Beame Product info and user manual

3. Underwriting · https://mjdbrokers.com/knowledge-base/beame-product-info-and-user-manual/

Embedded media: https://mjdbrokers.com/wp-content/uploads/2024/08/SIS-FAQMix-Telematic-one-pager.pdf

SIS FAQMix Telematic one pagerDownload

SIS Approach

Further to our previous communication regarding *"Vehicle Thefts and Hi-Jackings- The SIS Approach*", with the deadline of **01 May 2023** fast approaching**,** we require your continued support in mitigating the risk of high-risk vehicles that are yet to have the Beame / IGLA / KVANT devices installed.

In order to assist, we attach a list of outstanding vehicles for which there is no risk mitigation option selected or where no tracking certificate is loaded as per the SIS Cafe System. Should no risk mitigation be selected on the outstanding vehicles, the default excess of 25% **(Option 3**) will apply effective **01 May 2023** .

Should the clients have been advised to fit a Beame Device or have opted for the fitment of a Beame Device **(Option 1)** and you require assistance**,** Beame's management team have again confirmed they are more than willing to meet and engage with SIS's Brokers to offer their support on this project. If you would like us to help facilitate and setup the same, please let us know.

Beame have also kindly provided the below and attached information in order to assist:

New Leads/Old leads that were not successfully concluded:

Personal Leads:

Broker/Client needs to send back a signed & filled in Beame application form + SIS debit form.

Signed documents sent on an email to @sis@beame.co.za

Keegan to check email/signed doc & then send to Fitment Centre leads

Commercial Leads:

Broker/Client needs to send back a fully signed MSA, & a credit app for any policies containing 4 or more vehicles.

Signed documents sent on an email to @sis@beame.co.za

Keegan to check email/signed doc & then send to SSCS Corp Scheduling

Alternatively, continue to use the link below, but must be aware that this may not result in a fitment – receiving the signed documents greatly enhances the chance of fitment.

Brokers/Clients must be aware that on the MSA and Credit App, everything highlighted in red or marked with an X needs to be filled in/signed, our corporate team will not accept incomplete documentation.

https://www.beam-e.com/strategic-insurance-systems

Queries:

Broker needs to send all queries to backofficesupport@mixtelematics.com, such as:

- Certificates & Certificate Corrections
- Welcome Packs that need to be resent.
- Queries on whether the client has been fitted & any fitment case related query.

Whatsapp Helpline for clients – You can communicate to the client that their certificate and welcome pack can be obtained via this self-help method.



Sleep mode on Beame – You need to be aware that a certificate is not always available after fitment - & that their first action should be to ask the client for the certificate that would've been provided with their welcome pack.

The Beame goes into a sleep mode if the vehicle is not used for a period of time, this is completely normal – but can lead to broker frustration when needing a certificate.

The Beame device can also have a genuine fault if we cannot pull the certificate, and every time this happens – an actual repair case is opened and the team investigate the matter.