

at your service

Hospitality and C&I news

HIC liability policies are now all broad-form based

The Consumer Protection Act introduced a no-fault liability in respect of damages caused by goods. In the past distributors and retailers could deny liability due to the fact that there was no negligence on their part during the manufacture of the product.

Under the new Act, anyone in the supply chain (producers, distributors, retailers or suppliers) can be held liable for the harm caused by a defective product. The result is that even the small retailer on the corner now needs Products Liability insurance. Although the Act makes provision for some defences, the retailer or distributor of a defective product could face expensive legal defence costs leading to financial losses.

It would therefore be prudent to advise all clients in the supply chain to ensure that their liability insurance programme includes Products Liability cover.

ENHANCEMENTS TO POLICY

With immediate effect all HIC liability policies will be broad-form based. Some of the enhancements include:

- 1) A non-accidental trigger:
 - a. The word accidental is removed. This mean the onus of proof no longer lies with the insured.
- 2) The Products liability and Defective workmanship extensions (if stated in the schedule) will be combined under one Products liability extension.
 - a. The Insured will automatically enjoy cover for defective workmanship once the Products

Liability extension is purchased.

- 3) Negligent Gratuitous advice in relation to Products is included.
- 4) The Statutory Defence costs extension provides cover in respect of the breach of any statute governing the conduct of the business (including the CPA).
- 5) An Employers Liability extension will be automatically included for R1,000,000 (with an option to increase).

“Clients will enjoy cover in terms of the new enhanced Liability wording with immediate effect. Existing policies will be endorsed at the next renewal date, when the new policy wording will be attached.”

HIC FLIES HIGH

Rory Gainsford, Denleigh Wilensky and Juanita van Zyl attended the Lireas conference held recently in Stellenbosch in the Western Cape. At this event, HIC was nominated the Certificate of Excellence in the category Hannover Re Best Underwriting Result and the Certificate of Excellence in the category Best Return on Investment for a Large Company from Lireas Holdings. This is a huge achievement for HIC and Rory and Denleigh are delighted with the awards.



POLICY ENHANCEMENTS

HIC have recently made various policy enhancements. These will be highlighted in e-mail news flashes sent directly to your inbox shortly.



Luxury Villa of the Year HIC is proud to be the underwriter of the award-winning Thanda Private Game Reserve. Thanda won the international award for Africa's Leading Luxury Villa of the Year. This is the second consecutive year that Thanda has won in this category. It has won 11 World Travel Awards since 2006 for its exceptional safari experience and luxurious five-star facilities. Congratulations!

FEATURED CLAIM

Fire causes huge damage at resort

On the morning of 17 September, golf course employees started to burn the rough on the golf course. According to an employee, wind conditions were ideal for burning the brush/rough.

This was apparently confirmed with representatives of the local Fire Association.

During the morning and as burning progressed, the wind speed increased and the fire spread from the golf course, around the club, past the dam behind the club house before burning around the complex.

Some 40 employees assisted in fighting the fire using water carts, beaters and other fire fighting equipment. The fire was brought under control and extinguished when a back break was burnt to the rear of the hill behind the hotel.

MIDNIGHT FIRE

At midnight the maintenance manager was advised that there was a fire burning near the staff compounds, approximately 800 metres from the main hotel premises.

They raised the alarm and with the help of employees extinguished the fire. At midday on Sunday, 18 September a fire again flared up around the staff

compounds and due to the gale force winds prevailing at the time, burning embers were blown through the air and some burning embers landed on the thatch roof above the putt-putt house, next to the putt-putt golf course, setting the thatch alight.

PUT-PUT OFFICE DAMAGES

Before the insured's staff could respond with fire fighting equipment and water tanks, the fire on the thatch roof above the putt-putt house spread quickly causing extensive damage to the putt-putt office and adjoining split pole fence.

The staff removed the contents from the putt-putt house, comprising golfing equipment, cash registers, stock, etc. but they were not able to prevent extensive damage to the building before the fire was extinguished.

At about 01:00am on Monday, 19 September someone discovered a fire burning on the thatch roof of the pedestrian walkway from the rondavels to the chalets. The fire alarm was raised, all staff and other fire fighting personnel were contacted and proceeded to fight the fire, by which stage the fire had spread.

The insured's staff summoned neighbours and the Fire Protection Services.



Due to limited accessibility to suites, the fire tenders could not get close to the burning building. It was only possible to extinguish the fire later in the morning but not before extensive damage was caused to suite, rondavels, thatch walkway between rondavels and suites.

The damages are estimated at R1 700 000.00.

HELP US TO BE COMPLIANT

HIC is currently auditing all brokers to ensure that we have all the documentation to comply with FAIS requirements (Financial Advisory and Intermediary Services Act. No. 37 of 2002).

We require your assistance in supplying the following:

1. Signed intermediary agreement
2. Copy of FAIS licence
3. Copy of PI and FG cover
4. Copy of Guarantee to hold premium.

Kindly contact
Monique Bester on
 011 455 5271 or
 moniqueb@hicsa.
 co.za for further
 information.



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



STAFF NEWS

FAREWELL RON

Ron Wagner left HIC to start his own business. Ron has been a valuable member of the HIC staff for the last eight years and we wish him all the best in his new venture.

WELCOME BACK ANGELIQUE

Angelique Swart is back from maternity leave. Although it must be really tough to leave baby Sean behind, we are sure the Polokwane brokers are looking forward to working with her again.



CONGRATULATIONS JUANITA

Juanita van Zyl has been promoted from Portfolio Manager to Branch Manager of our Western Cape office with effect from 1 October 2011. Juanita joined HIC in April 2009. She has been in the insurance industry since 1997. We wish Juanita every success in her new position.

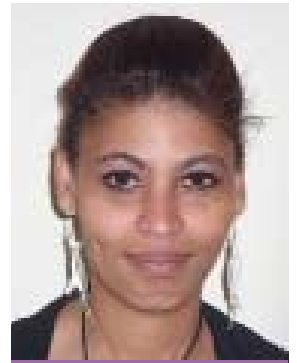


NEW STAFF

Two new staff members Charmaine Wessels joined the HIC Claims Department on 1 July and Carmelita Kruger the Underwriting Department on 1 August. We welcome both ladies to the HIC team and know they will add immense value to our company.



Charmaine Wessels



Carmelita Kruger

YOUR OPINION COUNTS

It is time for our annual broker survey. Please give us your honest opinion of our service. Once we have received your feedback, management will review and address any issues in order to improve our service and commitment to you. The survey is confidential and we will call you before addressing any concerns.

STAFF SUPPORT CASUAL DAY



On 2 September HIC supported the ABSA Casual Day by cross-dressing. Everyone made the effort to look the part, but we all agreed that the best dressed were Frances Houghton (right), from our Underwriting Department and Charles Rooi (left), Claims Supervisor.



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