

WELCOME

Spring has officially arrived after a fairly mild winter, with a low frequency of weather related claims during the winter. Many insurers have declared positive and improved underwriting results, which aid the recovery of the insurance markets.

The official day of spring for many is 1 September, but for some it is the spring equinox, signaling the changing of the seasons brought about by the new moon.

This quarter's edition contains some high quality news and insights. As usual, we will be highlighting topics that affect you from the economy, to industry, money and life. We are interested in your overall success and prosperity. RBS is passionate about service, expertise and innovation delivered.

RBS will be focusing on improving communication with you around our new products and informing existing clients, that we are able to offer far more value in the form of financial planning, investments, medical aid and retirement funding. RBS employees have the expertise and knowledge in these fields to deliver the services you need and provide you with the right advice to suit your requirements.

We value your feedback and welcome any queries or comments. Alternatively, you are welcome to discuss this with your Relationship Manager.

Kind regards,

Michael Petersen CEO



RBS INSIDE INFO AND NEWS

10 Ways to Ensure Your Motor Insurance Claim is not Rejected

It's the bang after the bash. The bash is the motor accident you just had. The bang comes when you're informed that you're not covered, your claim has been rejected, and you're on your own. Ouch!

So here are 10 ways to make sure that never happens:

- Don't drive under the influence of alcohol or drugs.
- Keep your license up to date.
- Inform your insurer of friends who may drive your car.
- Always report an incident to the police within 24 hours.
- Take your car in for the required inspection.
- Install security devices where required.
- Report car modifications (a turbo, sound system, etc).
- Extend your cover when crossing borders.

- Using the vehicle for its stated purpose.
- Update your details when relocating.

6 Ways to Ensure Your Truck Insurance Claim is not Rejected

It could set you back by hundreds of thousands of rands: a rejected or repudiated truck or heavy equipment insurance claim. The risks are high. But you can avoid the eventuality. Here are 6 ways:

1. Inform your insurer of any vehicle modifications.
2. Conduct frequent roadworthy checks and maintenance.
3. Ensure that operators are not under the influence of drugs or alcohol.
4. Check the driver's paperwork/licensing. Make sure it up to date and in order.
5. Inspect the 'repudiation history' of your insurer. Choose one with a low repudiation rate.
6. Read and understand the policy fine print.



INDUSTRY NEWS

Technology to Thwart the Thieves

Continental – the automotive company – has it in for car thieves. It's just launched the Novanto telematics box.

What is it? It's the size of a pocketbook and it can be used to track down a vehicle worldwide. It tracks the exact position and it offers the option of vehicle disabling.

It also makes possible the tracking of driving performance and routes – facilitating more favorable rates for those taking safer routes and driving responsibly.

Microdot technology has also reached South African shores and is being used extensively by leading brand motor vehicle manufacturers. The SAPS has announced that microdots - too small for the naked eye and containing vital vehicle information – are now compulsory for all new vehicles from January 2010.



Did You Know This About Rental Car Insurance ?

You have options. Rental car insurance is expensive, you don't have time to read the policy documents, you pay a higher excess – do you have another option?

Yes. RBS provide cover for hired cars. You'll likely find that the premium and excess will be significantly cheaper.

Also, when hiring a car, make sure that it's in good working order. Check the seatbelts, lights, door locks, alarm, engine leaks, air con, visible dents or scratches. Once you take possession, it's your baby. So take 2 minutes and check it. Pick Up On The Move, a car hire a division of RBS, provides replacement vehicles to those clients who have requested the additional cover, in the event of loss or damage. You may also utilize their services at ridiculously low rates, to hire a vehicle in your personal or business capacity. Existing RBS Business clients can also open an account and experience this awesome service.

2 Holiday Home Insurance Pitfalls

That holiday home – meant to give you a space to relax and unwind – could have the opposite effect when there's a break in or damage of some kind.

Here are 2 key pitfalls to watch out for:

1. Underestimating the value of property you transfer from home to holiday home. Expensive gifts, clothing, equipment, etc are often taken to and sometimes left at the holiday home. And they may not be. We've got the Solution: make it a practice to take inventory and calculate the replacement values.
2. Not having personal items covered because you're at a different address. We've got the Solution: talk to RBS before you leave for advice on your valuables.



Economic News and Comment

"Hesitant, Fragile and Uneven"

"Hesitant, fragile and uneven" are the words of SA Reserve Bank Governor, Gill Marcus, describing the South African economic recovery in her July 2010 speech.

Cees Bruggemans, FNB Chief Economist, describes the global economy: "Like a car in an accident incurring much more damage than perhaps initially visible to the naked eye, as the massive energy transfer in the collision was absorbed into the structure of the car, fundamentally distorting it, so the world economy in 2010 finally started to show its deeper scars visibly, two years after financial markets had done so in real time."

Added to the local economic picture of late has been the Public Servants strike. And Mr Bruggemans' observations and Governor Marcus' comments bear repeating:

"Governor Marcus expressed a deep truth stated far too infrequently in a highly competitive world, namely that South Africa cannot wish for employment creation AND agree to wage/salary settlements of often double (or triple) inflation ... Given the preceding global analysis and South African realities, one appreciates the Governors call that South Africans need to understand better the global financial crises and their consequences."

And Governor Marcus' conclusion is of special note:

"It leads to the conclusion that this requires from all of us greater interaction, common purpose and an appropriate course of action as a nation to stave off the worst ravages of the global crises."

Recent Economic Headline Stories

"SA's Careful Planning Reduced Impact of Recession" (BuaNews) – quoting Deputy Finance Minister Nhlanhla Nene: "Our prudence during times of plenty has enabled government to act aggressively to stimulate the economy in a sustainable way."

"SA a Top 20 Priority Global Investment Destination" – until now South Africa has fallen outside the top 20 in the World Investment Prospects Survey compiled by the United Nations Conference on Trade and Development (UNCTAD). The survey results indicate renewed optimism by transnational corporations and investment promotion agencies. Also predicted is further foreign

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- **Eskom Going Green** – Eskom will start procuring renewable energy projects in October 2010 to help ease power shortages in the country to relieve its carbon footprint. Solar and wind plants are mainly planned for the Eastern, Northern and Western Cape.
- **Murder Drops by 8.6%** - in SA where crime is always a hot topic, some rare good news emerged: the incidence of murder has dropped by 8.6% between 2009 and 2010. Other declining categories include: car hijacking, attempted murder, aggravated robberies, street robberies, cash-in-transit heists and bank robberies.
- **14 000 Business Robberies** – the latest statistics available for the year ending March 2009 from the SAPS shows nearly 14 000 business robberies in the country. This is a 41% increase in the previous year. South Africa already spends R50 billion on security each year. A worrying trend.
- **SA's Wine Industry "First in the World" to ...** be featured on Google Maps and Streetview. The Boland and Western Cape winelands make up the most comprehensive database of wineland imagery in the world. This makes possible navigation through 360 degree views of wine estates, vineyards, historic buildings and gardens. Visit www.google.co.za/streetview.
- **Durban to Bid for the 2020 Olympics** – Durban is the only candidate from South Africa bidding to host the 2020 Olympic Games. Tagging itself as "the warmest place to be" it is possibly competing against Rome, Tokyo, Istanbul and Dubai. The winner will be announced in 2013.

Quote of the Quarter

"Watch your thoughts, they become your words. Watch your words, they become your actions. Watch your actions, they become your habits. Watch your habits, they become your character. Watch your character, it becomes your destiny."

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