



Gavin Came ... setting limits.

## ELIMINATING SYSTEM BOTTLENECK

**P**ROPOSED changes to the long-term policyholder protection rules are set to speed up the processing of certain claims and eliminate bottlenecks in the system.

The amendments propose to set a limit of 90 days after a claim is lodged for long-term insurance companies to decide whether to reject or dispute a claim. The recommended revisions cover claims for death, disability and dread-disease benefits.

“The Financial Intermediaries Association of Southern Africa (FIA) welcomes these client-friendly proposals that will limit unnecessary delays in claims, particularly because these take place at a stressful time for our clients and their families, such as in instances where a death or disability has occurred,” says Gavin Came, CEO of Sasfin Wealth and a director of the FIA.

He says while financial intermediaries play an important role in liaising with insurance companies to expedite claims, the benefit of the proposed changes to the rules is that they will create statutory time-limits that will ensure that insurance companies limit claim delays. If approved, the amendments will become effective on January 1 next year.

The aim of the proposals is to ensure quick decision-making by insurers and requires that policyholders must be informed of the reasons why a claim has been rejected — or part of a claim is being disputed — within three months of the submission of the claim.