

**Mutual & Federal Centre**

75 President Street Johannesburg 2001  
 P O Box 1120 Johannesburg 2000 R.S.A.  
 Tel: (011) 374-9111 Fax: (011) 834-7810  
 www.mf.co.za

Dear Intermediaries,

22 August 2011

**mf online allsure Upgrade is live!**

We are delighted to bring you the first **mf online** communication following the **allsure** upgrade. All features of the **allsure** upgrade have been included with our latest release as well as a number of system enhancements.

**What has changed?**

Herewith an overview of the changes –

- 📌 New fresh look and feel to fall in line with the new Company Branding
- 📌 Summary Report of Clients Personal Details:  
 We received a suggestion from a Broker that we include a report detailing all the clients personal contact information. We have now included this function. The screen shot below displays where the report option is available –



📌 **Profiles**

In line with **allsure** upgrade, Profiles will fall away over the next year as policies get converted either at Anniversary or immediately by request. The **PROFILE** Column will identify the old Standard, Retired, High Net Worth, Retired High Net Worth, or it will display Allsure Upgrade for New or Converted Policies. An **AGE** Column has also been introduced for identification of elderly clients.

Surname/Company	Initials	ID Number	Age	Quote/Policy No	Inception Date	Anniversary	Status	Profile	Frequency
No records found									

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**Viewing risk address details from within a policy:**

When in a "VIEW" mode, users will now be able to view details of the risk address security measures from within a policy.

The below screen shot highlights the new button which will navigate the users to the risk address tab to view current security.

Household Goods - Item Details

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Inception  Effective  Processing  User

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Active

Risk Address  View Details

Cover Type  Subsidence Excess

Limit of Compensation

Excess

Extended Accidental Damage including Power Surge   Accidental Damage Excess

Do you have credit or similar agreements on any items of your Household Goods?  
 Yes  No

If Yes, please provide details of the Household Goods items and Credit Provider

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**Claims and Finance – Additional Info Links**

A New Button has been introduced on both the Claims and Finance Screens allowing the users, after an enquiry, to navigate immediately back to the Summary Page, without having to select on the BACK button a couple of times.

**Quote Date Rules**

Quotes cannot be back-dated, the system will validate this. Future dated quotes are allowed, however the system will validate and prevent the users from quoting on a Client, if the effective date is more than 30 days into the future.

**Short Description of Amendment** – When doing a new quote for a client, the system will now auto populate this description as "New Quotation" Thereafter this description will have to be captured manually. It will auto populate in the first instance only.

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### **Policy Document Upload**

We have extended this functionality to the "Policy" as well (Previously only available for claims). Users now have the ability to upload SUPPORTING Policy Documents, attaching to a Quote or a Policy. Examples of such supporting documentation could include, Certificates (Linked Alarm, Tracker or Jewellery), Proposal forms (Hard Copies as well as Electronic Copies), Bank Account Amendments and General Correspondence.

This Functionality is **NOT** designed for requests for amendments or policy changes, but purely for supporting documentation that we may require.

### Additional Information

[Schedules](#)  
[History](#)  
[Finance](#)  
[Claims](#)  
[Loss Ratio](#)



On Selecting the UPLOAD DOCUMENT Button, the users will be navigated to the below screen, with the Policy number they are attaching to, automatically populated.

### Upload Policy Documents

Policy Number

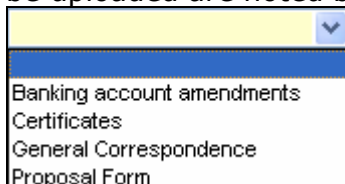
Document Type

Select Document to Upload \*

You may upload these file types ( JPG JPEG GIF PNG DOC DOCX PDF XLS TIF TIFF BMP TXT XLSX TIF TIFF DOC DOCX PNG PDF XLS JPG JPEG GIF BMP TXT XLSX ).



Click on the "Document Type" drop down list. The list of documents which can be uploaded are noted below for ease of reference –



Once document type has been selected, users must select the BROWSE button; this will allow the users to attach the relevant documentation, thereafter users to select the UPLOAD button.

The system will indicate once the document has been uploaded and whether successful or not.

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### **New Sections**


**allsure** has introduced four new sections namely:

- Identity Theft
- Home Employers Labour Dispute
- Mechanical and Electrical breakdown
- Premium Waiver for Retrenchment and Redundancy (Not available on Annual policies nor Retired clients)

These new sections are initially only available for New Business or on Anniversary when the client will automatically be converted to the new **allsure** product. If however cover is required IMMEDIATELY, the policy must then be converted to the new product before cover can be selected. (This is referred to as "On the Fly Conversion").




The functionality for On the Fly conversion, is **NOT** available via **mf online**, this will have to be done internally.

In this regard please forward your request to [mfbroker@mf.co.za](mailto:mfbroker@mf.co.za)

-  **Converted Policies** – Once a policy has been converted, the Profile will display as "**Allsure Upgrade**"

Product	Allsure South Africa
Profile	Allsure Upgrade
Premium	3,918.96
Add/Ref Premium	0.01
Frequency	Monthly Payment

We would like to further highlight other changes that can be expected via **mf online** to fall in line with the new product.

-  Various additional Security Questions have been introduced.
-  Houseowners – Accidental Damage and Powersurge cover can now be selected. The Following limits of compensation are available R10 000, R25 000, R50 000 and R100 000 – Each limit carries their own excess.
-  Household Goods – Accidental Damage cover now includes Powersurge. – The following limit limits of compensation are available R10 000, R25 000, R50 000 and R100 000 – Each limit carries their own excess.


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- ✚ Personal Accident – We have introduced Motor Accident Cover only, in addition to our previous Full Cover.
- ✚ Motor  
Various changes can now be selected:
  - Car Hire – We now offer, over and above the 30 day car hire period, 60 and 90 days, as well as 3 different types of engine capacities.
  - Motor Values will now be based on RETAIL Value and users will be able to add accessories with the individual values captured against each accessory added. The reasonable retail value includes carbon emissions tax.
  - We have also introduced an AGREED Value. – This applies to special classes of vehicles such as imported sports cars, exotic or vintage cars. (Proof of value is required from 3 reputable motor dealers when Agreed Value is selected)
  - Day Time Security and Area are now required for statistical purposes.
- ✚ Simplification of Wording  
Certain label changes will be noted
  - Sum Insured – Now reads “Limit of Compensation”
  - First Amount Payable – Now Reads “Excess”
- ✚ Hospital Cash Plan  
A new Category has been included - Category E: Insured and Parents

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 General Documents – We have updated the new list of documents available via mf online, these are noted as per the screen below –

Documents
24Seven Regstrasievorm
24Seven Registration Form
Annexure A - Access Requirements
Annexure B - Service Level Parameters
Annexure C - Underwriting Guidelines (Upgrade)
Critical 5 HIV Prevention Plan Brochure
Debit Order Authority Form
Declaration
Kritieke 5 MIV-voorkomingsplan Brosjure
SAMS Afrikaans Brosjure
SAMS English Brochure
Service Level Agreement - Namibia
Service Level Agreement - South Africa
Swiftcare Afrikaans Brosjure
Swiftcare English Brochure
allsure Namibia Cover Comparison
allsure Namibia English brochure
allsure Namibia Excesses
allsure Namibia Policy Wording
allsure Namibia Quick Guide
allsure SA Afrikaans Brosjure
allsure SA Bybetalings
allsure SA Cover Comparison
allsure SA English Brochure
allsure SA Excesses
allsure SA Kitsnasaangids
allsure SA Policy Wording
allsure SA Polisebeoording
allsure SA Quick Guide

When a Policy has been converted, and the Profile reflects Allsure Upgrade, any **backdated** transaction that needs to be done **prior to the conversion date**, will need to be processed internally.

In this regard please forward your request to [onlinesupport@mf.co.za](mailto:onlinesupport@mf.co.za) and we will gladly assist with the completion of the transaction.

If you experience any other system problems with **mf online**, please contact us on 0860 632 447 or by email at [onlinesupport@mf.co.za](mailto:onlinesupport@mf.co.za). If you choose to email us, please include the quote/policy number, including the clients name or claim number and a description of what you were doing when the error occurred. A screen shot of the error message is also very useful in assisting us to identify and resolve system problems.

Kind Regards

## Online Support