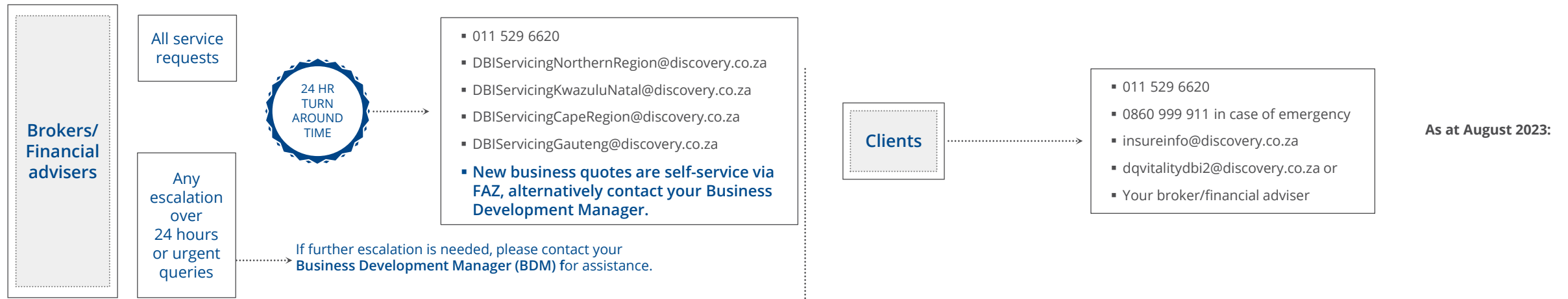


# Discovery Business Insurance – Escalation channels



## BROKER SERVICING

TEAM	QUERY TYPE	DETAILS	TEAM LEADER	DETAILS	HEAD OF OPERATIONS	DETAILS
Executive Team	All queries relating to Executive Broker business	DBIExecutive@discovery.co.za 011 529 6620	Avuyile Sam	AvuyileS@discovery.co.za 011 529 0498	Ansia Cloete	Ansiav2@discovery.co.za 011 529 5590
Activations	All new business activations / placements	DBINewBusiness@discovery.co.za 011 529 6220	Avuyile Sam	AvuyileS@discovery.co.za 011 529 0498		
DFC Business Insure	All queries relating to DFC Business Insure	DBI_DFCBusiness@discovery.co.za 011 529 6620	Ashleen Brijlall	AshleenB@discovery.co.za 011 529 6788		
Large Active Plans	All queries relating to plans exceeding a monthly premium of R60k	DBILargeActivePlans@discovery.co.za 011 529 6620	Ashleen Brijlall	AshleenB@discovery.co.za 011 529 6788		
Large New Business Quotes	All new business quotes channeled through BDM that meet the criteria	DBILargeQuotes@discovery.co.za 011 529 6620	Ashleen Brijlall	AshleenB@discovery.co.za 011 529 6788		
HCV New Business Quotes	All new business quotes relating to Heavy Commercial Vehicle business	DBIhcvbusiness@discovery.co.za 011 529 6620	Ashleen Brijlall	AshleenB@discovery.co.za 011 529 6788		
Anniversaries	All anniversary queries	dbi_anniversaries@discovery.co.za 011 529 6620	Ashleen Brijlall	AshleenB@discovery.co.za 011 529 6788		
Advisor 360 New business quote and Servicing referrals	Queries relating to Tasks that has been referred to DBI for underwriting review	DBIFAZQueries@discovery.co.za 011 529 6620	Ashleen Brijlall	AshleenB@discovery.co.za 011 529 6788		
Advisor 360 Training	Training on self-service via Advisor 360 on new business quotes and plan amendments	DBI_Faz_TrainingQueries@discovery.co.za	Ansia Cloete	Ansiav2@discovery.co.za 011 529 5590		
Advisor 360 System Errors	Assistance on any system errors experienced when using DBI Advisor360	DIDS_DBI_SUPPORT@discovery.co.za	Ansia Cloete	Ansiav2@discovery.co.za 011 529 5590		
Servicing	- Servicing of existing Plans - General Plan queries	DBIServicingNorthernRegion@discovery.co.za DBIServicingKwazuluNatal@discovery.co.za DBIServicingCapeRegion@discovery.co.za DBIServicingGauteng@discovery.co.za 011 529 6620	Lena Molobi	LenaM@discovery.co.za 011 529 4699		
Retentions	Retentions queries: cancellations, escalations, reinstatements	dbiretentions@discovery.co.za 011 529 6620	Lena Molobi	LenaM@discovery.co.za 011 529 4699		

## TECHNICAL UNDERWRITING

TEAM	QUERY TYPE	CORPORATE	KEY TEAM MEMBER	DETAILS	HEAD OF TECHNICAL UNDERWRITING	DETAILS
Technical underwriting	Underwriting queries / escalations	DbiCommTech@discovery.co.za	Hillary Magede	hillarym@discovery.co.za	Clyde Troup	ClydeT@discovery.co.za

## BROKER CLAIMS including partner claims

TEAM	QUERY TYPE	CORPORATE	TEAM LEADER	DETAILS	MANAGER	DETAILS	HEAD OF OPERATIONS	DETAILS
Cape Region	Fast track, Motor, Non-motor Claims	DbiCapeNewClaims@discovery.co.za DbiCapeExistingClaims@discovery.co.za 011 529 6620	Kelebogile Dube 011 529 06 76	dbiclaimsescalations@discovery.co.za 011 529 6620	Sirisha Haripersad	SirishaH@discovery.co.za 083 4289 644	Ansia Cloete	Ansiav2@discovery.co.za 011 529 5590
Gauteng	Fast track, Motor, Non-motor Claims	DbiGautengNewClaims@discovery.co.za DbiGautengExistingClaims@discoveryco.za 011 529 6620	Naomi Bogopa 011 529 8947	dbiclaimsescalations@discovery.co.za 011 529 6620				
KZN	Fast track, Motor, Non-motor Claims	DbiKZNNewClaims@discovery.co.za DbiKZNEExistingClaims@discovery.co.za 011 529 6620	Kelebogile Dube 011 529 06 76	dbiclaimsescalations@discovery.co.za 011 529 6620				
Northern Region	Fast track, Motor, Non-motor Claims	DbiNorthernNewClaims@discovery.co.za DbiNorthernExistingClaims@discovery.co.za 011 529 6620	Naomi Bogopa 011 529 8947	dbiclaimsescalations@discovery.co.za 011 529 6620				
HCV	Fast track, Motor, Non-motor Claims	DbiHcvNewClaims@discovery.co.za DbiHcvExistingClaims@discovery.co.za 011 529 6620	Rehana Williams 011 292 8434	dbiclaimsescalations@discovery.co.za 011 529 6620				
DFC	Fast track, Motor, Non-motor Claims	DbiDfcNewClaims@discovery.co.za DbiDfcExistingClaims@discovery.co.za 011 529 6620	Rehana Williams 011 292 8434	dbiclaimsescalations@discovery.co.za 011 529 6620				
Marsh Claims	Fast track, Motor, Non-motor Claims	DBIMarshNewClaims@discovery.co.za DBIMarshExistingClaims@discovery.co.za 011 529 6620	Rehana Williams 011 292 8434	dbiclaimsescalations@discovery.co.za 011 529 6620				
Binder Claims	Fast track, Motor, Non-motor Claims	DBIBinderClaims@discovery.co.za 011 529 6620	Rehana Williams 011 292 8434	dbiclaimsescalations@discovery.co.za 011 529 6620				

## VITALITY DRIVE

TEAM	QUERY TYPE	CORPORATE	MANAGER	DETAILS	HEAD OF VITALITY FOR BUSINESS	DETAILS
DBI DQ Team	All Vitality Drive, telematics and reward queries	dqvitalitydbi2@discovery.co.za 011 529 6620	Vinesan Phillip	VinesanP2@discovery.co.za 011 529 4175	Daniel Singer	DanielS@Discovery.co.za 011 529 0911

## RISK ENGINEERING

TEAM	QUERY TYPE	CORPORATE	KEY TEAM MEMBER	DETAILS	HEAD OF RISK ENGINEERING	DETAILS
Risk Engineering admin	Self-assessment support / Survey status follow-ups / Risk Engineering administration queries	RiskEngineering@discovery.co.za	Jaclyn Shaw	Jaclyns@discovery.co.za 011 529 5601	Colin Blane	ColinB@discovery.co.za 011 529 8403
Risk Engineering (Field team)	Technical queries related to Risk Engineering reports / Risk improvement recommendations	RiskEngineering@discovery.co.za	Jennika John	JennikaJ@discovery.co.za 011 529 1976		

## ASSESSING

TEAM	QUERY TYPE	TEAM LEADER	DETAILS	MANAGER	DETAILS	HEAD OF ASSESSING	DETAILS
Non-motor assessing	Escalations: Non-motor claims that are being assessed	Altus Bason (Gauteng & Regions)	AltusB@discovery.co.za 081 777 1508	Maria Fourie	MariaF@discovery.co.za 081 777 1339	Logan Moonsammy	loganm2@discovery.co.za 081 470 1225
Motor assessing	Escalations: Motor claims that are being assessed	Shane Rademeyer (Gauteng & Regions)	ShaneR@discovery.co.za 081 777 1524	Danie Calitz	DanieC2@discovery.co.za 081 777 1501		
Desktop assessing motor & non-motor	Escalations: Motor & non-motor claims that are being assessed by Desktop Assessing			Maria Fourie Danie Calitz	MariaF@discovery.co.za 081 777 1339 (Non-Motor) DanieC2@discovery.co.za 081 777 1501 (Motor)		

## PROCUREMENT

TEAM	QUERY TYPE	MANAGER	DETAILS	HEAD OF PROCURMENT	DETAILS
Motor	Escalations on Supplier Queries	Viresh Archery	viresha@discovery.co.za 011 529 5577	Sascha Haddad	SaschaH@discovery.co.za 011 529 1186
Non-motor	Escalations on Supplier Queries	Melissa Agliotti	MelissaA2@discovery.co.za 011 529 5799		

## FINANCE

TEAM	QUERY TYPE	CORPORATE	TEAM LEADER	DETAILS	HEAD OF FINANCE	DETAILS
Finance operations	Billing and general finance	DBI_finance@discovery.co.za	Sam Kotiah	samathak@discovery.co.za 011 526 1266	Nerissa Reddy	Nerissag@discovery.co.za 011 5295270
	Credit control	DBI_creditcontrol@discovery.co.za				
	Claims payments	DBI_claimspayments@discovery.co.za				

## COMMISSIONS

TEAM	QUERY TYPE	CORPORATE	ESCALATIONS
Commission queries	Commission payments, statements, reconciliations etc.	Commissions@discovery.co.za	Commissions_teamleader_group@discovery.co.za

## INSURE 24

TEAM	QUERY TYPE	EMAIL ADDRESS	MANAGER	DETAILS	HEAD OF INSURE 24	DETAILS
Insure 24	Emergency services – business and road	di_insure24_tl@discovery.co.za	Mark Newham	marknew@discovery.co.za 083 258 0041	Theresa Nel	theresan@discovery.co.za 011 529 0819
	Missed alarms					

## LEGAL

TEAM	QUERY TYPE	EMAIL ADDRESS	TEAM LEADER	DETAILS	MANAGER	DETAILS	HEAD OF LEGAL	DETAILS
Recoveries	Recoveries-related queries	InsureRecoveries@discovery.co.za	Luandi Van Greuning	LuandiV@discovery.co.za 011 529 5536	Nolan Nair	nolann@discovery.co.za	Nolan Nair	nolann@discovery.co.za
Liabilities	Liability-related queries	Businesstp@discovery.co.za	Vekash Ganas	VekashG@discovery.co.za 011 529 9796				

## PARTNERS

TEAM	DETAILS	ESCALATION CONTACT PERSON	DETAILS
AVeS Cyber Security	Discovery@aves.co.za 010 020 8711	Jenny Wewege	JennyW@discovery.co.za 011 529 1864
Edelman (Crisis and reputation management)	DICrisisSupport@edelman.com		
Updraft Software (Legal support)	support@updraftsoftware.com 021 300 3800		