessing my risk profile and / or underwriting the risks and relating to performance of any policy rights and obligations and promoting good health care practices;
- Using my anonymised data for research and education.

Your signature	Date
You	ir name & surname



ANNEXURES

Annexure A: Previous case history – regulatory complaint (e.g. HPCSA, OHSC), letter of demand or summons.

		N		Insurer
			number	Case
				Case Complaint type Year of Monetary Case description
4			incident amount	Year of
		claimed	amount	Monetary
				Case description
			monetary settlement paid)	If case is closed, what was the outcome? (e.g. sanction type imposed,

for records is known to be against a third party, this should be noted). Annexure B: Previous case history – notification, advice/assistance, request for records, written complaint, mediation, inquiry, inquest, subpoena (note: where a request

				() : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () : () :	
Insurer	Case	Case Complaint type Year of Case description	Year of	Case description	
	number		incident		



Tailor-made Broker Solutions

■ 082 446 9876 ☎ 012 942 9539 ▼ vanessa@alphabelle.co.za ⊕ www.alphabelle.co.za PO Box 11732, Silver Lakes, 0054 | 6 Avocet Corner, Hazeldean Office Park, Silver Lakes Rd, Silver Lakes, Pretoria

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