



RECLAIM  RESOLVE

WHEN INSURERS SAY NO, WE MAKE THEM LISTEN

# BUSINESS PROFILE

## 2025

TURNING REJECTED CLAIMS INTO RESOLVED CLAIMS

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## Company Overview

ReClaimResolve is a specialist claims advocacy firm dedicated to assisting individuals and businesses to appeal, review, and overturn rejected or unfairly declined insurance claims. We operate as an independent intermediary, ensuring that every client receives a fair and just claims outcome in accordance with policy terms, the law, and Treating Customers Fairly (TCF) principles.

At ReClaimResolve, we believe that  
**“every claim deserves a fair chance.”**

# Mission Statement

To empower policyholders by ensuring they receive fair, transparent, and lawful claim outcomes through professional review, negotiation, and representation.

# Vision

To become South Africa's most trusted insurance claim resolution partner, known for fairness, integrity, and results.



# Our Core Services



## Claim Review & Assessment

We evaluate declined or delayed claims to identify insurer errors, policy misinterpretations, or unfair practices.



## Claim Appeal & Negotiation

We prepare professional appeal submissions and engage insurers on behalf of clients to ensure fair reconsideration.



## Policyholder Advocacy

We act as the client's voice, ensuring their rights are protected and claims are handled ethically and in line with FAIS & TCF standards.



## Ombudsman Referral Support

Where necessary, we assist clients in preparing cases for submission to the Ombudsman for Short-Term Insurance (OSTI) or other dispute bodies.



## Claims Education & Advisory

We educate clients on claim rights, policy exclusions, and how to avoid future disputes.

# Our Approach

Our process is built on integrity, transparency, and client empowerment:

## **Assess**

Review claim documents and insurer correspondence

## **Advise**

Identify grounds for appeal or reconsideration

## **Act**

Engage insurer and pursue resolution

## **Achieve**

Secure fair claim outcomes or compensation



# Why Choose ReClaimResolve

- ✓ Independent and client-focused
- ✓ Experienced in insurance claims and compliance
- ✓ Proven success overturning unfairly rejected claims
- ✓ Fast, professional, and confidential service
- ✓ Affordable fees, pay only for results  
(optional success fee model)

## Our Clients

- Individuals with declined vehicle, home, or travel insurance claims
- Small businesses facing commercial claim rejections
- Professionals with liability or indemnity claim disputes
- Brokers or advisers seeking independent claim support for their clients

# Compliance & Ethics



ReClaimResolve operates in line with the Financial Advisory and Intermediary Services (FAIS) Act, the Short-Term Insurance Act, and the Treating Customers Fairly (TCF) framework. Our processes align with Ombudsman standards to promote fair industry practices.



## Contact Us



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