



# THE OMBUDSMAN

*For Short-Term Insurance*

(Incorporated under Section 21) (Registration Number 2000/030638/08)

*Press Release*

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## NEW JURISDICTIONAL LIMITS FOR THE OMBUDSMAN FOR SHORT-TERM INSURANCE

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The Board for the Ombudsman for Short-term Insurance has announced new jurisdictional limits for complaints from consumers to the office of the Ombudsman, with effect from 1<sup>st</sup> December 2011.

The new jurisdictional limits are as follows:

### Personal Lines Complaints

|  |            |
|--|------------|
| General complaints relating to all classes of business save for homeowners - | R2 million |
| Complaints arising out of home owner or buildings policies -                 | R4 million |

### Commercial Complaints

The turnover limit for a juristic person referring a commercial complaint to OSTI has been increased from R10 million to R25 million. The same quantum limits as applies to personal lines complaints will apply to commercial complaints as well and the jurisdiction of the office will extend to all classes of commercial business save where in the opinion of the Board and nature of the complaint involves highly specialised business which falls outside of the skills and expertise of the Ombudsman for Short-term Insurance. In general terms however the jurisdiction for personal lines and commercial complaints should be identical.

The new jurisdiction limits will apply to all complaints received by OSTI from the 1<sup>st</sup> December 2011 onward, but will not affect any existing unresolved complaints.

Should you require further information concerning the revised jurisdictional limits please contact Mrs. Edite Teixeira-McKinnon of our office.

**BRIAN MARTIN**  
**OMBUDSMAN FOR SHORT-TERM INSURANCE**  
14.12.2011