



**RISK SOLUTIONS
INTERNATIONAL**



LIGHTNING & POWER SURGE CLAIMS MITIGATION

Our lightning and power surge claims mitigation process can reduce the insurers' claims cost by between **47% and 58%**. Due to our experience, RSI knows that substantial savings are possible as we currently achieve a **64%** repair ratio on appliances and electronics damaged due to a power surge.

BENEFITS TO THE INSURER

- Reduce claim cost by between **47% & 58%**.
- RSI's repair ratio is **64%** rather than replacement or cash in lieu settlement.
- RSI is a Level 2, black owned BB-BEE provider.
- Experts in power surge damage repair & replacement claims assessments.
- Insurers' access to a national panel of experienced service providers.
- RSI facilitates and manages the full claims process.
- Excellent customer service & client retention.
- Lower premium as a result of insurer's cost saving.

WHAT WE DO FOR YOU

RSI is a specialist appliance cover and repair provider. We have more than R95m of appliances on cover. We aim to repair rather than replace and can save an insurer substantially by implementing this process. Use us to keep your costs down.

CLAIMS NOTIFICATION & ASSESSMENT:

- Tailored claims notification & cover validation process.
- Appointment of service provider / repairer for assessment.
- Specific focus on on power surge claim validation.
- Damage report includes a costed repair or replacement proposal.

PARTS, REPAIR & REPLACEMENT:

REPAIRS:

- Investigate repair & component replacement opportunity thoroughly.
- Keep parts, repair & replacement costs as low as possible.
- Assist repairers with parts sourcing & ship the parts to the repairer if needed.
- Ensure that repair rates & costs are strictly yet fairly adhered to at all times.

REPLACEMENT:

- Only if the item is irreparable, uneconomic to repair, or if parts are obsolete & with written approval by the insurer.
- Assess the brand quality, functionality & specification of the item and agree this with the client.
- Source replacement of similar brand, functionality & specification on behalf of the insurer at various online retailers – searching for sales first.
- Purchase the item on behalf of the insurer & ensure delivery.

OUR PURPOSE

Help every household in South Africa by providing real value, value-added products and to create meaningful employment to **10,000** artisans.

FINANCIAL BENEFITS

R7,552

Typical insurers' net average cost per claim.

R3,561

RSI process' total average cost per claim.

APPLIANCES:

RSI's current capability and a countrywide panel of repairers in metropolises and major towns enable us to facilitate repair and replacement on the following:

- Television Television
- Sound system system
- Washing Machine
- Microwave
- Tumble Dryer
- Decoder
- Fridge / Freezer
- Stove / Oven / Hob
- Dishwasher

SERVICE PROVIDER / REPAIRER

- Service provider screening and accreditation.
- Ability to collect excess on behalf of the insurer.
- Standardised repair and assessment fees with no additional travel costs.

PAYMENTS:

- RSI pays its suppliers and service providers weekly.
- Settlement mandate with insurers on submitted claims.

CONTACT US FOR HELP TO SAVE ON POWER SURGE!

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