

at your service

Hospitality and C&I news

2011 – An amazing year!

Another wonderful year has passed and HIC has achieved so much. Our success can be attributed to the hard work of our wonderful, dedicated staff and supportive business partners.

HIGHLIGHTS

I would like to highlight some of our achievements in 2011:

- ★ I was very excited to be given the opportunity to buy more shares in HIC and from 1 January 2011 increased my shareholding to 10%.
- ★ Head Office moved into our new bigger offices within our existing Eastwood Office Park complex.
- ★ Our Port Elizabeth branch moved into new offices - 36a 3rd Avenue, Newton Park, Port Elizabeth.
- ★ Our Cape Town branch moved offices on 23 February to Unit 153, B Block Millennium Business Park, Edison Way, Century City.
- ★ In April our Accounts Manager Kathy Nelson and our Admin Clerk Anna Matsi celebrated ten years' service with HIC.
- ★ Charles Rooi was promoted to Claims Supervisor.
- ★ Angela Das Neves (now Angela Jacinto) got married and was promoted to Portfolio Manager.
- ★ We changed our liability wording to broad form following the introduction of the Consumer Protection Act.
- ★ We welcomed Frances Houghton and Carmelita Kruger to our underwriting department and Charmaine Wessels to our claims

department.

- ★ Faddielah Boltman of our Cape Town office celebrated five years with HIC.

HIC was nominated for two awards at the Lireas conference:

- ★ Best Return on Investment for a large UMA
- ★ Best underwriting result
- ★ Juanita Van Zyl was promoted to Cape Town Branch Manager on 1 October 2011.
- ★ Our brokers completed a survey which has assisted us in highlighting where we can improve and enhance our offerings to them.
- ★ In November we enhanced our hospitality products.
- ★ We are currently launching our enhancements for our C & I product together with our D & O product.



We have had a very busy year and would like to take this opportunity to thank all our valuable staff for their efforts this year. We could not have achieved anything without our supporting brokers and a big thank you for your continued support.

Have a peaceful Festive Season and may the New Year be healthy and prosperous for all of us.

Denleigh

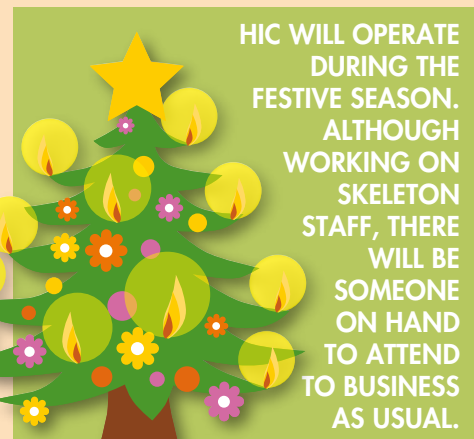
BROKER SURVEY COMPLETED

Thank you to all our brokers who took the time to complete the 2011 Broker Survey. We thank you for your compliments and will attend to the issues raised to ensure that our service remains top notch.



CONGRATULATIONS!

Congratulations to **Kitima** restaurant in Cape Town on being voted the best Asian restaurant in the Eatout/DStv Restaurant Awards. HIC looks forward to a continued relationship with your broker **Hout Bay** Insurance Brokers, and will "dine out" with them on that for some time to come!



HIC WILL OPERATE DURING THE FESTIVE SEASON. ALTHOUGH WORKING ON SKELETON STAFF, THERE WILL BE SOMEONE ON HAND TO ATTEND TO BUSINESS AS USUAL.

FEATURED CLAIM

GALITOS BACK AFTER 8 DAYS THANKS TO HIC

On Friday night the 2nd of December HIC Underwriting Managers received the news from Henk de Jager (Nedbank Group Insurance Brokers) – Galito’s N1 was destroyed by a fire. Taking into account that it is the December holidays and a busy time of year for restaurant owners, but a dreadful time for any construction, HIC immediately appointed a loss adjuster. The loss adjuster, came all the way from Johannesburg to assess the damage on Saturday and immediately contacted forensics to assist in determining the cause of the fire. The initial estimate – R2.4 million.

The Forensic Team was able to assess the risk on Tuesday after which it was determined that the fire occurred due to a problem with the kitchen extractor. Mr. Joe Mukweho had his bi-annual extractor maintenance done at the end of October and was in the possession of the certificate proving it to be in good working order.

After receiving the assessor’s final

report on Friday the 9th of December, the Agreement of Loss was sent to Nedbank Group Insurance Brokers which was signed by Mr. Mukweho on the same day. The claim has been settled and the money paid to Galito’s on Monday 12th December. Galito’s was ready to continue with their business operations on Wednesday the 14th of December – this is an amazing 8 working days from the day Galito’s suffered the damage!

HIC Underwriting Managers presented Galito’s N1 with a certificate of bravery and prompt fire fighting as the damage to the risk was significantly reduced due to their swift actions of the staff. Mrs. Joey Mukweho and her team tried to remove as much of the stock and other items from the scene while the fire was blazing around them. Mrs. Joey Mukweho gave a special thanks to the manager of Galito’s N1, Mr. Kholofelo, who fought the fire with his bare hands.



HIC Underwriting Managers is a Commercial and Industrial underwriting manager who specialises in Hospitality and Commercial and Industrial risks and have specific products for hotels, guesthouses, B&B’s, restaurants and golf & greens.

STAFF NEWS

Congratulations **Chantelle du Toit** and **Ashley** on the birth of baby **Conner** on 27 October.



Congratulations to **Fairoza** and **Amjad Seedat** on the birth of their baby boy on 6 December.



Marlize Shelton **Rory Gainsford**

Welcome to **Marlize Shelton** who will be joining our Durban branch on 3 January as Branch Manager. We wish her a long and happy association with HIC.

Rory Gainsford, Executive Chairman of HIC, was appointed Chairman of SAUMA on 22 November. Congratulations Rory, we are proud to say you are associated with HIC.



Angela das Neves and **Miguel Jacinto** tied the knot on 12 November.



HIC is an authorised financial services provider (licence number 5072).

11B Riley Road • Eastwood Office Park • Bedfordview

• Tel: (011) 455-5271 • Fax: (011) 455-4779 • Email: info@hicsa.co.za • Website: www.hicsa.co.za