

Name of Insurer	1	2	3	4	5	6	7	8	9
	CLAIMS RECEIVED BY INSURERS (FSCA STATISTICS)	SHARE OF CLAIMS RECEIVED BY THE PARTICULAR INSURER (FSCA STATISTICS)	COMPLAINTS RECEIVED BY OSTI	SHARE OF THE TOTAL NUMBER OF COMPLAINTS RECEIVED BY OSTI	NUMBER OF COMPLAINTS RECEIVED BY OSTI PER THOUSAND CLAIMS RECEIVED BY INSURER	COMPLAINTS FINALISED BY OSTI	COMPLAINTS FINALISED WITH SOME BENEFIT TO THE INSURED	SHARE OF MATTERS RESOLVED THROUGH CONCILIATION BY PARTIES	SHARE OF MATTERS RESOLVED THROUGH ENFORCEMENT BY OSTI
Abacus Insurance Limited	11 087	0.20%	13	0.13%	1.173/1 000	12	4	25.00%	0.00%
Absa Insurance Company Limited	192 382	3.49%	737	7.21%	3.831/1 000	618	43	6.47%	0.49%
AIG South Africa Company	5 475	0.10%	3	0.03%	0.548/1 000	5	3	60.00%	0.00%
Allianz Global Corporate & Specialty (SA) Limited	1 344	0.02%	4	0.04%	0.003/1 000	5	0	0.00%	0.00%
Aurora Insurance Company Limited	0	0.00%	0	0.00%	0.000/1 000	0	0	0.00%	0.00%
Auto & General Insurance Company Limited	261 167	4.74%	267	2.61%	1.022/1 000	211	14	6.64%	0.00%
Bidvest Insurance Limited	16 661	0.30%	20	0.20%	1.200/1 000	24	1	4.17%	0.00%
Bryte Insurance Company Limited	463 783	8.42%	187	1.83%	0.403/1 000	171	35	19.30%	1.17%
Budget Insurance Company Limited	62 168	1.13%	193	1.89%	3.104/1 000	173	13	6.94%	0.58%
Centriq Insurance Company Limited	942 081	17.09%	150	1.47%	0.159/1 000	127	13	10.24%	0.00%
Chubb Insurance South Africa Limited	1 994	0.04%	13	0.13%	6.520/1 000	10	1	10.00%	0.00%
Clientèle General Insurance Limited	135 863	2.47%	42	0.41%	0.309/1 000	22	5	22.73%	0.00%
Compass Insurance Company Limited	10 459	0.19%	25	0.24%	2.390/1 000	24	1	4.17%	0.00%
Corporate Guarantee (South Africa) Limited	0	0.00%	0	0.00%	0.000/1 000	0	0	0.00%	0.00%
Credit Guarantee Insurance Corporation of Africa Limited	0	0.00%	0	0.00%	0.000/1 000	0	0	0.00%	0.00%
Dial Direct Insurance Company Limited	21 296	0.39%	80	0.78%	3.757/1 000	77	9	11.69%	0.00%
Discovery Insure Limited	242 115	4.39%	634	6.20%	2.619/1 000	515	68	13.20%	0.00%
Dotsure Insurance Limited	141 599	2.57%	335	3.28%	2.366/1 000	279	28	9.68%	0.36%
Escap SOC Limited	0	0.00%	0	0.00%	0.000/1 000	0	0	0.00%	0.00%
First for Women Insurance Company Limited	38 598	0.70%	106	1.04%	2.746/1 000	85	7	8.24%	0.00%
First Rand Short-Term Insurance Limited	73 871	1.34%	208	2.03%	2.816/1 000	154	24	14.29%	1.30%
GENRIC Insurance Company Limited	130 393	2.37%	42	0.41%	0.322/1 000	30	4	13.33%	0.00%
Guardrisk Insurance Company Limited	404 912	7.35%	622	6.08%	1.536/1 000	563	134	23.62%	0.18%
Guardrisk Microinsurance Limited	2 952	0.05%	0	0.00%	0.000/1 000	0	0	0.00%	0.00%
Hollard Insurance Company Limited	171 055	3.10%	497	4.86%	2.905/1 000	418	53	12.67%	0.00%
Hollard Specialist Insurance Limited	6 227	0.11%	14	0.14%	2.248/1 000	23	7	30.43%	0.00%
Indequity Specialised Insurance Limited	2 856	0.05%	7	0.07%	2.451/1 000	6	2	33.33%	0.00%
Infiniti Insurance Limited	30 583	0.55%	41	0.40%	1.341/1 000	30	4	13.33%	0.00%
King Price Insurance Company Limited	136 635	2.48%	484	4.73%	3.542/1 000	404	38	9.16%	0.25%
Land Bank Insurance Company (SOC) Limited	0	0.00%	0	0.00%	0.000/1 000	0	0	0.00%	0.00%
Legal Expenses Southern Africa Limited	20 553	0.37%	92	0.90%	4.476/1 000	83	7	8.43%	0.00%
Lloyd's Underwriters	0	0.00%	1	0.01%	0.000/1 000	3	0	0.00%	0.00%
Lombard Insurance Limited	33 458	0.61%	83	0.81%	2.481/1 000	95	7	7.37%	0.00%
MiWay Insurance Limited	152 841	2.77%	386	3.77%	2.526/1 000	396	37	8.08%	1.26%
Momentum Insure Company Limited	122 702	2.23%	364	3.56%	2.967/1 000	303	67	22.11%	0.00%
Monarch Insurance Company Limited	9 215	0.17%	6	0.06%	0.651/1 000	5	1	20.00%	0.00%
Nedbank Insurance Company Limited	62 725	1.14%	355	3.47%	5.660/1 000	328	39	11.28%	0.61%
New National Assurance Company Limited	16 749	0.30%	178	1.74%	10.628/1 000	162	20	11.73%	0.62%
NMS Insurance Services (SA) Limited	182 562	3.31%	0	0.00%	0.000/1 000	0	0	0.00%	0.00%
Old Mutual Alternative Risk Transfer Limited ("OMART")^	85 591	1.55%	343	3.35%	4.007/1 000	282	78	27.66%	0.00%
Old Mutual Insure Limited	210 557	3.82%	998	9.76%	4.740/1 000	1 018	181	16.60%	1.18%
OUTsurance Insurance Company Limited	339 567	6.16%	365	3.57%	1.075/1 000	310	14	4.52%	0.00%
Professional Provident Society Short-term Insurance Company Limited	6 100	0.11%	20	0.20%	3.279/1 000	24	2	8.33%	0.00%
Renasa Insurance Company Limited	79 241	1.44%	53	0.52%	0.669/1 000	46	8	15.22%	2.17%
SAFIRE Insurance Company Limited	6 514	0.12%	7	0.07%	1.075/1 000	6	0	0.00%	0.00%
SA Home Loans Insurance Company Limited	23 961	0.43%	126	1.23%	5.259/1 000	124	6	4.84%	0.00%
Santam Limited	375 417	6.81%	594	5.81%	1.582/1 000	515	37	6.99%	0.19%
Santam Structured Insurance Limited	27 659	0.50%	358	3.57%	12.943/1 000	314	28	8.92%	0.00%
SASRIA (SOC) Limited	904	0.02%	2	0.02%	2.212/1 000	3	1	33.33%	0.00%
Standard Insurance Limited	129 990	2.36%	742	7.25%	5.708/1 000	684	48	6.43%	0.58%
Swiss Re Corporate Solutions Africa Limited	0	0.00%	0	0.00%	0.000/1 000	0	0	0.00%	0.00%
Vodacom Insurance Company Limited	93 898	1.70%	151	1.48%	1.608/1 000	152	70	44.74%	1.32%
Western National Insurance Limited	18 309	0.33%	35	0.34%	1.912/1 000	27	1	3.70%	0.00%
Workerslife Insurance Limited	2 477	0.04%	10	0.10%	4.037/1 000	14	5	35.71%	0.00%
Yard Insurance Limited	2 601	0.05%	6	0.06%	2.307/1 000	5	0	0.00%	0.00%
TOTAL	5 511 147	100.00%	10 228	100%	1.856/1 000	8 885	1 168	12.70%	0.44%