



Supporting brokers and clients since 1989.

MSB Insurance Administrators



Our History

MSB started out as a small cash agency during October 1989 selling insurance like any other broker. Within our first year of existence we saw the opportunity to help life insurance agents with their admin on short term insurance business. Little did we know at the time that those were truly the baby steps of what we do today.

Getting to know the industry from a marketing perspective certainly prepared us to have a better understanding of what is required from us as an administrator.



We believe that clients will always use service as a measure to select which broker to use. The challenge we face however is that insurers will always use call centres to service brokers and the level of service is not always what we expect as service providers.

With competent staff MSB currently uses various in-house developed systems to help us provide a high standard of service for more than 250 brokers and advisers nationally from our service centre in Port Elizabeth.

After many years of working with most major insurers we eventually became a single insurer administrator/UMA in order to build a stronger working relationship with one of the biggest insurers in the country. The volume of our collective premium combined with good profitability puts us in good stand with our current insurer Old Mutual Insure.

what we Do

We are constantly looking for ways to grow and improve our value proposition to brokers and advisors to add to the current offering which includes the following.

Products

We offer the full range of Old Mutual Insure products with various benefits from our sourced suppliers that can be added on.

Service

Our standard **service level agreement** includes the following:

Amendment requests received before 1pm

Updated schedule returned the next business day

Amendment requests received after 1pm

Updated schedule returned within two working days

Discount Requests

Feedback within three working

New Business Applications

Schedule issued within two working days

Renewal Schedules

Sent out two months prior to renewal date

New Business Quotations - Personal

Within two working days

New Business Quotations - Personal

Within three working days

Claims Received Before 3pm

Registered & submitted to OMI on the same day

Claims Received After 3pm

Registered & submitted to OMI before 11am the next business day

We have a full claims mandate with certain quantum limits but whether a claim falls within our mandate or not, we assist with the complete process to ensure claims are settled as speedily as possible.

Our rates discount mandate is on par with any OMI branch and we are therefore well positioned to help you protect your own portfolio.

Extras

what We Offer

MSBIA's aim is to expertly **manage the administration** of your policies, so that you can focus on what matters most. We simplify every step—from policy issuance to claims handling. Our **policy management system** allows us to personalise policy schedules in the name of your brokerage for a far more professional appearance.

The experience we gained over the years with various systems also enables us to determine where we can **add value to any brokerage**. We handle the administration details and you enjoy the benefits. MSBIA is your back-office powerhouse for efficient and compliant insurance administration.

If you would like to discuss any of our service offerings in more detail, please do not hesitate to contact our offices.

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