



# CLANFIN

SHORT TERM INSURANCE BROKERS

Reg No: 2003 / 004003 / 07  
FAIS FSP No: 16077



# INTRODUCTION



Established in 2007 by Derek Holdsworth, Clanfin's philosophy has always been a continued focus on tailor made personal service. The company's original niche market was the trucking industry, but as a result of our clients wanting us to extend the range of professional services we offer, we now include a greater variety of professional cover such as commercial, engineering, agricultural, marine, domestic and aviation insurance.

## Our Vision

To consistently share the Clanfin ethic of honesty, integrity and of growth through service excellence.

## Our Mission Statement

Build the highest level of trust through establishing lasting relationships with our clients in order to meet their individual needs. We pride ourselves in creating a sustainable future for our clients and staff through our methodology of treating customers fairly (TCF).

# OUR PRACTICE



Clanfin now boasts a staff complement of 27 qualified staff members who specialise in marketing, underwriting and claims. The company philosophy of service through excellence is enforced, whereby the client is treated fairly and there is constant feedback on claims progress and changes in legislation.

Clanfin understands that in the insurance industry, people deal with people and we therefore work on building long term relationships with our clients that provide mutually beneficial results.

Our key individuals and representatives meet the fit and proper requirements as prescribed by FAIS to assist the client in a professional manner with their insurance needs.

# OUR SERVICES



## Short-term Insurance

Our services are listed below :

- Trucking / Logistics and Warehousing
- Commercial and Industrial Property
- Engineering / Plant and Machinery
- Agricultural / Forestry
- Marine / GIT
- Domestic
- Liability
- Aviation
- Motor Vehicle

In addition we have agencies with the major blue-chip underwriters and insurers (Santam, Mirabilis, Hollard, Omnisure, Bryte, Hollard Specialist, Safire, Senate, amongst others), allowing us access to a wide variety of markets in order for us to provide the best tailor-made solution for each of our clients' specific needs.

Clanfin's footprint also extends beyond South Africa's borders where we have become a preferred Financial Services Provider to the mining and civils sectors in Sub-Saharan Africa.

# STANDARD OPERATING PROCEDURES

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We are a large independently-owned brokerage that places a huge amount of importance on personalised service. We listen to our clients and understand their needs. Our hands-on staff prefer face-to-face communication in order to provide our clients with top quality service that can be trusted.

Our philosophy of customising products to meet our clients' specific requirements has necessitated us bringing into this division specialists with market and claims experience who specialise within the confines of the short-term industry.

These specialists share the ethics of honesty and integrity and of growth through service excellence.

# COMPANY BACKGROUND

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## Key People

### HEAD OFFICE:

Derek  
**HOLDSWORTH**  
Director

Having obtained a Marketing & Management diploma, he began his working career in the Transport and Warehousing industry which spanned 11 years. In 2003 he was presented with the opportunity to purchase a 50% share in a short-term brokerage and it was at this time that his career really gained momentum.

He is a qualified financial advisor who is passionate about the short-term insurance industry and it is this passion that has driven him and his colleagues to create the business that is now Clanfin today, a large independent short-term brokerage that has clients across South Africa as well as the sub-continent.

Vis  
**GOVENDER**  
Underwriting Manager

Vis is a financial advisor who has been in the insurance industry for over 50 years, having started his career with SA Eagle Insurance Company (now Bryte), and later moved over to Clanfin in 2007 from its inception. He is accredited with the Financial Services Board and is a key individual for the company.

He is passionate about the industry and has a vast amount of knowledge of the requirements needed to tailor-make policies for individuals and their needs.

# COMPANY BACKGROUND (continued)

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Mark  
**HOLDSWORTH**  
Claims Manager

Mark started with Clanfin in 2014, after having spent 21 years in the logistics industry. He obtained an IMM Diploma in 1996 and joined the company in order to grow the client base and provide expertise with regards to the ever increasing transport fleet under cover.

He strives to make a difference by building up trusting relationships with the clients and ensuring that the “TCF” (Treat Customer Fairly) philosophy is always adhered to.

## EAST GRIQUALAND:

After completing his Bcom degree through Stellenbosch University, he began his career in the finance and accounting field and in 2008 qualified as a Chartered Management Accountant. In 2014 he joined Clanfin and setup a branch in East Griqualand in Southern KZN.

With over 15 years experience in the Accounting and Finance field and a passion for great customer service he is well positioned to service new and existing clients in the area.

Kevin  
**FYVIE**

# COMPANY BACKGROUND (continued)

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## PINETOWN:

Balan  
PILLAY

Balan started in the short-term insurance industry with Mutual & Federal in 1982 and later moved to a national broker for 9 years. As his experience spans over the insurance broking market and after serving in various management and operational roles at Guardian National and Santam, he has joined our dynamic team as a Technical Adviser / Business Development Manager. He is passionate about providing client solutions that meets our dynamic client profile.

## CLANFIN AFRICA: Incorporating Clanfin Africa (Pty) Ltd, a 51% Black Owned Level 2 Company

Bonga Ndaba has a BA (Law) and MBA degree from University of KwaZulu Natal and other qualifications from Unisa and the Graduate School of Business of the University of Cape Town. He has worked in various roles from Hulett Aluminium (now Hulamin), Sappi and Engen Petroleum. He is a Certified Purchasing Manager (CPM) from the institute of Purchasing and Supply South Africa (IPSA) and, in 2012, was awarded an MCIPS by the UK Chartered Institute of Purchasing and Supply (CIPS). In 2016 American based APICS (The Association for Supply Chain Management) conferred upon him the designation of Certified Supply Chain Professional. His experience and networks will grow Clanfin Africa in the costal regions as well as in Gauteng, in the public sector and on the continent.

Bonga  
NDABA



# COMPANY BACKGROUND (continued)

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## Our Team

### Underwriting:

- Verusha Harrybaran — Assistant Underwriting Manager (Commercial)
- Reola Reddy — IT Systems Manager (Commercial/Aviation/Marine)
- Charmaine Chetty — (Commercial/Domestic)
- Kershnee Munsami — (Commercial/Domestic)
- Nonhlanhla Makhaye — (Commercial/Domestic/Key Accounts)
- Gladness Mkize — (Domestic)
- Vanishree Moodley — (Commercial/Domestic/Key Accounts)
- Letisha Surfiall-Roy — (Domestic/Trucking)
- Sersha Moodley — Trainee Underwriting Administrator
- Soraia Coelho — (Commercial/Domestic) — Pinetown
- Emmanuel Doorsamy — (Commercial/Domestic) — Pinetown
- Simone Gounder — Trainee Underwriting Administrator — Pinetown

### Claims:

- Michelle de Jager — Assistant Claims Manager
- Laurien Colborne
- Sarah de Lange
- Shareen Maharaj
- Subashnee Naidoo — Pinetown
- Samantha Napier — East Griqualand

### Accounts / Admin:

- Rika Shaw — (CA)
- Angela Le Roux (HR & Accounts Manager)
- Lynn Moran (PA & Admin)

# ACCREDITATIONS

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FAIS FSP Liscence No: 16077

Derek Holdsworth :

- Recognition of prior Learning facilitated by IISA, UNISA, and INSETA
- National Certificate in Short-term Insurance NQF Level 4 facilitated by INSETA and Boston Business College
- RE5 First Level Regulatory Examination (Representatives)
- RE1 - FSPs and Key Individuals in categories I, II, IIA, III & IIIV

Vis Govender :

- Recognition of prior Learning facilitated by IISA, UNISA, and INSETA
- National Certificate in Short-term Insurance NQF Level 4 facilitated by INSETA and Boston Business College
- RE5 First Level Regulatory Examination (Representatives)
- RE1 - FSPs and Key Individuals in categories I, II, IIA, III & IIIV

Mark Holdsworth :

- National Certificate in Short-term Insurance Level 4 Learnership facilitated by INSETA and Masifunde.
- RE5 First Level Regulatory Examination (Representatives)
- RE1 - FSPs and Key Individuals in categories I, II, IIA, III & IIIV

Kevin Fyvie :

- First Level Regulatory Examination
- RE5 First Level Regulatory Examination (Representatives)
- RE1 - FSPs and Key Individuals in categories I, II, IIA, III & IIIV

Balan Pillay :

- AIISA
- Business Management Development Programme (WITS)

# CONTACT DETAILS

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## Clanfin - Head Office

VCC Estate  
170 Peter Brown Drive  
Park Village Suites  
Block C / Clanfin House  
Office Suites 10, 11 & 12

Tel: 033 347 0046  
Fax: 033 347 0040

Derek Holdsworth

Cell: 082 553 2038  
derek@clanfin.co.za

Vis Govender

Cell: 083 684 9065  
vis@clanfin.co.za

Mark Holdsworth

Cell: 082 577 7117  
mark@clanfin.co.za

## Clanfin - East Griqualand

151 Main Street  
Kokstad

Postnet 169 P/Bag 2054  
Kokstad  
4700

Kevin Fyvie  
Cell: 071 355 8696 / 064 517 2826  
kevin@clanfinez.co.za

## Clanfin - Pinetown

318 Underwood Rd  
Pinetown

Balan Pillay  
Cell: 083 629 1067  
balan@clanfin.co.za

## Clanfin - Africa

VCC Estate  
170 Peter Brown Drive  
Park Village Suites  
Block C / Clanfin House  
Office Suites 10, 11 & 12

Tel: 033 347 0046  
Fax: 033 347 0040

Bonga Ndaba  
Cell: 082 907 7215  
bonga@clanfin.co.za