SAILOUT LOSS ADJUSTERS,

SUCCESS

ANCHORED IN CLAIM SOLUTIONS

SAILOUT
LOSS ADJUSTERS

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ABOUT US

BEE CONTRIBUTOR LEVEL 1

Institute of Loss Adjusters of Southern Africa

INSURANCE INSTITUTE OF GAUTENG
Engage. Connect. Grow.

SailOut Loss Adjusters (Pty) Ltd, is a 100% black owned company operating in the Johannesburg and surrounding areas working with large Financial Service Providers, and provides assessing and loss adjusting of claims' services.

The company was founded in 2020 by Mr Mantsena Maphophe, having been involved in the insurance industry for over 15 years, he saw a gap in the market to start a loss adjusting firm which will provide highly technical claims assessing and/or loss adjusting services. The company aims to assess small, medium and large-scale claims' losses/complex claims in conjunction with partnering with the Procurement of large Financial Service Providers to deliver claims service to their clients.

OBJECTIVES AND VALUE PROPOSITION

SailOut Loss Adjusters strives to offer credible and reliable claim assessing and adjusting quality work, and maintain the highest standards of service in the insurance industry by:

- Handling small, medium and larger complex losses to producing quality and technical reports.
- Effectively reduce turnaround times by complying with the respective Service Level Agreements (SLA's) and facilitating timeous settlement which are equitable.
- Adherence to Treating Customers Fairly (TCF) regulations and complying with the Protection of Personal Information Act (POPI), whilst upholding ethical codes and standards that guide the insurance industry.
- Build business ties in the insurance industry and secure valuable client base for future business.
- Effective and efficient handling of claims to reduce turnaround time for both the Insured and Insurer.

The insurance industry plays a pivotal role in keeping the economy afloat as it protects businesses against risks which may hinder their trading services and the effect that climate change has in our environment through unpredictable catastrophes or natural causes in South Africa and globally. Financial Service Providers (FSP's) serve as an assurance to alleviate the burden that businesses may encounter during a time of a fortuitous loss. It is evident that SailOut Loss Adjusters will fit into this gap to provide claims service in an effort to resolve, and assist clients with the claims process and procedure in seeking out the best claim adjusting solution for the FSP's.

MISSION

The Company aims to position itself through its ability and capability of proactive dimension approach and astute cognitive resolve to provide claims solutions to challenges faced in the insurance industry by Financial Service Providers.

SERVICES

SailOut Loss Adjusters provides comprehensive claims services designed to assisting the clients in curbing their claims cost spend. SailOut Loss Adjusters specialise in the following key areas:

PERSONAL LINE

SailOut Loss Adjusters provides expert assessing and loss adjusting services for personal lines claims, ensuring fair and timely resolutions.

COMMERCIAL NON-MOTOR

SailOut Loss Adjusters provides expert assessing and loss adjusting services for Commercial Non-Motor claims, ensuring efficient and comprehensive sup-

PROPERTY ASSETS CORPORATE BUSINESS

SailOut Loss Adjusters specializes in assessing and adjusting Property/Assets/Corporate Business Commercial Non-Motor claims, ensuring prompt and

ENGINEERING CLASSES

SailOut Loss Adjusters specializes in expert assessing and loss adjusting services for Engineering claims, providing efficient and comprehensive

MANAGING DIRECTOR

Mantsena Maphophe is the Founding Member and Managing Director at SailOut Loss Adjusters, holds a B com (Management) degree, an NQF level 4 in Short–Term Insurance & NQF level 4 in Long-Term Insurance, is a candidate Member of the Institute of Loss Adjusters of Southern Africa (ILASA) and has worked in the insurance industry for over 15 years and specialises in:

- Property Damage
- Crime
- Transit
- Liability
- Contractors All Risks
- Plant All Risks

TESTIMONIALS

JOHN HOUSTON

I was impressed with SailOut Loss Adjusters' expertise and professionalism when handling our commercial property claim. They quickly assessed the damages, accurately estimated the repair costs, and worked tirelessly with our insurer to ensure a fair settlement. Their attention to detail and efficient communication made the entire process smooth and hassle-free. I highly recommend their services to anyone in need of top-notch loss adjusting assistance.

THABO MOLEFE

SailOut Loss Adjusters proved to be a valuable partner in navigating the complexities of our engineering claim. Their knowledgeable team understood the technical aspects involved and provided meticulous assessments of our machinery losses. They effectively communicated with our insurance provider, advocating for our best interests throughout the process. Their expertise and dedication were instrumental in helping us recover swiftly. We are extremely grateful for their outstanding service.

ZINHLE NDLOVU

Dealing with a personal property claim was a stressful experience until we engaged SailOut Loss Adjusters. Their friendly and empathetic approach immediately put us at ease. They thoroughly assessed our losses, ensuring nothing was overlooked, and provided clear guidance every step of the way. Thanks to their expertise and diligence, we received a fair settlement that helped us rebuild and move forward. We are grateful for their professionalism and highly recommend their services.

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