



Rus verseker • Rest insured

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29 January 2010

MBR Business Partner
via e-mail

Dear Business Partner

Payment of Towing Fees

In accordance with our business partnership agreement and to enhance our service to our customers, as well as build on our existing business relationship with you, we seek your co-operation.

Santam has contracted you, our valuable business partner, to perform motor body repair work on our behalf, and this may require the use of towing services from time to time, and/or that you should pay for the services on Santam's behalf.

Kindly note that in terms of this agreement, it is your duty to ensure that if release fees are paid on behalf of Santam, that:

1. The release fees are paid for a Santam insured vehicle, and that
2. The fees paid for towing and storage are as per the rates agreed and signed between the respective Towing Associations and Santam.

Further to this, we draw your attention to the fact that, as per Annexure B (5) of our agreement, in the event of excessive fees being paid, this constitutes Defective Services in terms of Clause 10 of the Main Agreement, and will be dealt with as a breach of agreement in accordance with clause 17 of the Main Agreement. Your urgent attention in this regard is greatly appreciated.

Should you experience any difficulty when interacting with a tow operator, kindly contact your local Assessor.

We thank you for your support of Santam in the above.

Regards


Garth Gibson
Manager: Procurement (Claims)

DIREKTEURE • DIRECTORS: DK SMITH Voorsitter • Chairman IM KIRK Uitvoerende Hoof • Chief Executive
BTPKM GAMEDZE DCM GIHWALA JG LE ROUX DR NM MAGAU JP MOLLER
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Maatskappysekretaris • Company Secretary S BRAY

Reg No 1918/001680/06 SANTAM BPK/LTD

Santam is an authorised financial services provider (licence number 3416).