

FSCA INFORMATION REQUEST 1 OF 2025 (INS)

FINANCIAL SECTOR REGULATION ACT, 2017 (ACT NO. 9 OF 2017)

**REQUEST FOR INFORMATION ON PERSONAL LINES CLAIMS REPORTED IN THE 2024
CALENDAR YEAR**

1. REQUEST FOR INFORMATION

The Financial Sector Conduct Authority ("FSCA"), under Section 131 of the Financial Sector Regulation Act, 2017 (Act No. 9 of 2017) ("FSR ACT"), requests all licensed non-life insurers that are members of National Financial Ombud Scheme ("NFO") ("relevant non-life insurers") to furnish information to the FSCA on the number of personal lines claims reported in the 2024 calendar year via the FSCA's *"Conduct of Business Upload facility"*.

2. BACKGROUND

In its annual report, the NFO includes details of the number of personal line claims reported in the most recent calendar year. The FSCA supports the NFO in obtaining this information as this data also assists the FSCA in fulfilling its functions and monitoring the extent to which insurers deliver fair outcomes for financial customers. In this context, the FSCA is issuing an Information request to assist the NFO in obtaining the information mentioned above from the relevant non-life insurers to facilitate accurate and useful complaint overturn reporting for purposes of the NFO's annual report for the 2024 calendar year.

3. FORMAT OF INFORMATION REQUESTED AND TIMELINE FOR SUBMISSION

Relevant non-life insurers must upload the required claims information for the period 1 January 2024 up to and including 31 December 2024, via the FSCA's *"Conduct of Business Upload facility"*, by no later than **10 March 2025**.

Pathway to the FSCA's *"Conduct of Business Upload facility"*: *Home < Regulated Entities < E-Services < Insurer / Microinsurer < Conduct of Business Upload facility < Login with registered credentials < Go to Submission < Select a submission from the drop down box < Select "NFO Claims 2024"*.

4. FAILURE TO COMPLY WITH REQUEST

Failure to provide the specified information by or within the timeframe stipulated constitutes an offence under Section 267 of the FSR Act.

5. PUBLICATION

This Information Request is available on the FSCA's website (www.fsca.co.za) under Regulatory Framework < Notices < Insurer / Microinsurer.

6. ENQUIRIES

For more information about this Information Request, please contact Mr Caswell Motumisi at Caswell.Motumisi@fsca.co.za.



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KEDIBONE DIKOKWE
DIVISIONAL EXECUTIVE: CONDUCT OF BUSINESS SUPERVISION

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