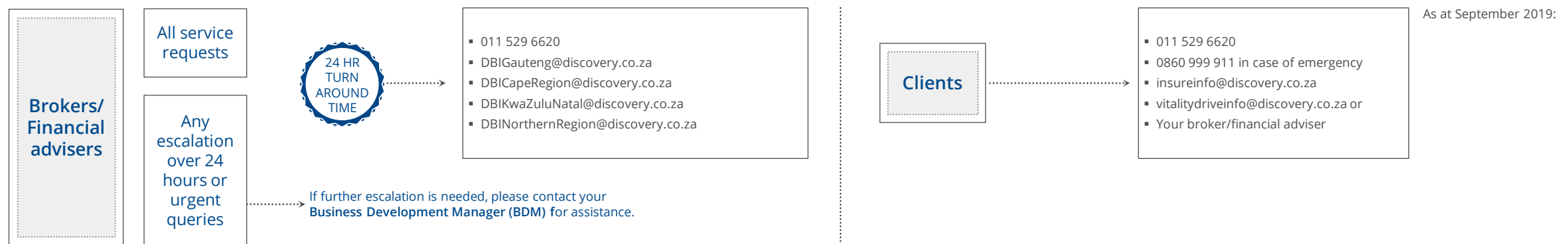


Discovery Business Insurance – Escalation channels



BROKER SERVICING

TEAM	QUERY TYPE	CORPORATE	TEAM LEADER	DETAILS	MANAGER	DETAILS	HEAD OF BROKER SERVICING	DETAILS
Cape Region	New business quotes Servicing General policy queries	DBICapeRegion@discovery.co.za 011 529 6620, option 2, option 2	Timothy Joseph	TimothyJ2@discovery.co.za 011 529 8287	Ansia Cloete	Ansiav2@discovery.co.za 011 529 5590	Ansia Cloete	Ansiav2@discovery.co.za 011 529 5590
Gauteng	New business quotes Servicing General policy queries	DBIGauteng@discovery.co.za 011 529 6620, option 2, option 1	Timothy Joseph	TimothyJ2@discovery.co.za 011 529 8287				
KZN	New business quotes Servicing General policy queries	DBIKwaZuluNatal@discovery.co.za 011 529 6620, option 2, option 3	Sandy Hood	SandyH@discovery.co.za 011 529 0640				
Northern Region	New business quotes Servicing General policy queries	DBINorthernRegion@discovery.co.za 011 529 6620, option 2, option 4	Sandy Hood	SandyH@discovery.co.za 011 529 0640				

TECHNICAL UNDERWRITING

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

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	Terashni Pillay	Teraship@discovery.co.za 0676807221
Risk Engineering (Field Team)	Technical Queries Related To Risk Engineering Reports/Risk Improvement Recommendations	RiskEngineering@discovery.co.za	Matthew Koen Terashni Pillay 067 680 7221	Matthewk2@discovery.co.za 067 957 1278 Terashnip@discovery.co.za 067 680 7221		

BROKER CLAIMS including partner claims

TEAM	QUERY TYPE	CORPORATE	KEY TEAM MEMBER	DETAILS	HEAD OF BROKER CLAIMS	DETAILS
All DBI Claims	Motor, Property, Accident & Liability Claims	businessclaims@discovery.co.za	Daniel Singer	DanielS@Discovery.co.za 011 529 0911	Daniel Singer	DanielS@Discovery.co.za 011 529 0911

ASSESSING

TEAM	QUERY TYPE	TEAM LEADER	DETAILS	MANAGER	DETAILS	HEAD OF ASSESSING	DETAILS
Non motor assessing	Escalations – Non motor claims that are being assessed	Cindy Postman	CindyP2@discovery.co.za 081 777 1525	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	Coenraad Larkins	CoenraadL@discovery.co.za 081 484 5098	Danie Calitz	DanieC2@discovery.co.za 081 777 1501		
Outlying	Escalations – Motor claims that are being assessed	Shane Rademeyer	ShaneR@discovery.co.za 081 777 1524	Danie Calitz	DanieC2@discovery.co.za 081 777 1501		

INSURE 24

TEAM	QUERY TYPE	EMAIL ADDRESS	MANAGER	DETAILS	HEAD OF INSURE 24	DETAILS
Insure 24	Emergency services – home and road	di_insure24_tl@discovery.co.za	Johannes Nothnagel	johannesn2@discovery.co.za 011 529 5511	Theresa Nel	TheresaN@discovery.co.za 011 529 0819
	Missed alarms					

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	Vinesan Phillip	VinesanP2@discovery.co.za 011 529 4175	Daniel Singer	DanielS@Discovery.co.za 011 529 0911

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	Rene Esterhuizen	ReneE2@discovery.co.za 011 529 6904	Rene Esterhuizen	ReneE2@discovery.co.za 011 529 6904
Liabilities	Liability related queries	Businesstp@discovery.co.za	Zwelibanzi Mashele	ZwelibanziM2@discovery.co.za 011 529 5383				
AOD	Recoveries in which the third party agreed to pay monthly instalments	insureRecoveries@discovery.co.za	Luandi Van Greuning	LuandiV@discovery.co.za 011 529 5536				

PROCUREMENT

TEAM	QUERY TYPE	MANAGER	DETAILS	HEAD OF PROCURMENT	DETAILS
Motor	Escalations on Supplier Queries	Viresh Archery	viresha@discovery.co.za 011 529 5577	Robert Attwell	Roberta@discovery.co.za 011 529 2402
Non Motor	Escalations on Supplier Queries	Stephan de Beer	stephand@discovery.co.za 011 529 0971		

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 011 529 5270
	Credit Control	DBI_creditcontrol@discovery.co.za				
	Claims Payments	DBI_claimspayments@discovery.co.za				

RETENTIONS

TEAM	QUERY TYPE	EMAIL ADDRESS	TEAM LEADER	DETAILS	HEAD OF RETENTIONS	DETAILS
Retentions queries	Retentions queries – cancellations, escalations, reinstatements	Insure_Retentions_TLs@discovery.co.za	Siya Mdlalose	Siyam2@discovery.co.za 011 529 7038	Dominik Galazka	DominikG@discovery.co.za 011 529 8531

COMMISSIONS

TEAM	QUERY TYPE	CORPORATE	ESCALATIONS	MANAGER	DETAILS
Commission queries	Commission payments, statements, reconciliations etc.	Commissions@discovery.co.za	Commissions_teamleader_group@discovery.co.za	Sassen Deoraj	SassenD@discovery.co.za 011 529 5328

LEGAL SUPPORT SERVICES (ORGIN)

TEAM	DETAILS
Origin (Legal support)	Richard.vanhelden@originsystems.co.za 0860 222 240