

Annexure B Reference to be filled in by authorized Executive of the referring Company on Company letter head or stamped by referring client

Kindly respond to the questions below by putting a X under the column that best describes the response to your answer

Question 1	Poor	Average	Good
How would you rate the service received from the brokerage company?			

Question 2	< 2 days	Between 3 – 5 days	> 5 days
On average what is the waiting period on claim processing by the brokerage company?			

Question 3	3 years or less	Between 4- 7 years	> 7 years
What is the number of years that you have had a contract with this Brokerage Company?			

Question 4	Poor	Average	Good
How would you rate the value added service that has been received from the Brokerage Company in terms of advice received about your insurance cover			

Question	Poor	Average	Good
How would you rate the insurance broker's ability to handle disputes with claims between the underwriter and your Company, as the client.			

Comments that you think might be useful in SANSA, choosing this company as a Broker

Recommended by:

Name: -----

Signature: -----

Position: -----

Date: -----