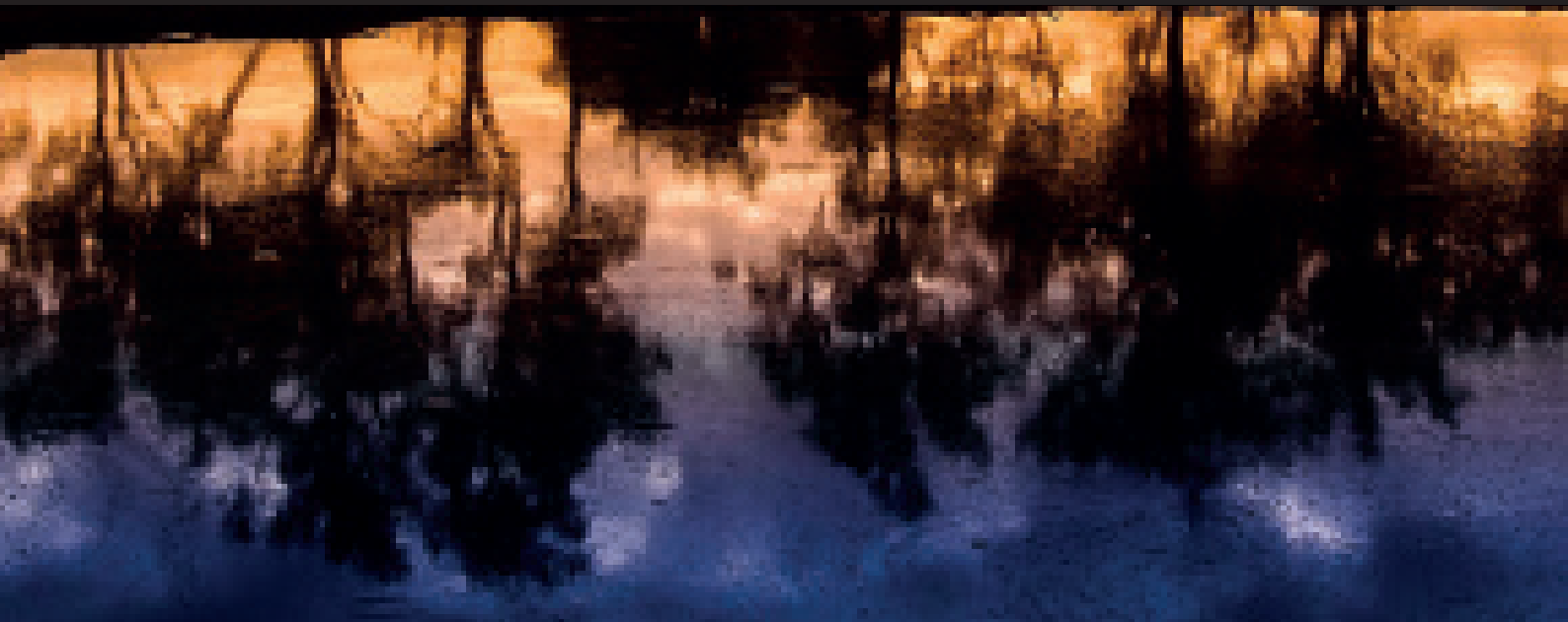




Tourism, Hospitality and Leisure Risk Solutions



PIONEERING SPECIALISED INSURANCE AND RISK MANAGEMENT SOLUTIONS FOR THE TOURISM, HOSPITALITY AND LEISURE INDUSTRY SINCE 1990

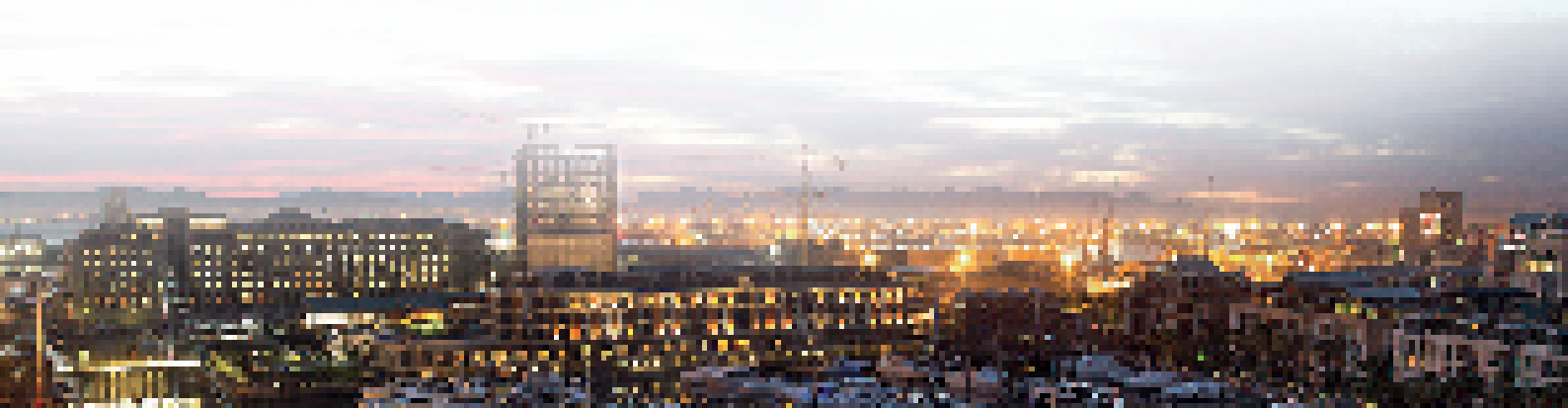
At first clients may not understand the need for a **specialist broker**. We explain to them, comparing to the medical profession, that a GP (general practitioner) no matter how good, is not authorised to perform brain surgery or administer a patient's anesthetic. Specialists **understand the unique risks** and suggest the appropriate actions to mitigate these risks.

Over the years the team at SATIB have dealt with thousands of different clients in the Tourism, Hospitality and Leisure industries **across Africa**. Be it a bush lodge or a bungee jumping operator they deserve to be looked at by a specialist who understands the risks facing their **assets**, as well as the **liabilities** they could incur towards their clients or others.

The importance of having a specialist broker in Tourism, Hospitality and Leisure is undeniable. Many of our team have come from Tourism backgrounds, so they understand the industry from a hands-on perspective.

SATIB **pioneered** cover for this industry almost **3 decades** ago and continues to lead through innovation and regular consultations with clients and cover providers across Africa. Our established relationships with international and local insurers, our intimate understanding of the industry, **A+ rated insurer security**, prompt claims settlement and efficient, personal service allows us to provide tailored products that ensure your business is secure.

Following our clients' needs and our organic involvement in the broader risk transfer industry, in 2013 SATIB became a member of the firstEquity Insurance Group. firstEquity brings **leading** skills in the **Corporate and Commercial** world and have successfully positioned themselves as the credible alternative to major internationally owned insurance advisors in South Africa, with a network that extends across sub-Saharan Africa.



TAILORED PRODUCTS FOR YOUR BUSINESS SECURITY, UNIQUE BENEFITS FOR YOUR CLIENTS

In 2015 SATIB formalised a long association with the LIAISON GROUP in **East Africa**, to bring the tourism industry bespoke products and to cater for the expanding business interests of SATIB's client base from elsewhere in Africa into the region. LIAISON brings a wealth of risk management, insurance and advisory skills to the table and are perfect strategic partners in this vibrant economic region.

In 2016, firstEquity established group businesses in **Mauritius** that allow us to offer our unique products through an **additional portal** and open up a new re-insurance wing that will engage directly with African Insurers across all sectors. Our strategic partnerships across Africa and the Indian Ocean islands, allow for a combination of complimentary skills, sharing of resources and an advantageous **mix of youth and experience**.

The newest office in the group has opened in the Seychelles in 2019.

CORPORATE INDICATORS

- We are the biggest specialist insurance broker for tourism, hospitality and leisure in Africa
- 100% Africa shareholding
- We are committed to digital transformation and embrace innovation, creating unique solutions for our clients
- We only deal with reputable insurance companies with proven security and quality assurance
- We have a significant client base ranging from corporates to entrepreneurial start-ups
- We are a Lloyds Open Market Correspondent and actively trade internationally

THE SATIB VISION

Our vision is to be Africa's leading insurance broker for enterprises requiring specialist tourism, hospitality and leisure risk solutions, whilst contributing to and promoting sustainable business practices within our sphere of influence.

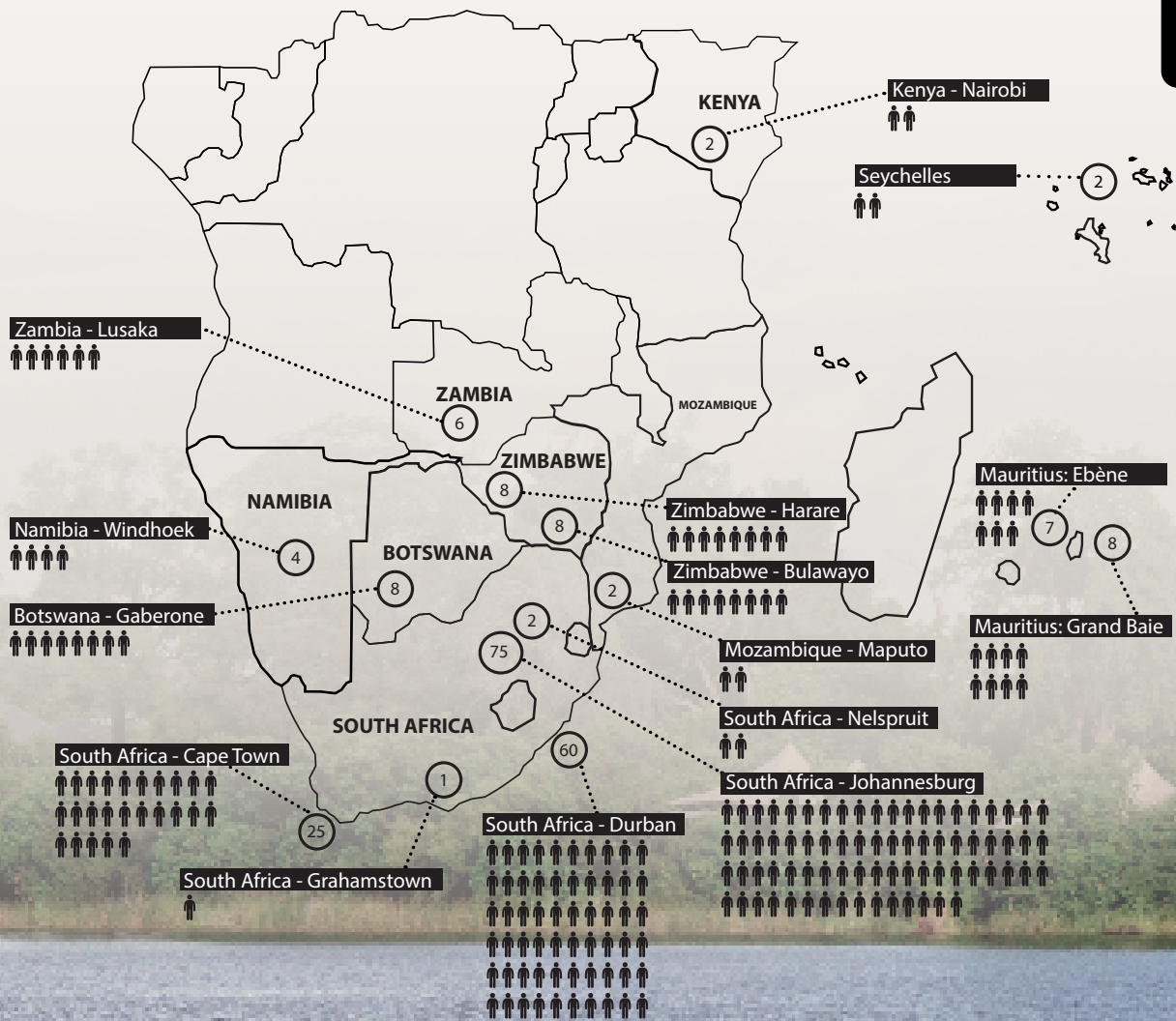
SATIB MISSION STATEMENT

We protect you.



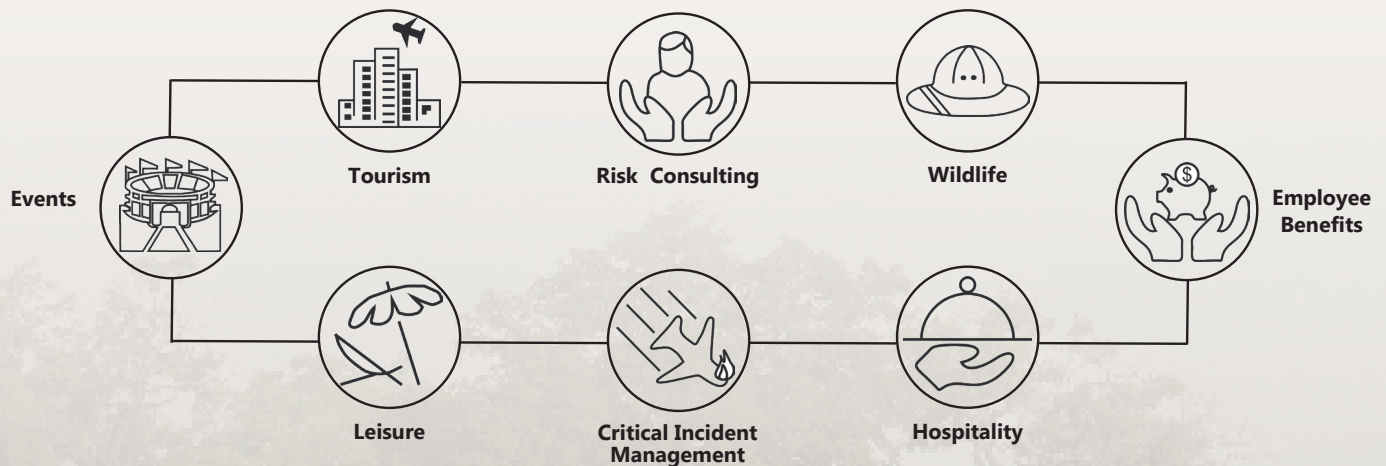
firstEquity Insurance Group

AFRICAN FOOTPRINT



A HERITAGE OF GROUNDBREAKING SERVICES AND INNOVATIVE PRODUCTS

From our humble beginnings insuring wild game in transit around Africa, SATIB has since developed **several specialised** business units and bespoke products for our clients. We are committed to servicing all businesses and individuals within the industry and believe tourism will play a pivotal role in economic transformation.



There is no substitute for skill, talent and expertise in the highly specialist and demanding business of risk transfer. SATIB and its network of market leaders have a genuine and vested interest in your business success.

WE PROTECT YOU



BEING THE BEST MEANS BEING PREPARED FOR THE WORST

The Critical Incident Management service provides you with **immediate access to a medical team**, security specialists and incident managers who are sought after **experts in Africa**, and globally, in their handling of complex evacuations plus **management of incidents to reduce liability**. It forms an integral part of our African presence and can be linked with emergency evacuation policies that can cover guests, staff or both.

SATIB24'S OPERATIONS CENTRE IS AVAILABLE TO ASSIST OUR CLIENTS 24/7/365

The team take control of the situation, **shouldering liability** whilst accessing and **co-ordinating** multiple resources, service providers, assistance companies, hospitals and insurers to ensure the smoothest and best outcome each and every time.

In addition, they will provide guidelines in **media** and legal liability **management** which is crucial in limiting reputational damage in today's world of viral media.

SATIB24 Crisis Call is a white-labelled in-house solution incorporating the above, manned 24/7/365, with an insurance component available **exclusively** to SATIB clients in South Africa only. Critical incidents impose a threat of loss – something bad happening that may cost life, limb, and money, loss of reputation property, asset damage or **business interruption**. Management of these situations by our specialist team minimise the loss and maximise the outcome. The field of **litigation** has changed somewhat with liability becoming an onerous threat to all operations and for this reason we offer additional support by managing the incidents and minimising exposure. It is important that you mitigate such loss by engaging specialists.

CORE SERVICES INCLUDE:

- 24/7 access to a High-Tech Operations Centre
- Immediate access to a medical team, **security professionals** & subject matter experts
- **Remote management** of emergency resources
- Incident notification and **stakeholder communication**
- Clinically led decision making
- Medical monitoring and **case management**
- Medical and Security **Evacuations**
- Repatriations (if required)
- Post Traumatic Assessments and **Counselling**
- **Media** Management
- **Legal** Representation
- Advisories/Active Monitoring

STRATEGIC PARTNERS:



Savage Jooste & Adams
Attorneys, Notaries, Conveyancers



TESTIMONIALS:

"Wilderness Safaris, and I personally, have worked with SATIB over the past 3 decades. During that time, SATIB have never failed to stand the tests our business has endured. We, as a company, have had many incidents that have been handled with such integrity and efficiency, that clearly shows the value and reach of the SATIB leadership. Their Incident Management team and long standing insurer relationships, cannot be truly measured, let alone appreciated, until one experiences them first-hand.

We, personally experienced such a situation, and never thought we would see a positive outcome. The traumatic and highly complex scenario, that nearly turned our lives upside down, showcased their ability to connect and communicate with clarity, across multiple territories, ensuring all stakeholders understood the circumstances, and their ability to leverage relationships outside of policy, overcome bureaucracy and red-tape, keep calm, provide comfort and counsel and in effect jump through hoops, that had not yet been identified, no doubt saved our sons life."

Keith Vincent (Wilderness Safaris)

"We as a company have had many incidents that have been handled with such integrity and efficiency, that clearly shows the value and reach of the SATIB leadership."

"I would like to specifically thank you for your assistance this week during the floods at Imbali Safari Lodges. It was an extremely stressful time for us and you really made sure that everything was handled very efficiently and professionally. I know I speak on behalf of the directors, management and staff of the lodges when I say that you really made a big difference and we appreciate all your efforts."

Wouter Pienaar, (Imbali Safari Lodge)

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