

apex motorcycle insurance Compliment

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SUPPLIER	apex motorcycle insurance	INDUSTRY	Insurance
SPECIFIC AREA		COUNTRY	South Africa
TIME / DATE	08:12 Tue 26 May	PERSON RESPONSIBLE	Connie Behrmann
CUSTOMER	fred.roderick@bcx.co.za	View all reports by user	1 0

HEADLINE Thank you for APEX excellent service

THE INCIDENT
Tue 26 May

I as recently involved in a motorcycle accident and as I am onsiured by APEX Underwritten by Hollard, my wife promptly reported the accident to Connie Behrmann at Apex who was extremely helpfull and assisted s every step of the way. Connie would come to our house, sometimes as late as 7pm to collect and get documents signed by me. Further to this, my claim was also paid out within 72 hours without any hassles whatsoever. I must state that given the fact that my bike was a 1998 model, being 10 years old one would expect relatively poor service, due to the low premium and the age of the bike. However, this is where APEX really amazed me, they treated me like a customer who pays a top premium. All in all, I must truly compliment APEX and escpecially Connie for an outstanding job done. Once I am able to ride again and I buy my new bike, I'll be going back to APEX for insurance as they treat their customers like an only customer. Big Tumbs Up for APEX.

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Apex - Motorcycle Insurance Compliment

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SUPPLIER	Apex - Motorcycle Insurance	INDUSTRY	Insurance
SPECIFIC AREA		COUNTRY	South Africa
TIME / DATE	12:21 Fri 8 May	PERSON RESPONSIBLE	Ellen & Race Design (Paul)
CUSTOMER	Karin	View all reports by user	1 0

HEADLINE Absolute pleasure and highly recommended!

THE INCIDENT
Wed 8 Apr **First time claimant on my motorcycle Insurance, no hassle no fuss, claim was lodged, resolved and settled in no time!! Thank you Apex in particular Ellen, who was very efficient in handling the claim and a pleasure to deal with. I was also very impressed when I received the bike back, Paul from Race Design you did a magnificent job!!**

I would recommend you all to anyone out there!!

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SUPPLIER	apex motorcycle insurance	INDUSTRY	
SPECIFIC AREA	PRETORIA	COUNTRY	South Africa
TIME / DATE	13:47 Wed 18 Mar	PERSON RESPONSIBLE	ELLEN
CUSTOMER	ozorio	View all reports by user	1 0

HEADLINE: INSURANCE CLAIM FOR MOTORBIKE

THE INCIDENT
Thu 30 Oct
Last year October, my new motor bike was *****n. When i claimed for the bike from the insurance company, i was alerted to the fact that some of the policy details differed from the scene of the theft and that the whole case was jeopardized to such an extent that the claim could be rejected.

I dealt with the staff (Ellen) in particular and the claim was resolved and settled in a hassle free and curious manner. The company manager also involved himself with the case and fortunately the staff at this company still believe in ethics and morals instead of just hiding behind clauses and un-intentional blunders to get out of settling a claim.

The staff at Apex are also very friendly and i would definately recommend Apex for all motorcycle insurance needs.

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SUPPLIER	apex motorcycle insurance	INDUSTRY	
SPECIFIC AREA	KYALAMI	COUNTRY	South Africa
TIME / DATE	20:50 Mon 2 Mar	PERSON RESPONSIBLE	Terrt and Ellen
CUSTOMER	sasha1	View all reports by user	1 0

HEADLINE Apex a pleasue!

THE INCIDENT
Mon 2 Mar

JUST TO LET ALL INTERESTED KNOW ABOUT THE GREAT SERVICE AND PERSONAL ATTENTION I HAVE RECIEVED FROM APEX MOTORCYCLE INSURANCE. I HAD THE PLEASURE OF BUYING MY FIRST SUPERBIKE LAST YEAR AND THE TERRIBLE EXPERIENCE OF BINNING IT AT A TRACK SCHOOL IN NOVEMBER LAST YEAR. I TOOK IT TO A BUSINESS RECOMMENDED TO ME BY FRIENDS AND CLOSED MY BUSINESS AND WENT ON HOLIDAY FOR 4 WEEKS. ON ARRIVING BACK I WAS SHOCKED TO PICK UP AN EMAIL SAYING THAT THE QUOTE WAS EXCESSIVELY HIGH AND MY BABY WAS TO BE SCRAPPED! WELL I JUST KNEW THIS SHOULD NEVER HAVE BEEN THE CASE AND APPROACHED TERRY AND ELLEN FROM APEX. TO CUT IT SHORT NOT ONLY DID THEY ACCOMODATE ME, BUT REFERRED ME TO A TOP BIKE BUILDER IN KEMPTON NAMED PAUL, FROM RACE DESIGNS AND HE REPAIRED MY BIKE AT LESS THAN HALF THE ORIGINAL QUOTE AND MY BIKE LOOKS BETTER THAN THE DAY I GOT IT. WHAT A PLEASURE, THANKS YOU PAUL, TERRY AND ELLE!!!!

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Hollard Insurance Compliment

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SUPPLIER	Hollard Insurance	INDUSTRY	Insurance
SPECIFIC AREA	Kempton Park	COUNTRY	South Africa
TIME / DATE	14:51 Thu 12 Feb	PERSON RESPONSIBLE	
CUSTOMER	mrau	View all reports by user	1 0
HEADLINE	Well done to Apex		
THE INCIDENT Mon 19 Jan	I just want to compliment Apex insurance (Hollard partner) for the prompt and very professional way that they handled my Bike accident claim. Lezanne, Ellen and Terrance. Thank you so much, you guys are great. To all the bikers out there, use Apex they are the best.		
SUPPLIER RESPONSE Time: 09:15:10 Tue 17 Feb 09	Hello mrau, Thank you for your recent comments. It is gratifying to hear that Hollard and our partners deliver the service that you deserve. Regards Luciano Dorkin Manager - Complaints Resolutions (011) 351 1336		

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-----Original Message-----

From: Lezanne Brett
Sent: 29 May 2009 01:17 PM
To: Terry Terblanche
Subject: FW: OTP

FYI

From: Alberts, Ronel [mailto:RAberts@fnb.co.za]
Sent: 29 May 2009 01:00 PM
To: Lezanne Brett
Subject: RE: OTP

Thanks for all your help Lezanne – your prompt response and professionalism is very much appreciated!

Best regards,
Ronel

From: Lezanne Brett [mailto:Lezanne@apexsa.co.za]
Sent: Wednesday, May 27, 2009 4:44 PM
To: Alberts, Ronel
Subject: RE: OTP

Hi

Your revised schedule has been sent to the broker.

All is in order.

Kind Regards

Lezanne Brett
Apex Motorcycle Insurance
Tel : 0861 046 046
Fax : 086 674 7319
e-mail : lezanne@apexsa.co.za
Web : www.apexsa.co.za
FSP NO : 17698
An Approved Financial Service Provider

-----Original Message-----

From: Ellen Kern
Sent: 03 June 2009 12:41 PM
To: Terry Terblanche
Subject: FW: Apex claim - Herbst 110711/01

From: Callie Herbst [mailto:callieh@agrinet.co.za]
Sent: 03 June 2009 12:01 PM
To: Ellen Kern
Subject: RE: Apex claim - Herbst 110711/01

Hello Ellen

Sjoe julle is vinnig....

'n Vraag n: Op my huidige polis (wat ek nou ten duurste agetrkom) is my helmet en beskermdede klere (baaidjie broek en skoene) nie bygesit nie - as ek dit wil laat bysit, at gaan dit ekstra kos ? Waardes is min of meer :

Helmet R3000
Klere : R2000

Groete

Callie Herbst
Logistieke Bestuurder / Logistics Manager
Agrinet
Tel: 012 657-2170
Fax: 086 529 4349
Cell : 082 455 5500
www.agrinet.co.za
Vrywaring / Disclaimer:
<http://www.corporate.agrinet.co.za/legal.asp>

From: Ellen Kern [mailto:ellen@apexsa.co.za]
Sent: 03 June 2009 11:41 AM
To: callieh@agrinet.co.za
Cc: Paula
Subject: Apex claim - Herbst 110711/01

Good day Mr. Herbst

Please find attached your claims increase letter with your new updated Certificate of Insurance. Please read thru the document and if there are details that should be changed please let me know.

Also note the repair authorization was sent thru to the dealer. Your excess to pay in at the dealer is R4500.

Kind Regards

Ellen Kern

Apex Motorcycle Insurance

Tel : 0861 046 046

Fax : 086 673 1553

e-mail : ellen@apexsa.co.za

Web : www.apexsa.co.za

FSP NO : 17698

An Authorized Financial Service Provider

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From: Paula [mailto:paula@ordsure.co.za]
Sent: 21 May 2009 05:15 PM
To: Connie Wehrmann
Cc: Terry Terblanche
Subject: Baie dankie!

Beste Connie,

Namens ons almal hier by Ordsure, wil ons net baie dankie se vir die puik diens wat ons van jou ontvang!
Dit is voorwaar n plesier om met jou te werk. Baie dankie vir die moed in praat as ons nie meer weet
water kant toe nie.

Baie dankie vir julle almal se hulp!

Kind Regards / Vriendelike Groete
Paula Bezuidenhout

Risk Assistant



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