

HOPECARE COMPANY

PROFILE

Risk & Advisory
Services

For More Information



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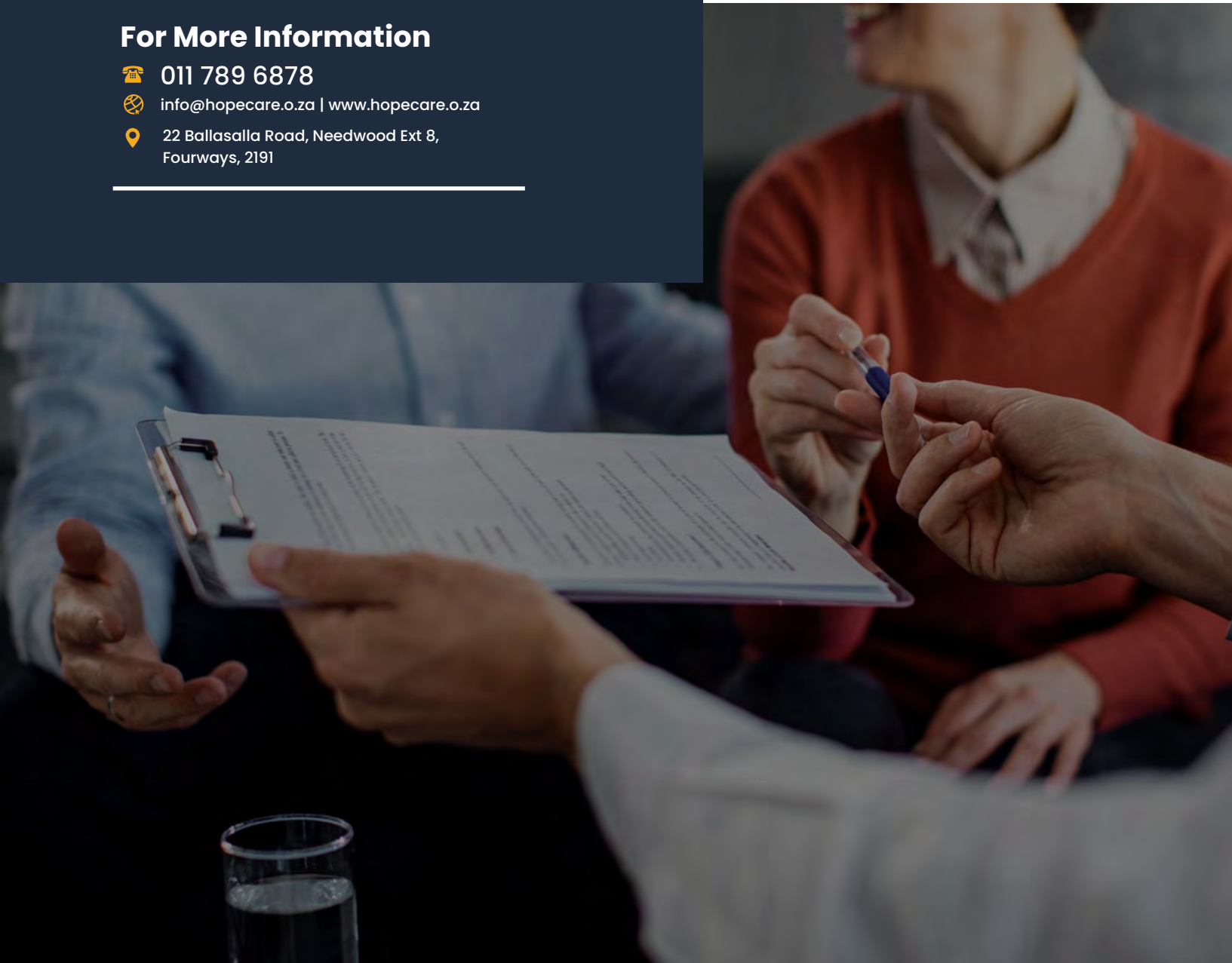
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HOPECARE
H O L D I N G S
enabling constant





Overview

Hopecare Holdings (Pty) Ltd is a licensed Financial Service Provider with an FSP no 49166. We are a Pan African, Insurance Broking and Risk Advisory Services Company, based in South Africa and providing a wide array of financial sector products in the various classes of Short Term and Funeral Insurance as described below: -

- Commercial/Business Insurance
- Domestic/Personal Lines Insurance
- E-Hailing InsuranceScheme
- Construction and Engineering Policies
- Bonds and Guarantees

Hopecare Holdings prides itself as a specialized Broker, offering innovative and tailor-made insurance products



Services Overview

Hopecare Risk and Advisory Services is the short term insurance Broking division of the Holdings company and specializes in the following short term insurance products: -

- Commercial Insurance
- Domestic Insurance
- Uber/Taxify/Shuttle/SA Taxi Insurance
- Construction & Engineering Policies



We are a licensed short term broker with licensed professionals that take a pro-active approach, engaging with the client in an effort to understanding the risks in your line of business, bringing risk solutions tailor made to your business and risk problems and in the process putting risk solutions and recommendations that covers your operations from all angles.

We have over a decade of sound insurance and risk advisory role in implementing cost effective and structured as well as customer centered risk solutions.

Commercial Insurance



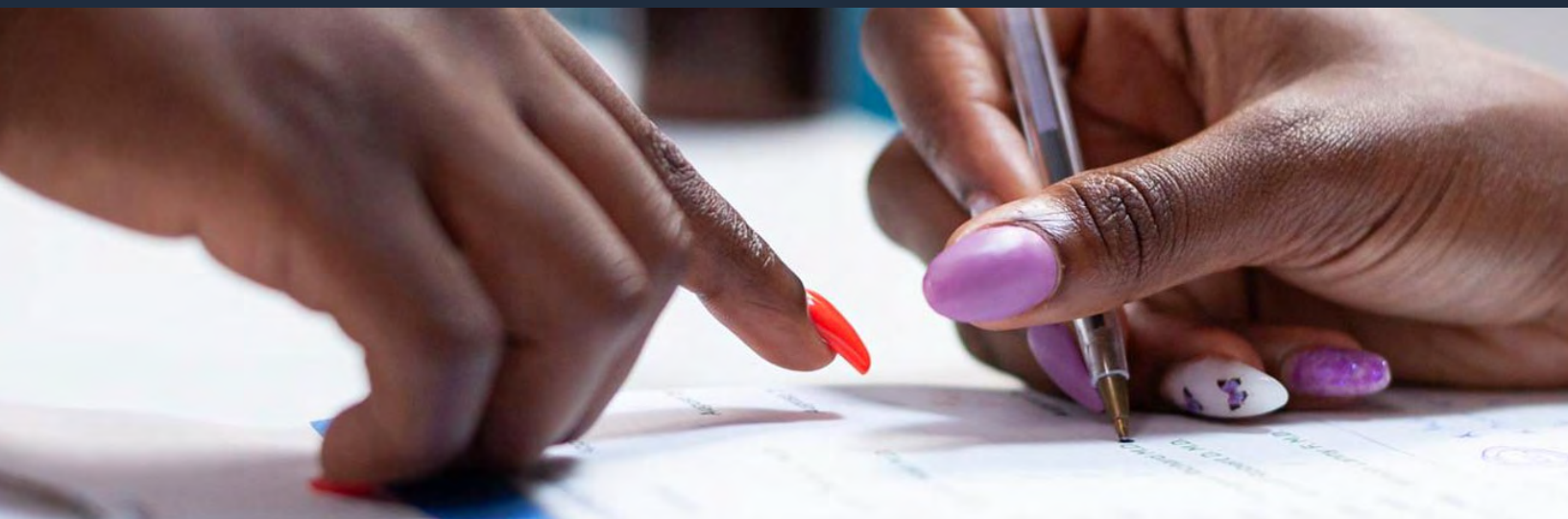
Our key commercial insurance product lines span various business and areas of specialty that includes: -

- Construction and Engineering Firms
- Educational Institutions
- Manufacturing Sector Clients
- Financial Institutions
- Retail
- Uber/Taxify/Taxi

In order to provide detailed proposal for your Commercial Insurance, we will require a detailed proposal form and we will carry out a risk assessment to determine the various policies that will adequately cover your business operations.

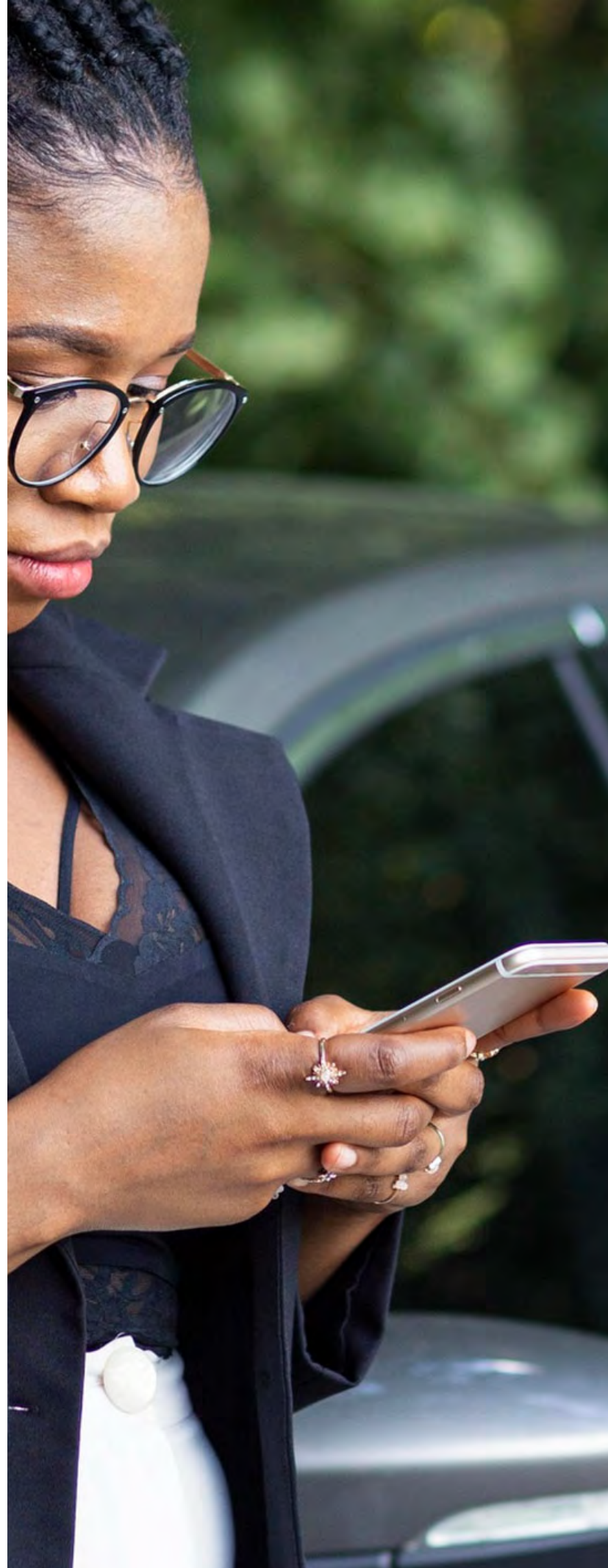
The following are some of the key policies that are catered for under Commercial Insurance

- Property Insurance
- Liability Insurance
- Motor Insurance
- Engineering Policies
- Miscellaneous Insurance
- Business All Risks
- Specialized Insurance Packages
- Bonds and Guarantees



Uber/Taxify/ Shuttle/SA Taxi Insurance Scheme

- We have a tailor-made, and specialized product for E-Hailing Business which includes Comprehensive Cover and Stand-Alone Passenger Liability
- We have a specialized and dedicated team allocated to running the Uber/Taxify/Shuttle Package to enhance service turn around times for both policy management and claims processing.
- Our E-Hailing quotations are issued within the best market turn around times once all the requested underwriting information is submitted



Passenger Liability is issued whilst you wait once the requested documents are submitted together with a proof of premium payment.

We deal with the market's competitive underwriters on the E-Hailing portfolio offering competitive terms and processes that align well with clientele expectations.

E-Hailing / SA Taxi Insurance Scheme

Our Current Taxi Product offers a Comprehensive Package designed for the E-Hailing Business Model.

- Comprehensive Cover for the Vehicle as well as Third Party Liabilities
- Roadside Assistance
- Loss of Income
- Excess Buyback/Excess Reducer Cover
- Passenger Liability Cover
- Personal Accident for Driver in the event of an accident: Can be taken as once off annual cover at R550 p/a

We have a simplified process for obtaining quotations and placement of cover and the process is swift and can be done within a day provided the following requirements for Quotation & Cover Placement are met

- Vehicle Registration Certificate
- Identity Document for vehicle owner
- Driver's Licence
- ID Document for the vehicle owner
- Dekra Fitness Report
- Fully Completed Proposal Form

Turnaround time for quote is within a day and if quote is accepted cover is incepted instantly once the client has signed for it.

- One day within submission of all the documents
- 3 working days for assessment and submission of the report
- One business day



What is covered on Comprehensive Cover

Comprehensive Cover just like its name is a combination of three types of insurances which can be taken as stand-alone cover(s)

- Accidental Damage
- Fire and Theft
- Third Party Cover

Documents Required For A claim

- | | |
|--------------------------|--|
| ● Claim Form | ID / License (with valid PrDP) of the Driver |
| ● Roadworthy Certificate | Accident Report |
| ● Tracker Report | Repair Quotation |

Claim Stages

- Registration / Appointment of an assessor
- Assessment
- Claim Approval / Authorisation



Excesses

Basic Excess : Flat R15,000.00 – Excess buyback cover which we include on your premium, buys down the excess by R10,000.00 after 31 days of cover.

Additional Excesses : These are applied based on the status of the accident.

Claim within 30 days of inception of cover

Driver under 23 years (applicable to accident claims)

10% of claim minimum R10,000 (per claim)

Excess if the driver has a C1 Driver's License, or a Driver's License not issued in South Africa, and is driving a Passenger Vehicle

5% of claim minimum R5,000

Multi Claimants (More than one claim in any twelve-month cycle – excludes Motor Glass and Windscreen Claims)

10% of claim minimum R10,000 (per claim)

10% of claim minimum R5,000 (per claim)



Theft/Hijack	5% of claim minimum R10,000 (per claim)
Write Off within 1st 12 months of policy inception	5% of sum insured minimum R2,500 (per claim)
After Hours Excess : (11pm - 5am)	R5,000 per claim
Single Vehicle accident	R5,000 per claim
Accident in which no passenger is on-board	5% of claim minimum R5,000 (per claim)

Passenger Liability

- Annual Cover at R520 per year for a five seater vehicle.
- Additional R30 per seat (per year) for vehicles with seats above 5.
 - Covers Fare paying passengers
 - Sum Insured is R10,000,000.00
 - Covers R2,000,000.00 per accident
 - Covers R75,000.00 per seat
- Claim or any event leading to a claim must be submitted within 30 days.
- Claim is submitted to the Road Accident Fund (RAF) first and is investigated



Domestic Insurance

We also offer Domestic or Personal Insurance which is designed for home owners, vehicle owners, tenants who want to cover their household contents amongst other personal property: -

Our Domestic and Personal Insurance covers include cover for the following: -

- House-owners Building/Property
- Household Contents
- Personal Liability
- Personal vehicles
- All Risk Items such as laptops, Ipads, Cameras etc

We have very competitive rates with sound and secure insurers covering your personal property.

In order to obtain you a quotation you just need to complete a 1 page Proposal Form and the quote turn around is as good as instant.

We have a dedicated Broker Consultants managing your personal insurance portfolio



Requirements for Personal & Business Insurance Quotes

We have a simplified process for obtaining quotations & placement of cover and the process is swift and can be done within very short timeframes:

Personal/Taxi Requirements

- Vehicle Registration Certificate
- ID Document for vehicle owner
- Driver's Licence
- Tracking Certificate
- Dekra Fitness Report
- Fully Completed Proposal Form

Company/Business Requirements

- Company registration documents
- VAT Valid Tax Clearance
- Director ID Details
- Schedule of property and values/limits
- Completed Proposal Form
- Any other supporting documents

**Turnaround time
for quote is within
24 – 48hrs
depending if it is
personal or
commercial
business quote
and if quote is
accepted cover is
incepted
instantly**

Construction & Engineering Policies

Bonds and Guarantees

Construction can be a risky business. As a building owner, risk manager, construction lender or a contractor your goal is simple: that is successful completion of the project on time.

One best way you can reduce your risk and help guarantee the successful completion of your construction project is by setting up a Construction Guarantee as well as Construction & Engineering Policies;

As a contractor in the construction business you are required to provide various forms of guarantees usually when awarded with a contract. The purpose of any of the guarantees is to provide the Employer (beneficiary of the guarantee) with security in the event of a default or non-performance by the contractor.

A guarantee does not cover anything other than a failure to complete a project due to insolvency, liquidation or disappearance of the contractor or cancellation of the project due to various reasons.

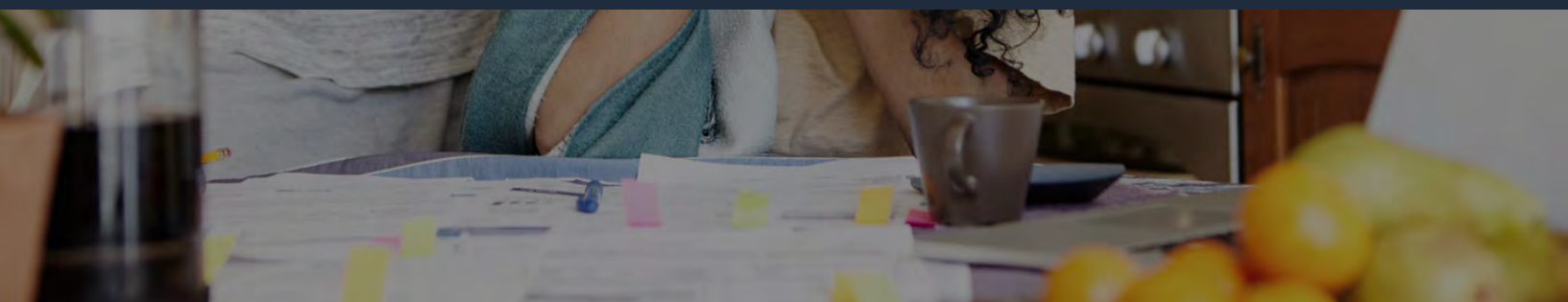
A guarantee is considered a liquid document as it relates to the payment of monies in the event of a claim.

Bonds and Guarantees

Issuing a Guarantee

Action Item	Comments
Guarantee Rating	The rating of a guarantee is based on the following 3Cs, namely; <ul style="list-style-type: none">- Capital,- Capacity- Character.
Types of Guarantees	<ul style="list-style-type: none">- Performance Guarantees- Retention Guarantees- Advance Payment Guarantees- Bid Bonds/Tender Guarantees
Stages in Guarantee Set Up	The following are the three steps to be followed for set up of facility: <ul style="list-style-type: none">- Guarantee Facility Application- Issuing of the Guarantee- Maintenance of the Guarantee Facility
Guarantee Facility Application	<p>There are two types of forms namely; Facility Application Forms – these are completed & filled by a managing member and are used to source for an alternative facility with the insurer</p> <p>The specific guarantee application forms are used when applying to draw down from the guarantee facility each and every time that the client is awarded a contract</p>
Approval of a Quotation	Upon submission of facility application and the request is approved, the insurers will send us negotiated terms for the client to sign.

Action Item	Comments
Approval of a Quotation	<p>Once signed the attorneys will draft security documents that pledges assets in relation to the facility extended to the company and is signed by shareholders</p> <p>Separate investment account is opened for collateral to be held up for each guarantee issued. This is done by Investec Private Bank and they offer good yields for the money held</p> <p>At this stage a guarantee facility is active and can be used for issuing guarantees as and when a new contract is awarded to the client</p>
Issuing of Guarantee	<p>Once awarded a project kindly complete the specific application form or just sign and broker will complete the rest of the information</p> <p>In order for guarantee to be released client must have paid for the premium and collateral funds transferred.</p> <p>Guarantees have cover and expiry dates. If project is not completed as per duration advised we will arrange for cover extension of cover for the guarantee and insurers must advised.</p> <p>For extension of guarantee to be done we need the latest site meeting minutes from the project engineers which are signed as well as a letter for the approval</p>



Bonds and Guarantees

Cancellation of a Guarantee

Action Item	Comments
Cancellation of Guarantee	<p>When project is completed it is the duty of the project manager to collect the original Performance Guarantee from the Principal Agent and return back to us together with the final completion certificate</p> <p>Should the Guarantee be misplaced we need a letter to be reproduced and should be accompanied by an affidavit from the client</p> <p>For an Advance Payment Guarantee this is not necessary as it is based on the duration of the recoupment period. Should the period lapse then the guarantee is automatically cancelled</p>
Letters of Intent	<p>An active Guarantee Facility also assist at bidding stage. Many employers require Letters of Intent at bidding stage.</p> <p>This is the stage they will ascertain if you are also using a reputable insurer who has capacity to pay should there be a claim.</p> <p>Request for letters of intent can be sent to us on the following email address:</p> <p>underwriting@hopecare.co.za or wilky@hopecare.co.za</p>

Bonds and Guarantees

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Bonds and Guarantees

Guarantee Maintenance

If there guarantees are issued or not, it is a requirement and an advantage to the contractor to ensure that the Guarantee Facility is kept active and you obtain revised terms annually

As such it is the duty of the Accountant to provide the following documents: -

- Latest Audited Financials
- Updated Management Accounts – usual for the latest 3 months
- Updated statement of Personal Assets & Liabilities for the shareholders

Should the above documents be submitted and are financially sound, the insurer will review facility terms and rates and in some cases reduce the rate and increase the limit in order to accommodate bigger contracts.



Construction Policies

What is Covered?

- The Contractors All Risks policy is designed specifically for builders and other trades working at construction sites. The policy covers a number of perils and events such as fire, theft, flood damage and transit of building-related material to and from the site. Public liability is also included and covers contractors who may be subject to liability relating to bodily injury or death of third party persons and injury to or destruction of third party property.
- Public liability Cover is also included within the Contractors All-Risk insurance Policy that we offer.
- We also offer cover for Plant All Risk, Tool & Machinery Breakdown Cover for the Yellow Machines and other related Plant and Machinery on-site



The Contractors All Risks Insurance Product can be offered specific to a project as once off cover or you can have a running cover renewable annually and caters for all the company's projects

Construction & Engineering Policies

Cover Type	Requirements
Contractors All Risks Cover	<ul style="list-style-type: none">- Full Project Details and Project Description- Project location- Full Contract value- Contract Duration- Contractor Details- Appointment Letter for the Project
Plant and Machinery	<ul style="list-style-type: none">- Schedule of the Machinery to be Covered- Machine Numbers- Sums Insured/Replacement Values for the Machines- Registration Certificates (if any)
Public Liability	Required Liability Limits

Summary

As Hopecare Holdings Private Limited we pride ourselves in our commitment to customer service, tailor-made risk solutions and risk advisory services.

We strive to become a preferred and choice broker in our specialized areas of funeral packages and short term insurance broking services

Our business is guided by our drive to be the preferred risk advisor in our specialized areas of insurance broking, funeral packages and burials

We are centered on being highly visible and known for excellence in our service to our valued clients

Our core mission is to exceed customer expectations and deliver excellence and strive for continuous improvement

Our team of dedicated, experienced and personnel is ready at your request to come and present the various products we offer for your consideration.



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