

SANTAM
BUSINESS ASSIST

WELCOME
WE ARE
OPEN
PLEASE COME IN

You work hard for your business, let us work hard for you.

Santam is an authorised financial services provider (FSP 3416), a licensed non-life insurer and controlling company for its group companies.



YOUR BUSINESS IS YOUR PRIDE AND JOY

Running a business it is not easy with all the multiple roles you have to fulfil on a daily basis. As a business owner, sometimes you have to wear multiple hats from Managing Director, Human Resources (HR), Accountant, Marketer, Information Technology (IT) Specialist, Office Manager, Purchaser, Customer Services, and on really bad days, even a plumber.

At Santam, we understand this and know that your time is precious. You need to focus 100% of your time and energy on your livelihood. With Santam Business Assist, we work hard for you by taking care of the administrative tasks while you focus on growing your business.

WHAT SANTAM BUSINESS ASSIST OFFERS

For only **R40 per month**, Santam Business Assist gives you access to a host of services that will help you navigate the necessary but tedious side of running a business. Think of Santam Business Assist as your business concierge and a team of consultants, at your disposal, aiding you with office emergencies, finance matters, marketing solutions, labour relations and HR matters, IT and general business assistance.





1. EMERGENCY AND CONVENIENCE SERVICES



Even with the best plans in place, emergencies can arise. Santam Business Assist is designed to help you handle unforeseen office emergencies with ease. Whether it's plumbing, electrical issues, a broken window, lost or broken keys, renewing your vehicle's licence disc or a driving service; we have someone to assist you.

Emergency Office Assistance

This service helps in emergency situations at your primary business premises to limit or prevent further damage to the premises.

Service offered include:

- Plumbers
- Locksmith
- Electrical
- Glaziers
- Emergency service coordination with the police, traffic department, fire brigade, ambulance services, security companies, and more.

Convenience services

Need to renew your vehicle licence disc and want to avoid long queues at the Traffic Department, want to go out and need a designated driver, or you need to go somewhere but can't use your car? Santam Business Assist will assist you with these.

Service offered include:

- **Licence Assist**
 - Advance SMS reminders for licence renewal
 - Secure online verification and payment
 - Hassle-free licence disc delivery via courier
- **Home and convenience drive**
 - Home drive - a designated driver service that ensures that you arrive home safely after a night out with the added convenience of having your vehicle safely driven home for you.
 - Convenience drive – a service that will drive you where you need to go when you don't have your vehicle with you.

2. FINANCE ASSIST



In running a business, no two months are the same which is why financial planning is important. Add tax complexities, everything gets overwhelming. Finance Assist offers access to telephonic financial advice and preventative education rendered by highly skilled professional consultants to help you manage your finances effectively.

Service offered include:

- Basic financial planning
- Debt review, wellness and counselling
- Tax assistance
- Concept of a trust
- Wills



3. MARKETING ASSIST

In today's digital landscape, reaching customers where they are is important. Establishing a robust online presence keeps your business in touch with current and potential clients. Consumers research online before purchasing, often through websites and social media.

An online presence can widen your exposure to potential customers, bolstering sales. Direct digital interactions with customers offer a cost-effective alternative to traditional advertising.

Service offered include:

- Corporate identity – logo design
- Domain registration with a basic webpage
- Facebook business page setup
- Direct mail marketing campaign
- A free consultation regarding additional requirements



4. LABOUR AND HR ASSISTANCE

Navigating labour disputes, employment contracts, leave applications, payroll and more is a complicated, time consuming but necessary part of running a business. Santam Business Assist connects you to qualified legal advisors and HR experts who will help you with your labour and HR related matters.

EmployerAssist™

Access to legal guidance via remote channels, complemented by on-site support if needed.

Telephonic and email support includes:

- Dismissal procedures
- Drafting of charge sheets and relevant notices
- Guidance and advisory services with urgent labour matters
- Advisory services related to contracts of employment
- Drafting of standard letters and documents
- Representation with regard to CCMA and Bargaining Council procedures, including conciliation and arbitration

- Advisory services related to changes and the interpretation of legislation
- Access to product-related templates such as written warnings leave forms and hearing notices

HR Transact™

A virtual HR Back-Office Support subscription covering HR administration with quick turn-around times. The subscription includes:

- Leave balance queries
- The administration of onboarding and termination documents
- Preparation of documents and letters (employment, promotion, maternity leave, retirement, and many more)
- Employment contracts, medical aid and provident fund queries
- Completion of UI19/ UI2.7 forms for UIF claims



5. IT HELPDESK



In a world that runs on technology, being “offline” can set a business back. Santam Business Assist offers IT support on IT related issues for personal computers and laptops operated in small businesses.

IT support assist includes:

- Troubleshooting or maintaining self-service websites
- Software and systems support, etc.

6. BUSINESS ASSISTANT



In running your business, you need to purchase goods, services and equipment on a regular basis. In addition, you might need to book appointments, arrange travel and accommodation. If you are in the business that looks out for tenders, the ability to keep track of relevant tenders can be costly and time consuming.

Procurement/Business Concierge

Spend more time running your business by using this service that is available 24/7 to assist you in the procurement of goods and services (at competitive rates due to volume purchases, the full discount will be passed on to you), arrange bookings and perform telephonic personal assistance services.

Tender Assistance

Save time and money by using Tender Assistance to keep track of relevant tenders for your industry.

Service offered include:

- Ability to specify the relevant industries which you participate in
- Pro-active notification of tenders as they arise
- Advising you telephonically after the completion of the tender
- Assisting you with a professional tender document



Santam understands that running a successful business takes a lot of time, hard work and the right partnerships. And when you work hard to succeed, you need a partner that helps you thrive. No matter the type and size of your business, or your vision for it, you can rely on our services to not only free up your time, so that you can focus on growing your business, but will also not cost you a fortune. Santam. Insurance good and proper.

To find out more about our Santam Business Assist speak to your intermediary or WhatsApp us on **010 211 5929** or call **0860 109 971**. Terms and Conditions apply.