

Benefits of the BSC for brokers and Mutual & Federal

- 'One-call resolution' service
- First notification of loss and Fast Track Claims handling
- Minimise delays in referrals and authorisations
- Speedy transactions and quick decision making
- Voice recording for tracking of transactions

Operating hours:

The BSC will operate Monday to Friday, from 07h00 to 18h00, excluding weekends and public holidays.

Contact details:

For assistance and more information about the BSC, call us on:

Tel: **0860 63 73 73**

Fax: **011 374 3600** (Admin and Sales)
011 374 3466 (Claims)

Email: **mfbroker@mf.co.za**
(Admin and Sales)
mfbrokerclaims@mf.co.za
(Claims)

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MUTUAL & FEDERAL

broker service centre

Background and objectives for going the Broker Service Centre (BSC) route.

Mutual & Federal has evaluated its Personal Lines Business and established that it is fast becoming a greater commodity in the industry. As a result we have decided to provide our personal lines brokers with two primary service channels:

- 1) The **BSC**
- 2) **mf online** system
 - Self-service solution to manage client enquiries and provides straight-through processing facilities.

These channels will ensure that our brokers receive efficient service.

What is the BSC?

The **BSC** is a division of the Mutual & Federal Personal Lines Contact Centre and will focus on providing an end-to-end service to our broker community.

The following key service offerings will be provided by the **BSC**:

- Policy administration and sales
 - General enquiries
 - Policy amendments (Endorsements)
 - New Business/Quotes
 - Document handling (Email/Fax)
- Claims
 - First notification of loss
 - Providing a claim number

- Appointing emergency services
- Initiating the assessment process
- Further negotiation is referred to the Claims Hubs
- Tracking every step of the way
- Fast Track Claims handling
 - Claims within certain limits and where the loss event is clear and simple can be settled immediately
- Complex and specialised claims will be managed by the Claims Hubs

Information required when calling the BSC.

To allow us to respond to broker requests as fast and proficiently as possible, please have the following information at hand:

- FAIS / Agency number
- Client details (ID number and policy number)
- Other information such as your client address may also be required in order for us to verify policy information and update the data for integrity purposes.

Please note:

All documents or requests that are sent to the **mfbroker@mf.co.za** or **mfbrokerclaims@mf.co.za** email addresses will have an **8-hour** turnaround time. You are encouraged to call the **BSC** on **0860 63 73 73** as a first option.