

MOTOR GLASS SERVICES COMMUNICATION

Dear Service Providers

SANTAM MOTOR GLASS SERVICES FOR CLAIMS: APPLICATION MINIMUM REQUIREMENTS

How to apply?

All new Motor glass application requests need to be sent to ClaimsMotorProcurement@santam.co.za with "Motor glass Application" in the subject field.

IMPORTANT NOTE: Any supplier that previously had an agreement in place with Santam Limited, may only re-apply to be onboarded as a preferred supplier after a period of 3 (three) years from the date of the termination of the respective agreement.

Below is the **high-level minimum requirements** for applicants. Applications will only be considered and progress to the following steps if the minimum requirements are met.

Step 1: Minimum mandatory entry level criteria

Santam would like to afford **all suppliers** a fair opportunity to do business with them, conditional upon the minimum entry-level criteria listed below:

| NO. | OPERATIONAL CAPABILITY | ADDITIONAL INFORMATION |
|-----|--|---|
| 1 | Experience in the motor glass environment | Insurance company and Binder Holder client list |
| 2 | National footprint | Fitment centres |
| 3 | Mobile fitment capability | |
| 4 | National pricing including fitment | |
| 5 | Calibration capability | Inhouse or outsourced (dealerships) |
| 6. | Approved glass brands | |
| NO. | TECHNICAL AND IT CAPABILITY | ADDITIONAL INFORMATION |
| 7. | Integration with Santam systems and Motor Glass team | Orders and authorisations |
| 8. | Call centre capability | Including after hours, weekends and public holidays |
| 9. | Invoice set-up for automated payments | |
| 10. | Monthly MIS and weekly operational reporting | |

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| NO. | MANDATORY DOCUMENTATION | ADDITIONAL INFORMATION |
|-----|---|--|
| 11. | Company registration certificate (CIPC) | If private company, copies of share certificates (signed and dated documents), copy of partnership agreement if partnership. |
| 12. | Tax clearance certificate (not expired) | Business needs to be in good standing. Tax pin document status needs to be in good standing, NOT tender. |
| 13. | BBBEE certificate or sword BBBEE affidavit | Document needs to be valid for 12 months on date of application. |
| 14. | Proof of insurance | Public Liability, Fire and Theft, SASRIA. |
| 15. | Bank account confirmation letter | Stamped letter from the bank no older than 3 months. |
| 16. | Audited financial statements for the last 3 years | |

Step 2: Vendor registration on Santam Supplier Portal

The portal link will be e-mailed to you once the application process has commenced and the minimum requirements have been met.

Step 3: Due diligence review (risk assessment)

The scope of the Due diligence review includes, but is not limited to the following:

| DUE DILIGENCE | ADDITIONAL INFORMATION |
|--|--|
| Functionality of operating systems (end-to-end rental process) | Business continuity plan |
| Resource capacity | Disaster recovery plan |
| Training | Operational Health and Safety (OHS) plan |
| Site(s) visits | System back-up |
| On boarding strategy for the franchisees and/or agents | Vetting of franchisees and agents |
| Sourcing of glass parts | Licensing agreements in place (where applicable) |

Kind regards

SANTAM GROUP SOURCING TEAM

www.santam.co.za