

24 June 2024



# Operational Circular

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Dear Intermediary

## UPDATE ON CAR HIRE

### CAR RENTAL DEPOSIT

Please note that the car rental companies have increased the Refundable Rental Deposits required on rental vehicles to accommodate for the extreme fuel price increase, these deposits need to accommodate for a full tank of fuel, any possible fines and toll fees that may be charged on the rental. They are now R2000.00 when paying via Credit card and R2500,00 when paying via cash. When the client returns the car, and the tank is full when the car reaches the depot, and no Fines or toll fees are outstanding the client will receive their deposit back within 6-10 working days.

### CLIENT RENTAL EXTENSIONS ON THEIR OWN ACCOUNT

It is important to note that clients will only be able to extend their rental at a Santam agreed rate for the maximum of 7 days, this will apply if the rental vehicle is not returned when Santam ends the rental, and the client keeps the rental vehicle. After the 7 days the client will be charged the normal rental rates, the rental company charges.

### CAR RENTAL TERMS AND CONDITIONS

It is mandatory for intermediaries to inform the Santam policyholder of all applicable fees payable by the Santam policyholder. Which include but not limited to:

- Rental Deposits
- Excess / Liability fee
- Water & Undercarriage damage
- One Way Drop Off Fees
- Collection & Delivery Fees
- GPS
- 2nd & Subsequent Additional (per driver)
- Accident Admin Fee (per incident)
- Traffic Fine Admin Fee
- Traffic Fine
- Toll Fees

Intermediaries must please take note of the following terms and conditions, in the event of car hire. These terms and conditions include, but are not limited to: AND CONDITIONS

## 1. COMMUNICATION WITH THE CAR RENTAL SUPPLIERS

- Under no circumstances are Intermediaries allowed to communicate any amendment (this includes terminations, cancellations etc.) directly with the car rental supplier. This includes telephone calls and e-mails. All amendments must be communicated directly to the claims service consultant, appointed on the claim, at Santam. The car rental suppliers have been informed to not act on instructions received directly from Intermediaries.
- The intermediary will be referred to Santam.

## 2. INTERMEDIARY COMMUNICATION TO SANTAM

- In order for Santam to prioritise car hire requests, intermediaries must indicate **"NEW CAR HIRE REQUEST"** in the subject field of the e-mail, **"CAR HIRE EXTENSION"** for extensions, **"CAR HIRE TERMINATION"** etc. in order to identify these actions from other e-mails.
- **"NEW CAR HIRE REQUESTS"** must be forwarded to **Santamclaims@santam.co.za** with the claim number also in the subject line at least 24 (twenty four) hours in advance for passenger vehicles and 48 (forty eight) hours for commercial vehicles prior to the book in date at the motor body repairer (MBR) in order to allow Santam and the car rental supplier time to complete the admin and to secure availability of clients vehicle.
- For emergency car hire on a non-drivable vehicle, please contact SOS on 0860 505 911.
- For car hire on a non-emergency and drivable vehicle, please contact the appointed claims service consultant on the claim.

## 3. CAR RENTAL DEPOSIT

All rentals have a security/rental deposit payable by the Santam policyholder directly to the car rental company prior to a vehicle being collected or delivered. We urge intermediaries to inform the Santam policyholder of the applicable amount as this could lead to a service failure and a client not receiving a rental vehicle. Refunding of car rental deposits are between 6-10 working days. (No Cash Refunds)

## 4. POLICYHOLDER CONTACT DETAILS

Santam must be provided with a minimum of two alternative and valid contact numbers for the Santam Policyholder as well as an Email Address as rental contracts and documentation are sent to this email address

## 5. VALID DRIVER'S LICENCE

- Where a Santam policyholder is in the process of renewing their current licence, they will need to produce the temporary driver's licence receipt as well as the original expired licence before collecting the rental.

## 6. DELIVERY/COLLECTION FEES

The delivery and/or collection fees payable are always for the Santam policyholder's account, except where the policy wording makes provision for Santam to carry the cost.

## 7. FUEL

- Fuel costs are always for the Santam policyholder's account based on the understanding that they would have been responsible for the fuel cost when driving their own vehicle. Fuel costs are calculated from supplier depot to depot, not at the point of delivery and/or collection and are NOT included in the collection & Delivery fees.
- No fuel surcharge/levy is applicable.

## 8. UNAVAILABILITY OF REQUESTED CAR GROUP

- Where the supplier is unable to provide the required car group specified by Santam, the following will apply:
- **Passenger vehicles:** At the agreement of the Santam client, a similar or better available group vehicle will be supplied and a change over to the vehicle group requested by Santam will be done within 48 (forty-eight) hours from the collection of the initial vehicle. Additional charges arising from this change over will be for the supplier's account.
- **Van/commercial rentals:** At the agreement of the Santam client, a similar or better group vehicle will be supplied where the vehicle must fulfil the necessary requirements for the Santam client to continue his/ her commercial business.
- **Change overs** will be done within 48 (forty-eight) hours to 72 (seventy-two) hours from the collection of the initial vehicle. Additional charges arising from the changeover will be for the supplier's account. In all circumstance, Santam will only be charged at the rate of the original requested car group or a lesser amount where a lower group has been offered to the Santam client.

- **IMPORTANT: Where the supplier cannot provide a similar or better group vehicle, the supplier will cancel the reservation request and inform Santam thereof. Santam will have the right to redirect the reservation to another preferred supplier.**

## 9. UPGRADES

Where a vehicle is available from the car group specified by Santam and the Santam client opts for a vehicle in a more expensive group, the following will apply:

- Upgrades are only allowed where the car group is available, has been contracted and appears in the rate annexures.
- The Santam client will be responsible for the difference in cost between the Santam daily rate of the car group requested by Santam and the Santam client daily extension rate of the upgraded car group.

## 10. TERMINATIONS

### Terminations received by the supplier via the system BEFORE 11h00

- Where the termination originates from Santam, Santam will indicate if collection of the vehicle is required when terminating the rental on the system.
- Santam will confirm same day termination via e-mail to the rental company.
- Where Santam cannot provide this information, the supplier's rental location (branch) will contact the Santam client to confirm if collection of the vehicle is required.
- Collection will be arranged for the same day.

## Policy Limits

The cover for rental will end as follows on a claim:

- a) the date on which your vehicle is repaired to your satisfaction, if we have authorised its repair.
- b) the date on which we settle your claim by a cash payment.
- c) the date on which we replace your vehicle.
- d) The day limit on the policy has been reached.

Claims that are not valid and not accepted by Santam leading to a rejection/voidance:

- The rental will be terminated and the date on which the rental will be terminated will be the same date as the Approval by the Claim Committee that the rejection is valid. The client needs to return the rental as soon as possible after notification as all amounts incurred after the termination date will be for their own account.
- Terminations received by the supplier via the system AFTER 11h00
- A standard 24 (twenty-four) hour notice of termination will apply.
- Where the termination originates from Santam, Santam will indicate if collection of the vehicle is required when terminating the rental on the system.
- Where Santam cannot provide this information, the supplier's rental location (branch) will contact the Santam client to confirm if collection of the vehicle is required.

## 11. ADDITIONAL DRIVER

- The renter must provide details of the additional driver (second driver) when collecting the vehicle. The name of the additional driver must appear on the rental agreement prior to the Santam client taking delivery of the vehicle.
- A copy of the additional driver's license must be provided to the branch in order for the additional driver to be covered as per the contract.

## 12. TARIFF PERIOD

- The tariff period for one day is 24 hours.
- The tariff period starts from the time the vehicle leaves the supplier's branch, whether it is collected or delivered to the renter and will end when the vehicle is returned to the branch.
- Santam will terminate all rentals, thus confirming the final authorised number of days for the rental. In the event of additional days being charged, due to late return of the vehicle, the amount due for the extra day or days will be deducted from the renter's car rental deposit or charged to the renter's credit card where applicable or billed to Santam if authorised.

### 13. CROSS BORDER USE

Cross border use of a rental vehicle is solely at the rental companies' discretion and not Santam.

### WHERE THE VEHICLE IS INVOLVED IN AN ACCIDENT/ INCIDENT OR STOLEN

The Santam client must contact the supplier directly and make necessary arrangements.

Where the vehicle is non-driveable, the supplier will arrange a changeover vehicle within 24 (twenty-four) hours.

The Santam client shall be responsible for the payment of the contracted liability amount directly to the supplier and the supplier must provide the Santam client a receipt of the payment.

#### Clients to take note of the Liability Waivers of the rental companies

Please ensure that your client understand the contents of the Liability Waivers in the event of an accident as the rental companies are self-insured and the cover provided is not the same as conventional comprehensive vehicle insurance cover. Additional wavers for more comprehensive cover are available for the clients too take out on rental with each company.

### TURN AROUND TIMES (TAT)

IMMEDIATE rentals (office hours, after hours, weekends and public holidays)

- Supplier to contact Santam client once reservation of rental has been received. **2 (two) hours**
- Delivery required in metropolitan/urban areas where the delivery address lies within the 50km radius from the closest supplier branch, **TAT is 3 (three) hours** from time of reservation to delivery to the Santam client.
- Delivery required in metropolitan/urban areas where the delivery address lies outside the 50km radius from the closest supplier branch, TAT is **4 (four) hours** from time of reservation to delivery to the Santam client.
- Delivery required in rural areas where the delivery address lies outside the 50km radius from the closest supplier branch, the supplier should agree a delivery time with the Santam client which must be accepted and agreed by the Santam client as reasonable. The TAT cannot exceed **10 (ten) hours**.

### FUTURE rentals (vehicle driveable and roadworthy) FUTURE rentals (vehicle driveable and roadworthy)

The Santam client will be contacted within **2 (two) hours** of the reservation being received by the supplier. Reservations received after 15h00 and before 08h00, the Santam client shall be contacted by latest 09h00 the following day to arrange car hire.

#### SERVICE LEVELS

Escalation and complaint management process for reservations and delivery

#### Queries before or during check out of as Santam client leaves supplier branch

- Includes but are not limited to:
- Rental deposits
- Vehicle group
- Vehicle quality
- Delivery and/or collection

Must be addressed within 2 (two) hours of receipt by Santam or the supplier. 2 (two) hours

#### Queries during rental which require immediate resolution

Includes but are not limited to:

- Vehicle damage
- Roadside assistance number 0800 001 669 (Avis) and 078 6169 660 (FCR)
- Santam clients to call roadside assistance number directly in case of an emergency
- Must be addressed within 1 (one) hour of receipt by Santam or the supplier.
- 1 (one) hour

#### Queries during and after checking out

Includes but are not limited to:

- Deposit refunds

- Vehicle damage
- Invoicing
- Delivery and/or collection

Must be addressed within 24 (twenty-four) hours of receipt by Santam or the supplier **24 (twenty-four) hours**