

Dear Intermediaries,

21 November 2011

mf online Communication 2

We have not had the opportunity to communicate to you as often as we would have liked following the **allsure** upgrade, however we can assure you that your concerns are being addressed. We have successfully implemented a release of **mf** online over the week-end of the 18th November 2011. Whilst this release may not cover all concerns highlighted by Caroline Da Silva's communication of the 17th November 2011, we are working with Business and IT within focused timelines to bring about some of these changes. In the interim however, we would like to highlight some of the changes which you can expect in our latest release.

General Documents:

Under the General Documents Tab, we have updated and included some new changes.

The English SAMS Brochure, has been corrected to display the English Version, this was incorrectly displaying in Afrikaans.

We have also included the following:

- English, Afrikaans and Namibian Hard Copy Proposal Forms
- Property Loss, Motor Theft and Motor Accident Claims Forms
- Change of Address Questionnaire

Client Creation:

Certain questions are now no longer compulsory, some questions have been removed.

The Postal Address and Contact details TABS have been combined.

Retail Value:

On Anniversary both the retail value button and the agreed value button will default to "No". The retail value button is enabled allowing you to change the radio button to "Yes". If this option is selected the system will auto default the latest M&M Retail value as received from Transunion.

Accessories:

We have identified that various motor accessories/extras are being selected for individual motor vehicles; however values/limits of compensation are not being captured for these extras. We have now amended the system to ensure that if accessories/extras are selected, the accessory value cannot be "0". This applies to Allsure Upgrade policies only.

Deleting the Last Active Item on a Section:

Historically, users were unable to delete the Last Active item under a section if the Policy was in a Renewal cycle. This has now been resolved and fixed.

Losses in the last 5 years:

Via Contents, Motor and Motor Cycle, for **all**sure upgrade Policies only, we now require you to capture the Number of losses in the last 5 years. Previously we defaulted this to a "0" value, which did not prompt the user to answer the question. These fields will now be cleared and users must indicate the number of claims for a specific year.

We have also noticed that the claim monetary amounts are being captured in the field, which creates a referral. Please note we only require the number of claims for the selected year.

Trailer Excess:

The trailer excess (Pre Upgrade) was pulling through the new Allsure Upgrade Excess of R500 instead of the existing R250 excess. This has now been resolved.

Credit shortfall:

This cover is NOT available for Cover Type TPF&T and TP Only. If these cover types have been selected, the option for Credit shortfall will automatically be changed to NO.

Claim Free Groups Manually increased:

We have received various concerns where referrals have been received on contents as indicated below.

Your transaction for quote/policy – 609547114 has been referred for following reasons -

- 1) 3426083 - 004 Household Goods: 7 Test Avenue,: **Claim free group increased manually**

We are aware that the Claim Free Groups were **not** manually changed. We have now corrected this error.

Commission Statements:

You may have noticed that we have started emailing commission statements.

The next step in this process is to make these available via **mf** online.

However due to the sensitivity of this document, as it relates to the Brokers finances, this will only be granted to individual users in the Brokers office, by request. We will shortly send out a communication requesting confirmation from Brokers, who in their offices should be allowed access to view these documents. Dependent on the size of the commission statement, documents can be viewed online or can be emailed. Watch this space for further details.

Transactions during Renewal Active Policy:

Users may have experienced concerns and messages when trying to complete back dated transactions when the policy was renewal active. The message would have noted that the transaction would need to be completed by M&F internally. We have corrected the version error message and users will now be able to process transactions with a date prior to the renewal date on renewal active policies.

General:

We would like to further highlight that via the Web Page, under Brokers Corner, we have 4 documents displayed. These are "How to Guides" in terms of system functionality - the Annexure's in question are:

- How to Quote on an existing Policy (Without yet adding the item to the policy)
- How to follow the Accounting Enquiries
- How to Reinstate a Previously cancelled Section (Cover start date cannot be beyond a debit end date + 1)
- How to remove the message "Secure/Non Secure" items.

Other:

The changes detailed in Caroline Da Silva's communication will be incorporated into **mf** online. These changes are being dealt with and once implemented, we will be communicating accordingly.

On a lighter note, during November each year, "Movember" is responsible for the sprouting of moustaches on thousands of men's faces around the world. The aim of which is to raise awareness for men's health, specifically prostate cancer and other cancers that affect men. So to these Mo Bros, participating in this selfless and generous campaign, we wish you luck.

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Lastly, keeping quiet about a concern or problem will not help us resolve the matter. As communicated in the past, this is a partnership that requires every component to help work towards a unilateral goal. Therefore please continue to communicate any concerns and/or suggestions, in order that we can analyse and implement, where possible, any changes that will benefit and enhance your **mf** online experience.

Kind Regards

mf online Support Team