

DATED: 29 JULY 2026

CIRCULAR NO: 2026/00041

TO: ALL PARTICIPANTS IN THE MOTOR INDUSTRY

NOTICE: SICK ACCIDENT CLAIMS CALCULATIONS CONCERN

Dear All,

MIBCO would like to bring to your attention an issue currently being investigated relating to the calculation of SAF claims within Sales Logix, some SAF claims are being calculated at 75% of the claim value instead of the full amount. The root cause has not yet been identified and remains under investigation.

What has been done so far

- The BI team has reviewed the system source code and confirmed that testing is performing as expected; however, the issue has not been successfully replicated in the development.
- The IT team has reviewed the affected user profiles and environments to assess whether network-related factors may be contributing to the issue.

Interim Control Implemented

To mitigate the risk of incorrect claim processing, an interim safeguard has been deployed that identifies SAF claims calculated at 75% and alerts users before they proceed with processing the claim.

Impact and Required Action

Stakeholders are requested to:

- Escalate any suspected incorrect SAF claim calculations immediately through to MIBCO, please send an email to AHP@mibco.org.za

Next Steps

The BI team continues to investigate the underlying cause of the issue. The interim safeguard will also be enhanced as new findings emerge.

We appreciate your cooperation while this matter is being resolved.

The MIBCO Team

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