



**Innovative insurance solutions**  
for Medical Practitioners

[www.genoa.co.za](http://www.genoa.co.za)

**genoa**  
Underwriting Managers

Authorised Financial Services Provider • FSP Number 38225

# what makes genoa different?

“ The best solutions are often simple, yet unexpected. ”

*Julian Casablanco*

An analysis of the market shows that medical claims are rising sharply and that this increase has a direct correlation to the higher premiums that are charged each year. At Genoa, we are committed to making a positive contribution to the long-term sustainability of the medical sector in South Africa, and after careful assessment of the current market conditions, we are now able to offer:

- A market-leading Claims Made insurance policy underwritten by a blue chip insurer - Safire Insurance Company.
- The provision of stable, sustainable premiums with low allocations to operating costs where we focus on what is actually important by channelling our funding into offering full protection and support to our clients.
- The use of mediation and other alternative dispute resolution techniques to reduce claim costs so that practitioners are not faced with a situation where their Limit of Indemnity has been eroded by unnecessary litigation or defence costs.
- The quick and efficient resolution of valid claims and the rigorous defence against vexatious claimants.
- Personal coaching by highly qualified Medico-Legal practitioners on how best to deal with a claim as well as the trauma associated with that claim.
- Relevant and innovative Patient relationship management tips garnered from sound international research and supplemented with insights received from practitioners' interactions through their daily dealings with their patients.

## **Safire Insurance Company (FSP 2092)**

Safire Insurance Company Limited (The Insurer) opened its doors in 1987 and has for many years enjoyed the support of the world's largest re-insurance companies. This partnership has allowed Safire to effectively compete against the largest insurers in the country – and as a result – they have grown from strength to strength.

Safire practises a strict policy of selectivity and choose clients who are risk averse and who manage their businesses responsibly. Through prudent underwriting practices and low claim levels, they have been able to build up a significant client base in the personal, commercial and specialist insurance fields.



Safire Insurance Company is an authorised financial services provider

## **Genoa Underwriting Managers (FSP 38225)**

Established in 2005, Genoa Underwriting Managers was created when we realised that there was a commercial opportunity in certain niche market liability focus areas.

Traditionally, the liability space is an overtraded one, and it was through the identification of these niche areas that we were able to build a sizeable liability book of business, and to establish a trusted client base of top firms and clients throughout the country. Through a partnership with Safire Insurance Company, we have established ourselves as a leading niche-market, liability underwriting manager who is able to provide fast, efficient and insurance-specific solutions for our clients.

## **Registered with the Financial Sector Conduct Authority (FSCA)**

Safire (Insurer) and Genoa (Underwriting Managers for the Insurer) are both registered Financial Service Providers (FSPs), which means that all insurance policies issued are enforceable in terms of South African laws and are in turn regulated with the same levels of stringency as all other Insurers and UMAs in the South African marketplace.

“ The difference between ordinary and extraordinary is that little extra ”

*Jimmy Johnson*

## World leading re-insurance

Our management team hold strong relationships built over 20 years with Munich Re, the largest re-insurer in the world. We are very pleased to be the first Med-Mal Insurer in South Africa to have received their support in respect of this innovative claims made product.



## Claims Made Policy

We offer a policy which, subject to the retroactive date contained in the policy, provides cover that is triggered when a claim is made against the insured during the policy period, regardless of when the wrongful act that gave rise to the claim took place.

## Competitive premiums and individual risk rating

We have carried out a full analysis of the current South African market in order to provide our clients with competitive premiums that are sustainable over the long-term. In addition to this, we are able to offer individually risk-rated premiums according to the practitioner's clinical risk profile.

## A 60-month Extended Reporting Period (ERP)

An automatic 36-month ERP is built into the base rate premium of clients who have held a policy for a consecutive 12 months, and will begin to run when a practitioner dies, retires or is physically unable to perform his/her duties.

Such an ERP shall:

(a) be increased to a period of 48 months where the Insured has held uninterrupted cover with the Insurer for a minimum of 24 months;

(b) be increased to a period of 60 months where the Insured has held uninterrupted cover with the Insurer for a minimum of 36 months;

## Additional Extended Reporting Period (AERP)

Practitioners who feel that the automatic 60 month ERP is not sufficient may, at Underwriters discretion, purchase an Additional Extended Reporting Period (AERP). Its purpose is to give a Practitioner peace of mind should the retire, die, become physically disabled or ceased to practice and its intention is to answer the question of what happens once the ERP expires.

## Limits

Based on their associated risk profiles, we will be providing practitioners with different limits of indemnity to choose from, however the level of cover required will always be a decision that needs to be reached by the policy holder. At Genoa, the minimum limit we offer is R1,000,000 and the maximum limit is R50,000,000.

## Cover for all practitioners (allied and specialists)

At Genoa, any practitioner registered with the AHPCSA, HPCSA or SANC will be able to apply for cover.

This means that whether you are a Nurse, Podiatrist or an Obstetrician, you will be able to obtain cover through Genoa.

## Retroactive cover

As we are offering a Claims Made insurance policy, subject to Underwriter's approval, retroactive cover can be purchased at the inception of the policy thus ensuring a seamless transition. A retroactive date is the date from which a Practitioner has held uninterrupted claims made insurance cover. The purpose of the retroactive date is to exclude claims which may arise from work performed prior to the retroactive date shown in the schedule.

## Extensions

The Genoa policy is able to offer its practitioners with a wide range of choices so that they may balance the costs of the insurance against the cover which best suits their insurance needs.

“ Excellence is to do a common thing  
in an uncommon way ”

*Booker T. Washington*

## Quick and efficient claims resolution

The quick and efficient resolution of valid claims and the rigorous defence against vexatious claimants.

The use of mediation and other alternative dispute resolution techniques in order to reduce costs.

## In-house legal and medical team support

Speciality support from our in-house legal and medical team to assist our clients with best practice management of their operations.

## Legal representation for all medical related claims

We will provide legal representation for all medical-related claims whether it's billing enquiries with the HPCSA or negligent-related matters.

## 24/7 Medico-legal support line

Highly experienced advisers are continually available to assist with any medico-legal queries, as well as psychological challenges following complaints or investigations.

## Law firms

We have partnered with the following panel law firms:

CLYDE & CO

NORTON ROSE FULBRIGHT

GARLICK



BOUSFIELD

  
Webber Wentzel

  
MacRobert  
Attorneys  
Your strategic partner at law

## Broker support

At Genoa we are able to assist with all queries and product advice, as well as offer technical support when required by our broker partners.

## Reliable administration

At Genoa we have a reliable administration system that assists with efficient claims handling.

## Genoa queries

### Compliments and Complaints

Werner Badenhorst | Chief Operating Officer  
Tel 010 286 1915 | 066 472 5634 | werner@genoa.co.za

### Technical policy related queries

Pravashnie Pillay | Senior Med-Mal Underwriter  
Tel 010 286 1915 | 072 053 1703 | pravashnie@genoa.co.za

### Legal advice

Jacqueline Smith | Internal Claims Manager  
Tel 010 286 1915 | 079 580 9883 | claims@genoa.co.za

### Medico-legal advice

Brad Beira | Medico Legal Advisor  
Tel 010 286 1915 | 082 698 3621 | brad@genoa.co.za

## Genoa Underwriting Managers

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FSP Number 38225  
Directors: PB Bekker, MJ Damant

Co Reg No. 2005/027420/07

  
SAFIRE  
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FSP No: 2092

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