Innovative insurance solutions

for Medical Practitioners and Medical Institutions

www.genoa.co.za

genoa Underwriting Managers

Authorised Financial Services Provider • FSP Number 38225

what makes genoa different?

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"The best solutions are often simple, yet unexpected."
Julian Casablancas

An analysis of the market shows that medical claims are rising sharply and that this increase has a direct correlation to the higher premiums that are charged each year. At Genoa, we are committed to making a positive contribution to the long-term sustainability of the medical sector in South Africa, and after careful assessment of the current market conditions, we are now able to offer:

- A market-leading Claims Made insurance policy underwritten by a world class Insurer, Lombard Insurance Company Limited.
- The provision of stable, sustainable premiums with low allocations to operating costs where we focus on what is actually important by channelling our funding into offering full protection and support to our clients.
- The use of mediation and other alternative dispute resolution techniques to reduce claim costs so that practitioners are not faced with a situation where their Limit of Indemnity has been eroded by unnecessary litigation or defence costs.
- The quick and efficient resolution of valid claims and the rigorous defence against vexatious claimants.
- Personal coaching by highly qualified Medico-Legal practitioners on how best to deal with a claim as well as the trauma associated with that claim.

Lombard Insurance Company Limited (FSP No. 1596)

Lombard Insurance Company Limited (The Insurer) is a specialist insurance business and risk management partner across Specialist Commercial, Guarantee & Trade Credit Insurance

For over 35 years our focus has been to invest in and develop successful niche businesses.

Lombard started in insurance guarantees for the construction industry and today has built a dynamic UMA partnership businesses across multiple specialist commercial and personal insurance lines, and are leaders in the guarantee space across construction, logistics, fuel, energy, mining rehabilitation, and in trade credit solutions.

LOMBARD
An Authorised Financial Services Provider (FSP 1596) and a licensed non-life insurer.

SAUMA
THE VOICE OF THE UMA
MEMBER

Genoa Underwriting Managers (FSP 38225)

Established in 2005, Genoa Underwriting Managers was created when we realised that there was a commercial opportunity in certain niche market liability focus areas.

Traditionally, the liability space is an over-traded one, and it was through the identification of specific areas that we were able to build a sizeable liability book of business, and to establish a trusted client base of prominent institutions and medical practitioner clients throughout the country.

Through a partnership with Lombard Insurance Company Limited, we have established ourselves as a leading niche market, liability underwriting manager who is able to provide fast, efficient and insurance-specific solutions for our clients.

Registered with the Financial Sector Conduct Authority (FSCA)

Lombard (Insurer) and Genoa (Underwriting Managers for the Insurer) are both registered Financial Service Providers (FSPs), which means that all insurance policies issued are enforceable in terms of South African laws and are in turn regulated with the same levels of stringency as all other Insurers and UMAs in the South African marketplace.

The South African Underwriters' Association (SAUMA)

Genoa is a proud member of The South African Underwriters' Association (SAUMA) and we are committed to upholding its strong code of ethics. As a UMA, all of our business is sourced via intermediary distribution channels.

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"The difference between ordinary and extraordinary is that little extra"
Jimmy Johnson

World leading re-insurance

Our management team hold strong relationships built over 20 years with some of the largest reinsurers in the world. We are pleased to have support for our Medical Malpractice solution from markets like Munich Re, Scor, Everest Re and other prominent international reinsurers.

Claims Made Policy

We offer a policy which, subject to the retroactive date contained in the policy, provides cover that is triggered when a claim is made against the insured during the policy period, regardless of when the wrongful act that gave rise to the claim took place.

Competitive premiums and individual risk rating

We have carried out a full analysis of the current South African market in order to provide our clients with competitive premiums that are sustainable over the long-term. In addition to this, we are able to offer individually risk-rated premiums according to the practitioner's clinical risk profile.

A 60-month Extended Reporting Period (ERP) (applicable for individual practitioners)

An automatic 36-month ERP is built into the base rate premium of clients who have held a policy for a consecutive 12 months, and will begin to run when a practitioner dies, retires or is physically unable to perform his/her duties.

Such an ERP shall:

(a) be increased to a period of 48 months where the Insured has held uninterrupted cover with the Insurer for a minimum of 24 months;

(b) be increased to a period of 60 months where the Insured has held uninterrupted cover with the Insurer for a minimum of 36 months;

Additional Extended Reporting Period (AERP) (applicable for individual practitioners)

Practitioners who feel that the automatic 60 month ERP is not sufficient may, at Underwriters discretion, purchase an Additional Extended Reporting Period (AERP). Its purpose is to give a Practitioner peace of mind should the retire, die, become physically disabled or ceased to practice and its intention is to answer the question of what happens once the ERP expires.

Limits

Based on their associated risk profiles, we provide practitioners and medical institutions with different limits of indemnity to choose from, however the level of cover required will always be a decision that needs to be reached by the policy holder.

At Genoa, the minimum limit we offer to individual medical practitioners is R1,000,000 and the maximum limit is R50,000,000. For our Institutional Policies we are able to offer limits of up to R100,000,000.

Cover for all practitioners (allied and specialists) as well as Institutional Medical Malpractice

At Genoa, any practitioner registered with the AHPCSA, HPCSA, SANC, or other approved regulatory body will be able to apply for cover.

This means that whether you are a Nurse, Podiatrist or a specialist Surgeon, you will be able to obtain cover through Genoa. Similarly all private medical institutions registered with the DOH can apply for cover with us.

Retroactive cover

As we are offering a Claims Made insurance policy, subject to Underwriter's approval, retroactive cover can be purchased at the inception of the policy thus ensuring a seamless transition A retroactive date is the date from which a Practitioner/Institution has held uninterrupted claims made insurance cover. The purpose of the retroactive date is to exclude claims which may arise from work performed prior to the retroactive date shown in the schedule.

Extensions

The Genoa policy is able to offer both its individual practitioners and medical institutions a wide range of choices so that they may balance the costs of the insurance against the cover which best suits their insurance needs.

Shariah Compliant Medical Malpractice

Genoa is pleased to bring another country first solution to the Muslim medical community where we offer our Takaful Members a Takaful Policy which has been endorsed by the Islamic scholars Mufti Ahmed Suliman, Mufti Zaid Haspatel and Sheikh Muhammad Carr.

legal specific

"Excellence is to do a common thing in an uncommon way"
Booker T. Washington

Quick and efficient claims resolution

The quick and efficient resolution of valid claims and the rigorous defence against vexatious claimants.

The use of mediation and other alternative dispute resolution techniques in order to reduce costs.

In-house legal and medical team support

Speciality support from our in-house legal and medical team to assist our clients with best practice management of their operations.

Legal representation for all medical related claims

We will provide legal representation for all medical-related claims whether it's billing enquiries with the HPCSA or negligent-related matters.

24/7 Medico-legal support line

Genoa clients will have access to highly experienced advisers who are continually available to assist with any medico-legal queries, and/or psychological challenges following a complaint or an investigation, for example Professor Martin Brand, Dr Caswell Nkuna, Dr Peter Anderson and Dr Rinesh Chetty.

Legal Practitioners

Genoa clients will have access to the top medical malpractice legal firms in South Africa:

Clyde&Co | Garlicke & Bousfield | Norton Rose Fulbright | MacRobert Attorneys | Malatji & Co Attorneys | Webber Wentzel in alliance with Linklaters

Broker support

At Genoa we are able to assist with all queries and product advice, as well as offer technical support when required by our broker partners.

Reliable administration

At Genoa we have a reliable administration system that assists with efficient claims handling.

Genoa queries

Compliments and Complaints

Tel 010 590 9449 | info@genoa.co.za

Technical policy related queries

Marion Lawrence | Underwriter
Tel 010 972 9157 | 078 183 7317 | marionl@genoa.co.za

Pravashnie Govender | Senior Underwriting Manager
Tel 010 590 9449 | 072 053 1703 | pravashnieg@genoa.co.za

Legal advice

Ingé Sieberhagen | Head of Claims & Legal Counsel
Tel 010 590 9449 | 072 862 5542 | inges@genoa.co.za

Genoa Underwriting Managers

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FSP Number 38225
Directors: MJ Damant, S von Roretz, A Shand

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