



13 March 2023

Dear Scottfin client,

As your preferred Broker, we are committed to keeping you informed about critical developments that have a significant impact on your business and your Taxi insurance policy cover. CTU has thus requested us to bring your attention to a concerning trend that has emerged over the past year: a significant and rapid rise in hijackings and thefts, particularly targeting new minibus taxis. These thefts and hijackings have caused significant losses for Insurers and are getting worse every month.

We take this opportunity to emphasise the importance of heightened awareness and vigilance while your taxi/s operates. It is imperative that you and your drivers, particularly in respect of newer minibus taxis, implement necessary precautions to safeguard both your taxi/s and passengers.

Additionally, it is important that you understand the terms of your insurance policy, particularly regarding cover in the event of theft or hijacking of your taxi/s. This is therefore a reminder, that any incident of hijacking or theft of your taxi/s must be reported **IMMEDIATELY** to your tracking company as well as Scottfin, and the police. Quick reporting significantly increases the likelihood of vehicle recovery and can help keep claim costs manageable, for everyone involved.

We also emphasise that insurance cover **DOES NOT EXTEND TO** theft incidents involving the employed driver, the driver's family members, or the policyholder's family members. This includes situations where theft occurs with the knowledge or consent of the family.

Should you have any questions or require further assistance, please do not hesitate to contact your preferred Scottfin branch office.

Kind regards,

Marius Marais
Regional Manager