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CIA awarded three UMA awards at Night of the Stars

CIA (Commercial & Industrial Acceptances), an Underwriting Management Company specialising in Building Insurance, was awarded three of the six awards presented at Compass' prestigious Night of the Stars Awards Evening.

CIA has developed a reputation of providing professional and effective service by offering holistic, cost-effective insurance solutions for its clients, and is thrilled to have been awarded the Measured Award based on the most consistent claims audit score measured over the past two years; the Quality Award for best overall Audit Results for the period October 2009 to September 2010, which includes Claims, Finance and Underwriting audit scores; and the Intelligent Award for using innovative methods to improve business to the mutual benefit of both the agency and Compass.

In addition to these accolades, CIA was also the runner-up for the Partnership Award for the agency that scored the highest overall total score based on the weighted score card – a score that is driven primarily by profitability; and the Personal Award for the agency elected by all the Compass staff for adherence to Compass procedures and deadlines.

André de Waal, CIA Managing Director, says, "Our business strategy is simple: customer satisfaction. The traditional perception of Underwriting Managers has been 'the people in the background'; however, good quality underwriting is so much more than that. We understand what expertise it takes to manage all the variables that affect strong underwriting disciplines and risk quality. We are experts in our field with renowned technical knowledge of the market which enables us to offer the specialised products we do." De Waal continued, "To win the FIA award earlier on in the year and then to walk away with three of the six UMA awards at Compass' Night of



(L to R): Angela Mhlanga (Compass MD), Pierre Gouws (CIA), André de Waal (CIA), Georgie Graham (CIA), Dean Delpont (Compass), Russell Spring(Compass)

the Stars is an accolade for which we are immensely proud and proves how dedicated our team are to providing quality service and how good, long term relationships with our clients position us as leaders in our market. We will always strive to improve on our best so look forward to building on our successes of 2010 in 2011."

Dean Delpont, Executive Insurance: Underwriting and Claims of Compass Insurance said, "To be able to offer our clients products and services that are specifically aligned with their business needs and the needs of their clients, we need quality partners who understand their market, their clients and their business. CIA has been fundamental in our success and its achievement at our awards evening demonstrates the type of service we are able to offer the brokers thanks to the underwriting agencies we choose to work with."