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DATED: **07 OCTOBER 2026**

CIRCULAR NO: **2026/00050**

TO: **ALL PARTICIPANTS IN THE MOTOR INDUSTRY**

NOTICE: **SAF CLAIM CALCULATION UPDATE**

SAF Claims Calculation Issue: Resolution Update

Issue
MIBCO identified an issue in Sales Logix where certain SAF claims were being calculated incorrectly at 75% of the claim value.

Issue Resolution
The investigation has been completed, and the issue has been resolved. The root cause was identified, and corrective measures have been implemented to prevent recurrence.

Outcome

- The root cause has been identified and addressed.
- SAF claim calculations are now processing correctly.
- Validation testing has been completed, with no further calculation discrepancies identified.
- Users may continue processing SAF claims as normal.

Safeguard
The interim safeguard introduced during the investigation will remain in place during the monitoring period. This will provide additional assurance that SAF claim calculations continue to process correctly.

Next Steps
The BI team, together with the Customer Service Department, will continue monitoring SAF claim calculations and overall system performance to ensure continued stability.

Should any further issues be identified, the relevant stakeholders will be informed accordingly.

Status: Resolved and under continued monitoring.

The MIBCO Team

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